

**Minutes of the 68<sup>th</sup> full Healthwatch Warwickshire Board Meeting**

**Tuesday 14<sup>th</sup> November**

**10.30am to 12.30pm**

**MS Teams Conference Call**

**1) Welcome and Apologies:**

All Board Directors in attendance.

**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**

CB updates there have been no alternative expressions of interest regarding Chair position. CB suggests continued appointment of EH as Chair.

EH is happy to continue as Chair at reduced funding rate for post due to continued remote working.

Vote of approval carried by the board.

EH addressed appointment of Vice Chair following Paul Tolley's resignation from the Board.

KM expressed her interest in the position of Vice Chair in collaboration with RV.

Vote of confidence carried by the board.

Chair welcomes Kate Morrison as second Vice Chair.

**ACTION:** Appointment of Chair to become a formal board meeting agenda item every six months.

**ACTION:** TR to arrange meeting for January with Chair, Vice Chairs, Chair of FAG and CE.

**4) Minutes from the previous meeting**

The minutes of the Healthwatch Warwickshire (HWW) Board meeting on 12/09/2023 were agreed as an accurate record of proceedings and were electronically signed by the Chair.

**5) Matters Arising**

**From the Action list:**

- CB/DK at next meeting with LL on 27/09/23 discuss intention to further share HWW's QPR on website/social media channels. **DONE: CB confirmed full redaction and anonymisation of any future published performance reports. Chair confirmed approval of the sharing of the QPR on HWW website from November onwards.**

- CB/MF/RV to attend FAG meeting to discuss current reserves strategy.  
No meeting held. **ONGOING**

**ACTION:** TR to email board directors to gain expressions of interest in attending FAG reserves strategy meeting with MF, RV and CB.

**ACTION:** MF to share SWUFT Trust Objectives 2023/24 document with board directors. MF comments on potential for future HWW involvement in SWUFT objectives to identify a data driven approach, that identifies unmet health needs and levels up health inequalities.

## 6) Chairs Report

Meetings EH has attended:

- HWW Volunteer forum
- HWE Leadership Conference
- Warwickshire Aging Well Boards
- Contract Review meeting with WCC
- Warwickshire North PLACE Executive meetings
- HWW Introduction to MS FORMs
- HWW State of Care in Rugby Event

### HWW AGM

- AGM held via Zoom on 09/11/23.
- 'Visibility' of HWW was brought up by members of the public. Chair comments on the importance for board directors to forge continued working relationships with the staff team, to ensure a cohesive and shared HWW message within the public sphere.
- EH discussed presentations from the staff team at future informal board meetings to discuss and share work.
- EH also discussed the possibility of 'sharing and learning sessions' following the same format and success of DK's recent MS FORMs online sessions with board directors.
- JR discussed the establishment of 6 weekly meetings with VF and discussions around PPGs in Rugby.
- RV commented on the successful working relationship with CG in relation to South Warwickshire PLACE Partnership Board. CG is on the delivery group and RV is on the PLACE partnership board, with both representing HWW.

**ACTION:** CB to discuss staff presentations at informal board at next staff team meeting on Monday 20<sup>th</sup> November to create a series of planned presentations to the informal board.

**ACTION:** RD to email Parish council clerks to gain access to wider sharing with parish councils of HWW marketing.

## 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 Healthwatch England

- HWE have been reviewing all HW Annual Reports to try and understand how impact is being communicated in those Reports. As part of their ongoing commitment to support the Healthwatch network in communicating their impact effectively, the Regional Manager (Chris Gorman) will be contacting HWW shortly to arrange a short conversation about a review HWE have undertaken of all Healthwatch annual reports.

**ACTION:** Share Quarterly Performance Report with Chris Gorman prior to meeting. MF has suggested he would be able to attend, date permitting.

## **7.2 Travelling for treatment**

- NHS patients who have been waiting the longest for treatment will be offered the opportunity to travel to a different hospital, if it means they could be seen sooner.
- From 31<sup>st</sup> October, any patient who has been waiting longer than 40 weeks and does not have an appointment within the next eight weeks will be contacted by their hospital via letter, text, or email, as announced by the NHS and government earlier this year.
- As part of the NHS elective recovery plan, offers will be sent to up to 400,000 eligible patients who will then be able to submit their details including how far they are willing to travel – 50 miles, 100 miles or nationally.

## **7.3 Martha's rule**

- This rule was developed by the Patient Safety Commissioner and then adopted by NHSE following the tragic death of Martha Mills, a 13 year old girl who dies from a preventable sepsis infection. The rule seeks to rebalance the unequal power relationships between patients and medics to improve patient safety.
- Henrietta Hughes, the Patient Safety Commissioner wrote  
The key points of my recommendations are these:  
We must implement a structured approach to obtain information relating to a patient's condition directly from patients and their families at least on a daily basis. In the first instance this will cover all in-patients in acute and specialist Trusts.
- All staff in those Trusts must have 24/7 access to a rapid review from a critical care outreach team who they can contact should they have concerns about a patient.
- All patients, their families, carers and advocates must also have access to the same 24/7 rapid review from a critical care outreach team which they can contact via mechanisms advertised around the hospital and more widely if they are worried about the patient's condition. This is Martha's Rule.

