

**Minutes of the 67th full Healthwatch Warwickshire Board Meeting**

**Tuesday 12<sup>th</sup> September**

**10.30am to 12.30pm**

**In person: The SYDNI Centre, Leamington Spa**

**Present:**

Liz Hancock (EH) – Chair  
Robin Verso (RV) – Vice Chair  
Mike Flaxman –FAG Chair  
Gita Patel (GP)  
Leonard Harvey (LH)  
Kate Morrison (KM)  
Paul Tolley (PT)

**In attendance**

Chris Bain (CB) – Chief Executive (CE), David Alexander (DA)  
Authorised Representative, Tanisha Reddall (TR) – minutes.

**1) Welcome and Apologies:**

The Chair thanked PT for his long service as HWW board director and as the Chair of the Operations Committee as PT formally tendered his resignation. CB stated that PT has been a constant source of support to the organisation and he will be sadly missed.

Jerry Roodhouse sent apologies. John Copping sent his retrospective apologies.

**2) Declarations of conflict of interest**

Liz Hancock, Chief Executive, Mary Ann Evans Hospice  
Jerry Roodhouse, Councillor, Warwickshire County Council  
Mike Flaxman, SWUFT Governor

**3) Appointment of Chair**

Conversations ongoing.

**4) Minutes from the previous meeting**

The minutes of the Healthwatch Warwickshire (HWW) Board meeting on 11/07/2023 were agreed as an accurate record of proceedings and were electronically signed by the Chair.

**5) Matters Arising**

**From the Action list:**

- CB to email Danielle Oum to request meeting with her, or an appropriate representative. **CB meeting with DO today (12/09/23).**
- CB to send 3 priorities for upcoming year to Board. **Discussed at Away Day- TR provided minutes/overview summary to board directors and volunteers.**

- JC to talk to RD (and our Enter & View team) re: questions used by 15 Steps and overlap with HWW Enter & View. **DONE.**
- RD to provide MF with info on/ questions used for 15 Steps. **DONE.**
- EH/CB to arrange meeting with Healthwatch Coventry. **Attended UHCW pre-meeting, recommended separate meeting at separate time, not heard back from HWC as of yet.**
- Staff to choose which Board members may be most beneficial for them to work with. Especially regarding relationship building/ local contacts etc. **ONGOING.**
- Staff and Board to jointly plan Wednesday 18 October event. (Full Day, Benn Hall, Rugby. AGM/ Annual Conference/ Health and Social Care Forum) **DONE.**
- RD to share WCC ASC MOU with Board once finalised. **DONE.**
- CB to send Chair recruitment papers to Working Group for tomorrow. **DONE.**
- Operations Committee to agree contract following successful renewal. **DONE.**

EH is happy to chair next Operations Committee meeting in the interim until a new chair is appointed. Next meeting is on 10/10/23, along with the next informal board meeting. EH discussed she is unable to attend on this date due to outstanding commitments. New date for next Operations Meeting to be agreed and circulated to committee members.

**ACTION:** TR to schedule new date for next Operations Meeting, to be agreed and circulated to committee members.

## 6) Chairs Report

Meetings EH has attended:

- East and West Midlands Regional meeting.
- Completed CB's appraisal.
- University Hospitals Coventry and Warwickshire, including pre-meet with HWC.
- HWW's Away Day.
- Health and Wellbeing Board.
- Warwickshire North Place Executive Board.
- EH and CB due to attend HWE Leadership Conference: Tuesday 19 September.

Spaces have become available to attend the HWE leadership conference in London on 19/09/23, with the event taking place from 10:30am-2:30pm.

HWBB

- EH and CB presented HWW's Annual Report at the HWBB, also learnt about the ongoing problems with social and domiciliary care services, as well as pharmacies.

## Tender

- EH is delighted with outcome of the recent tender and thanks CB and HWW staff team for their hard work and contribution. EH recommends a post-tender process meeting with board directors, to highlight any issues that arose during the completion of the bid and learning that was acquired to enable future processes to be time efficient and labour effective.

## Away Day

- TR circulated minutes/summary notes from the day to board directors, volunteers and staff team. EH comments on the positive reach of HWW and the far-reaching engagement of staff activities.

**ACTION:** Board directors to email CB if they would like to attend HWE leadership conference taking place on 19/09/23.

**ACTION:** TR/CB/EH to schedule post-tender process meeting with board directors to reflect on good practice and issues that arose during the tender submission.

## 7) CE's report and update on Emerging Strategic Issues

The CE's report was circulated to the Board prior to the meeting:

### 7.1 ICB Chair

- Statement issued by NHS England in the Midlands shared in CE report.

### 7.2 NHS Dentistry

- NHS dentistry continues to be the second most common issue people report to Healthwatch, with many living in pain, while some turn to private care.
- CB referred to feedback relating to 'dental ghettos', areas where there is provision but only if individuals are able to pay for it.

### 7.3 Deprivation of Liberty Safeguards (DoLS)

- CB discusses the delay in the introduction of the Liberty Protection Safeguards (LPS), the planned replacement for DoLS.
- The discussion is whether the experience and outcomes for patients have been, or may continue to be compromised during this hiatus. It is proposed that HWW seek assurances about the current position from Warwickshire Safeguarding.

### 7.4. Care in Rugby

- The HSCF will bring together individuals and organisations (Voluntary, Community and Public sector) to explore the State of Care in Rugby from a patient perspective. There will also be a range of stalls from key partners.

