

Minutes of the 74th full Healthwatch Warwickshire Board Meeting

Tuesday 5th November 2024

10.30am to 12.30pm

Online: MS Teams Conference Call

Present:

Liz Hancock (EH) – Chair
Robin Verso (RV) – Vice Chair
Mike Flaxman (MF)- FAG Chair
John Copping (JC)
Jerry Roodhouse (JR)
Leonard Harvey (LH)
Jane Bryan (JB)- Joined during item 1

In attendance

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

1) Welcome and Apologies:

Apologies from Kate Morrison (KM).

Appointment of new director: Jane Bryan

The Chair recommends to the board that Jane Bryan is appointed as a director.

Proposal carried. The board is unanimous in their ratification of the appointment of JB.

Introductions:

The Chair welcomes JB to the meeting. JB introduces herself and discusses her professional background, as do her fellow board directors.

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) Minutes from previous meeting

The minutes of the Healthwatch Warwickshire (HWW) Board meeting on 10/09/24 were agreed as an accurate record of proceedings and were electronically signed by the Chair.

MF follows up on his comments from Item 9, Directors' Reports during September's formal board meeting and shares that he has not received a copy of the ICB's draft Primary Care Strategy. MF has emailed Cristina Ramos to follow up. MF and CB will share with directors, once it has been received.

MF would like further information on volunteering materials so that he is able to contact Sharon Elwood, staff governor in charge of volunteering at SWUFT, to discuss HWW volunteering opportunities.

CB comments that our Enter & View activities are increasing and we do need to respond to this by engaging more volunteers. The staff team met on 04/11/24 to discuss volunteer strategy moving forward.

ACTION: EH to send VF and TR Mary Ann Evans Hospice volunteering literature.

4) Matters Arising

From the Action list: Formal board 10/09/24

ACTION: RV to contact KM to discuss workable dates to conduct future 1:1 board director sessions. **CLOSED.**

ACTION: Add pharmacy feedback to the agenda for the AGM and include in advertising. **CLOSED.** [Register for HWW's AGM 2024](#)

ACTION: Send Operations Committee agenda to all board directors to extend invite. **CLOSED.**

ACTION: Discuss volunteer recruitment at the Operations Committee meeting. **CLOSED.**

From the Action list: Informal board 08/10/24

ACTION: Recruitment drive to go ahead for HWW volunteers and Directors. Directors' recruitment through website and WCAVA newsletter and normal recruitment. Small working group to be set up. **Ongoing.**

ACTION: Decide who will raise our concerns regarding possibility of HWE funding local Healthwatch's at the next HW Regional Meeting on Friday 22nd November 10:00am-11:30am. **CLOSED. MF has agreed he will attend, JB may be able to attend.**

ACTION: CB to invite Wes Streeting to visit HWW to see how HW work in a Shire. **CLOSED. CB has written to Wes Streeting.**

ACTION: Directors to be offered face-to-face or virtual one-to-one meetings with the Vice Chair. Take up is optional. **CLOSED.**

The HWE National Conference is on Tuesday 12th November, CB comments that the issue of HWE commissioning local Healthwatches will be discussed and objected to.

ACTION: TR to send MF and JB the meeting link for the online HW Regional Meeting on Friday 22nd November, 10:00am-11:30am.

5) Chair's Report

Meetings EH has attended:

- Health & Wellbeing Board- CB presented HWW's Annual Report.
- Operations Committee meeting
- HWW informal board meeting

- Warwickshire North Place Executive- held a joint meeting with Warwickshire Health & Wellbeing Board
- Warwickshire Aging Well
- HWE Chairs meeting
- Number of meetings with HWW staff including, TR, DK, RD and LM to discuss job descriptions and responsibilities.

Director 1:1s

The Chair comments that RV has met with LH, JC and JR and has received some challenging comments. EH and RV will be meeting on 19th November to discuss in more detail. EH and RV will feed back to the board after this meeting.

Structure of future meetings:

The Chair discusses that JR has suggested some changes to the structure of the agenda following his online attendance at the last face-to-face formal board meeting.

The Chair comments that JR has suggested that the agenda includes a forward plan, as well as potentially key decisions, including items such as marketing, volunteer development and local health economy.