#### **7.4. Care in Rugby**

- The event in Benn Hall in Rugby took place on the 18<sup>th</sup> and on the 19<sup>th</sup> October at Overslade Community Centre.
- Over 100 people attended the Benn Hall event and we are collating and analysing the rich feedback we have had from that event, alongside the smaller event that took place at Overslade, to produce a report presentation by the end of the year for use by all staff seeking to influence providers and commissioners.

#### **7.4.3 Volunteers**

The dates for the Volunteer Forums for 2024 have been provisionally set at: 24<sup>th</sup> January 10.00am – 12.00pm, 15<sup>th</sup> April 10.00am – 12.00pm, 9<sup>th</sup> September 10.00am – 12.00pm, 4<sup>th</sup> December 10.00am – 12.00pm.

In addition, there will be the always popular June walk around Jephson Gardens

On a sadder note, GF, who has been a stalwart of our volunteers for a decade is leaving us due to work pressures in other areas. GF has made a massive contribution and will be greatly missed by all.

A special thank you also goes to SJ for her time and dedication as Volunteer representative to the board. Today marks SJ's last meeting as authorised representative, but we are glad that SJ remains as a volunteer with us.

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

- Phil Johns was appointed to the substantive post on the ICB.

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

The Operations Committee met on 9<sup>th</sup> November 2023.

#### **Policy review timelines:**

TR- Has produced Excel spreadsheet outlining the range of staff and organisational policies and review dates.

CB/TR- to look at policies and prioritise policies for review at Operations Committee. CB comments that some policies are now incorporated within HWW Code of Conduct.

TR to send out Operations Committee meeting date for January. Committee members to discuss and agree at this meeting, suitable meeting day/time for 2024 Operations Committee meetings.

### **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 support in providing the information to support the expenditure report to September 2023.

- MF raised the issue around staff training underspend. CB said this was being progressed with some potential bought in support for specific training.
- The ICT budget shows as overspend and will continue to be reviewed, as the year progresses. It will be reviewed for next year's budget proposals, if this area continues to be unfunded.
- The promotional materials budget for the year has been spent. Promotional materials funding allocation will be reviewed in the coming months and refreshed as required for next year's budget.

#### **10) Directors' reports**

- JC discussed involvement in CWPT 15 steps visits, including visits to The Caludon Centre. Discussed opportunity to continue to develop working relationships with the partnership trust.
- RV reported on the positive working relationship with CG and in-turn the information he's able to share at the South Warwickshire place partnership board and the promotion of HWW. Meetings are taking place monthly, focusing on place priorities.
- GP discussed attending the HWW MS FORMs sessions.

**ACTION:** Distribution of HWW leaflets to board directors.

#### **11) Volunteer Report**

- SJ reported that RD is hoping to run two Enter & View Visits across the next two months.
- Volunteers have attended the online Microsoft FORMs training session.
- SJ is attending an event in Nuneaton on 23/11/23 to look at the Enhanced health care within Care Homes with the Learning & Development Partnership.
- SJ discussed the importance of attracting new volunteers to the organisation.
- RD has also issued information to volunteers regarding upcoming place assessment visits.
- CB has asked RD to create a programme of Enter & View visits for 2024.

#### **12) AOB**

- TR has sent out informal and formal board meeting dates for 2024, including the dates of summer in-person meetings, which include May, July and September.

#### **Date of next meetings**

Online Informal board meeting via MS Teams on 12<sup>th</sup> December 2023, 10:30am-11:30am. Next formal board meeting online via MS Teams on Tuesday 9<sup>th</sup> January 2024, 10:30am-12:30pm.

#### **Summary of Actions:**

**ACTION:** Appointment of Chair to become a formal board meeting agenda item every six months.

**ACTION:** TR to arrange meeting for January with Chair, Vice Chairs, Chair of FAG and CE.

**ACTION:** TR to email board directors to gain expressions of interest in attending FAG reserves strategy meeting with MF and RV.

**ACTION:** MF to share SWUFT Objectives 2023/24 document with board directors.

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**ACTION:** Share Quarterly Performance Report with Chris Gorman prior to meeting. MF has suggested he would be able to attend, date permitting.

**ACTION:** Distribution of HWW leaflets to board directors.

**Board Director Attendance Record**

<b>Name</b>	<b>10/01/23</b>	<b>14/03/23</b>	<b>09/05/23</b>	<b>11/07/23</b>	<b>12/09/23</b>	<b>14/11/23</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>	<b>P</b>
John Copping	<b>P</b>	<b>P</b>	<b>A</b>	<b>P</b>	<b>X</b>	<b>P</b>
Mike Flaxman	<b>P</b>	<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>	<b>P</b>
Leonard Harvey	<b>P</b>	<b>Joined Confidential Section</b>	<b>P</b>	<b>A</b>	<b>P</b>	<b>P</b>
Gita Patel	<b>P</b>	<b>P</b>	<b>P</b>	<b>A</b>	<b>P</b>	<b>P</b>
Jerry Roodhouse	<b>P</b>	<b>P</b>	<b>A</b>	<b>P</b>	<b>A</b>	<b>P</b>
Paul Tolley	<b>A</b>	<b>A</b>	<b>A</b>	<b>A</b>	<b>P</b>	<b>N/A</b>
Robin Verso	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>	<b>P</b>

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

**Signed:** .....

**Date:** .....