

**Healthwatch Warwickshire**  
**Minutes of the fortieth full Healthwatch Warwickshire Board Meeting**  
**Tuesday 14<sup>th</sup> May 2019**  
**10.00am to 12.00pm**  
**Squab Hall**

**Present:**

Liz Hancock (EH) - Chair	Trevor Wright (TW)
Mike Flaxman (MF)- Chair FAG	Leonard Harvey (LH)
Bob Malloy (BM)- Chair HR	Jerry Roodhouse (JR)

**In Attendance:**

Chris Bain (CB) - Chief Executive  
Claire Jackson (CJ) - Office Manager  
Su Jenkins (SJ) - Authorised Representative  
Maggie Roberson (MR) - Authorised Representative  
Lucy Dean (LD) - for minutes

**1) Welcome and Apologies**

Apologies have been received and accepted from John Copping, Paul Tolley and Gita Patel.

**2) Declaration of conflict of interest**

TW, Councillor, Warwick District Council

JR, Councillor, Warwickshire County Council (to be put onto Agenda from next month)

**3) Minutes from the previous meeting**

The minutes of the HWW Board meeting on 12<sup>th</sup> March 2019 were agreed to be an accurate record of proceedings.

**4) Matters Arising**

The actions from the previous meeting minutes were reviewed - no actions outstanding.

**5) Chair's Report**

**5.1 Update from the Chair**

In March the Chair attended the Healthwatch Regional Meeting in Birmingham, a good introduction to regional activities. At the next meeting attendees have been asked to complete and bring with them an influence map in relation to the commissioning of their Healthwatch.

April - had a productive meeting with HWW Staff to discuss how board members can support them in their roles. An outcome from this was the Skills audit.

May - Health & Wellbeing Board (HWBB). Updates on the HWBB annual review 2018/2019 and delivery plan for 2019/2020, the Better Health Better Care Better Value programme. The Chair was able to report on the success of HWW regarding the consultation work on the NHS Long Term Plan, the positive feedback received regarding engagement with the JSNA, and updates on the Better Together program.

CB & EH to present HWW's Annual Report to the HWBB at the meeting in September.

## 5.2 Vice chair role

There may be occasions where, for a variety of reasons, EH may be unable to attend the Board meeting or other appointments. Board members are invited to volunteer for Vice Chair position. If there is interest from more than one person, a vote may be taken.

## 5.3 Skills audit

The Chair thanked the Board for the responses received during the recent skills audit.

Overall, the Board is strong in:

- Board and committee work
- Charity and voluntary governance
- Facilitating meetings
- Leadership

The current gaps are in the following areas:

- Digital
- Fundraising
- Income Generation
- IT/ Systems
- Legal
- PR/ communication

If the Board members are happy, a list will be compiled for the staff highlighting particular skills available, with names attributed.

**ACTION: EH to compile list of skills available within HWW Board.**

There was a suggestion that HWW could look to recruit more Board members to fill some of the gaps in skills.

## 6) CE's Report

The CE presented his report to the Board (attached).

### 6.1 Governance & transparency

The current arrangements were discussed, in addition to the statutory duties that HWW have, e.g. yearly audit, Memorandum and Articles of Association, Scheme of Delegation.

**ACTION: CB to reappraise EH of Scheme of Delegation**, as some of it applies to the Chair.

It was clarified that board members are to be available to the public *during public board meetings*.

**ACTION: The Board members were invited to get in touch if they had any further ideas on increased transparency.**

The Board discussed whether the Annual Conference could be used as open board meetings.

It was recognised that there is a balance to be found between openness/ accountability and practicality.

It was agreed by all that the Board meeting minutes could be made available online after approval by the Board and signature by the Chair (without agendas or supporting papers).

**ACTION: LD to upload approved & signed minutes onto website.**

## 6.2 Healthwatch Survey

There was a suggestion to invite Anna Hargrave to come and speak to HWW about Integrated Care Systems.