- Take up for the event is positive and it seems to be generating considerable interest.
- First Health & Social Care forum that is geographically based, rather than theme based. Potential to continue to do this in the future, holding subsequent events in North and South Warwickshire.

#### **7.4.3 Ambulance Services and the ICS**

- NHS Networks have produced a report on the principles needed to promote effective collaboration between the ICS and Ambulance Services. The key principles are; think creatively about the role of the ambulance service, focus on data sharing, foster a culture of collaborative planning, not transactional commissioning and actively nurture relationships.
- There appears to be much to be welcomed in the Report. HWW will be challenging about what real progress is being made and how patients and residents will benefit.

#### **7.4.4 Recruitment of CEO for Coventry & Warwickshire ICB**

- Recruitment for the Chief Executive Officer post at Coventry and Warwickshire ICB will go live on 11th September 2023 for 2 weeks, closing on 24th September 2023.
- The assessment process will consist of a stakeholder panel chaired by Sue Noyes, ICB Deputy Chair on 29th September, CB has agreed to join the stakeholder panel on 29th September.

### **8) Report from Operations Committee**

The Operations Committee met on 11<sup>th</sup> April 2023.

Scheme of Delegation and Financial Management document shared with board prior to meeting. Page 7-8 references Healthwatch Warwickshire Operations Committee Terms of Reference.

Board agreed Operations Committee to meet to discuss the current TORS to ensure they continue to match HWW's requirements. EH happy to Chair Operations Committee meeting during the interim of appointment a new chair.

Confirmed committee members are: EH, GT, LH and JC.

### **9) Report from Chair of Finance and Audit Group**

The Chairs' FAG (Finance and Audit Group) report was circulated to the Board prior to the meeting.

MF thanked LM for her continued support and hard work on the annual accounts.

FAG Chair recommended the audited accounts to the Board for adoption and signature by the Chair on behalf of the directors.

The Board agreed the adoption of the accounts for 2022/23 and authorised the Chair to sign the accounts and the letter of representation on behalf of the Board. MF has signed the Appendix to the Letter of Representation.

**ACTION:** CB/MF/RV to attend FAG meeting to discuss current reserves strategy.

### 10) Volunteers Report

- Volunteers supported HWW at the recent Leamington Pride event which took place on Saturday 19<sup>th</sup> August.
- All volunteers were invited to the recent Away Day on Monday 4<sup>th</sup> September. Although not all volunteers attended, everyone felt involved as everyone was included in the subsequent circulation of the minutes/summary notes from the day.
- The next online Volunteer Forum is on Monday 18<sup>th</sup> September.
- SJ will be stepping down from her role as Board Representative on the board and attending her last formal board meeting on 14<sup>th</sup> November. DA will continue his role as board representative and endeavours to try and encourage other volunteers to take on the position in the future.
- Next intended face-to-face meeting to be the Volunteer Christmas gathering on 29<sup>th</sup> November.

EH confirmed that she should be attending the online Volunteers Forum on 18/09/23.

### 11) AOB

- RV suggested a new standing item to be included on formal board meeting agendas for feedback from PLACE partnerships, including RV feedback on South Warwickshire, EH feedback on Warwickshire North and JR feedback on Rugby.
- EH and board agreed value of new standing item to include directors reports on meetings attended and meetings attended on behalf of HWW.

**ACTION:** TR to include directors reports as standing item on future formal board meeting agendas.

### 12) Date of next meetings

Full Board meeting 10.30am to 12.30pm on Tuesday 14<sup>th</sup> November 2023, via MS Teams.

### Summary of Actions:

- TR to schedule new date for next Operations Meeting to be agreed and circulated to committee members.
- CB/DK at next meeting with LL on 27/09/23 discuss intention to further share HWW's QPR on website/social media channels.
- Board directors to email CB if they would like to attend HWE leadership conference taking place on 19/09/23.
- TR/CB/EH to schedule post-tender process meeting with board directors to reflect on good practice and issues that arose during the tender submission.
- TR to provide policy list with timelines of review to next Operations Committee meeting to determine if there have been any changes in legislation which impact current policies.
- Operation Committee members to prioritise which policies need review.
- CB/MF/RV to attend FAG meeting to discuss current reserves strategy.
- TR to include directors reports as standing item on future formal board meeting agendas.

**Board Director Attendance Record**

<b>Name</b>	<b><u>10/01/23</u></b>	<b><u>14/03/23</u></b>	<b><u>09/05/23</u></b>	<b><u>11/07/23</u></b>	<b><u>12/09/23</u></b>	<b><u>14/11/23</u></b>
<b>P = Present/ A = Apology/ X = Absent</b>						
Helen Adkins	<b>A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
Kate Morrison			<b>P</b>	<b>P</b>	<b>P</b>	
John Copping	<b>P</b>	<b>P</b>	<b>A</b>	<b>P</b>	<b>X</b>	
Mike Flaxman	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>	
Liz Hancock	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>	
Leonard Harvey	<b>P</b>	<b>Joined Confidential Section</b>	<b>P</b>	<b>A</b>	<b>P</b>	
Gita Patel	<b>P</b>	<b>P</b>	<b>P</b>	<b>A</b>	<b>P</b>	
Jerry Roodhouse	<b>P</b>	<b>P</b>	<b>A</b>	<b>P</b>	<b>A</b>	
Paul Tolley	<b>A</b>	<b>A</b>	<b>A</b>	<b>A</b>	<b>P</b>	
Robin Verso	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>	

**Minutes approved by:** .....

**Signed:** .....

**Date:** .....