**ACTION: CB to contact Anna Hargrave to check availability.**

Volunteer recruitment was discussed. It is important to have clear-cut tasks for them to carry out, and have resources to correctly support them and provide relevant training. It was noted that our current volunteers are very good, this is evidenced in the Performance Reports.

## 6.3 LTP Engagement

Great results have been seen from the project. The final report, to be finished in June, is expected to be influential.

A press release is to be considered.

Feedback/ input so far from HW Coventry has been good.

## 6.4 Finance

Finance report presented.

## 7) RAP Project

Progress update on Rights to Access Project: So far, 12 workshops have been delivered, 101 people have attended. 686 information cards have been distributed; 200 booklets have been given out. The volunteers have put in phone calls to 19 GP practices. Overall the feedback from the workshops have been very positive.

The project has highlighted the need to get the Healthwatch Warwickshire 'brand' more widely known.

The RAP Project has seen one clear success story: one homeless person, having received the information card has been helped to access health services for the first time in a long time.

The board thanked the HWW team, in particular Vina Fatania for the work put into the project. A lot has been done in the community to promote who we are and help people to understand what we do.

The chair thanked CB, CJ and JB for a very good Quarterly Report, looking forward to presenting to the commissioner.

## 8) Standing Conference - 17<sup>th</sup> May 2019

There has been a change of speaker/ format as Chris Ham has been called up for Jury Service. Lord Phillip Hunt is speaking instead, presenting an overview of the transition to integrated services.

Rachel Danter will be speaking on the priorities locally going forward, and Michael Pearson will cover the patient perspective.

There will be work in table groups to develop what we want to see, and then a short panel at the end - with Rachel Danter and Dr Christina Ramos answering questions; to be chaired by Michael Pearson.

## 9) Reports from Subgroups

### 9.1 Finance and Audit Group

No report

### 9.2 HR Subgroup

Next meeting is 17th June. EH is unable to attend and has given her apologies.

## 10) Volunteer update

SJ reported on the Recent Enter & View visits to Park View care home (report published) and [REDACTED] care home (report being finalised).

It was noted that the reporting is very good, clear and well set out.

Some volunteers have taken part in the RAP initiative - positive feedback has been received from the volunteers involved.

Next Volunteer forum is 10<sup>th</sup> June in Nuneaton.

SJ also attended an NHS 111 engagement event. The 111 service uses algorithms when deciding what care people need. There is a plan for 25% of GP appointments to be available online, and 25% to be available to 111 callers - the rest available over the phone at surgeries/other ways. The aim is to stop people going to A&E. Hoping to join up services. There is currently an issue with calling 111 from a mobile - it is possible to end up being put through to a centre in the wrong region.

SJ also planning to go to a Macmillan carers day, taking Healthwatch & NHS 111 literature. MR excited about Dementia training day coming up - volunteers currently feel unqualified to assess care homes for clients with dementia.

There was a suggestion to follow up with training in End of Life Care - EH offered to do this.

Book recommendation: 'Somebody I used to know' by Wendy Mitchell, who has Dementia.

## 11) AOB

It was discussed that a briefing on the Health and Social Care economy is needed.

### Summary of Actions:

- **Item 5.3:** EH to compile list of skills available within HWW Board
- **Item 6.1:** CB to reappraise EH of Scheme of Delegation
- **Item 6.1:** LD to upload approved & signed minutes onto website
- **Item 6.1:** Board members to advise if they have any further ideas on increased transparency
- **Item 6.2:** CB to contact Anna Hargrave to check availability.

## 12) Date of next meeting

The next meeting will be held from 10.00am to 12.00pm on Tuesday 9<sup>th</sup> July 2019 at Squab Hall, CV33 9QB.

**13) CONFIDENTIAL:**  
**13. Staffing**

Minutes Approved by: .....

Signed: .....

Date:.....