JR comments that as an online participant at the last meeting, the conversation was rambling. JR would like a more succinct meeting, with boxes ticked off regarding the strategic direction.

CB comments that the staff team are content with supporting the board in whichever direction the structure of the board meetings needs to go and will provide information as requested. CB discusses that a decision was made that discussions around individual services would be discussed at informal board meetings and that the Operations Committee would look at performance around plans. If there are amendments to this, we are content to support them.

MF comments that the board directors around the table have a lot of valuable local and national experience to share and input. MF comments that discussion is important, to share what directors think, know and understand.

EH comments that the structure of board meetings may form part of the future board development day in the new year.

CB highlights the importance of being clear around the guidance for staff to enable them to support the meeting in the direction that it wants to go.

ACTION: EH and RV will feed back to the board following their meeting on 19th November.

6) CE's report and update on Emerging Strategic Issues

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

CB brings to the attention of the board that Shabina Khalifa, the Engagement & Outreach Officer for North Warwickshire, Nuneaton and Bedworth has received the results of her master's degree and she has received a Distinction. The board congratulate Shabina on her excellent result.

6.1 Women's Health Hubs

Women's Health Hubs are part of the legislation that the new government is intending to carry forward. CB comments that the guidance from the Coventry and Warwickshire ICS on Women's Health Hub arrangements isn't clear about how it works and where it is. CB intends to follow up, to enable HWW to give women the information they need to allow them to access the Hub as and when they need to.

MF comments that he is not aware of any hubs across the patch providing the core services within the CE's report, or aware of a centralised hub providing these services in one place in Warwickshire.

EH also comments that there are several core services that men would also benefit from.

MF discusses that the strategy for the development of health and wellbeing hubs by South Warwickshire Foundation Trust might be an opportunity to include these comments. MF comments that Fiona Burton, Director of Nursing at SWFT would be a good contact to follow-up with.

ACTION: CB to follow up regarding Women's Health Hubs.

ACTION: EH to ask the question about Women's Health Hubs at the Warwickshire North Place Executive meeting next week.

6.2 The State of Care: HW England's response

The State of Care is the annual report issued by the CQC, following a survey of health and social care provision across England.

CB would urge directors to read The State of Care report and has also highlighted HWE's response.

CB would encourage anyone who has used health and social care services to complete the Change NHS survey, which will build on the findings of the Darzi Review and help to inform the development of the 10 Year Plan for the NHS. [Change NHS survey link](#)

6.3 Integrated Urgent Care Review

HWW have been asked to attend a session on the urgent care review at the upcoming workshop in November.

MF discusses an individual's recent experience of A&E at UHCW. The individual felt that the A&E department was like a war zone, there wasn't anywhere to sit and they were told they would have a seven hour wait for a scan.

JR comments that he will be attending the urgent care review on 13th November on behalf of Rugby Place.

JR discusses that maternity at Warwick Hospital is swamped and he has been told that Warwick Hospital will be refusing people from Rugby.

MF requests that JR provide him with any information relating to the refusal of Rugby mothers to enable him to raise issues and concerns with Russell Hardy, Chair of the Board of Directors, SWFT.

6.4 Closure of Hoskyn Ward

The closure of Hoskyn Ward at St Cross has generated some concern amongst Rugby Residents and HWW have been copied into some of the correspondence. Concerns have been raised on social media.

CB and VF are meeting with John Slinger, MP for Rugby, on Friday 8th November.

JR confirms there is a Place priority and Place strategy for Rugby and Justine Richards, the Vice Chair will be taking over in the interim.

7) Report from Operations Committee

The next meeting will take place on Tuesday 3rd December, 10:30am-12:00pm.

- The Operations Committee met on 17th September. EH confirms that the committee are struggling with its membership, with more apologies being given than people attending the meeting. EH asks that if committee members can attend that they prioritise this.
- The Chair thanks CB and TR for their continued work on the risk register which remains an agenda item.
- Succession planning continued, the next steps were to review the job descriptions of HWW staff. EH has had meetings with all staff, apart from the E&O Officers, as this job description is up-to-date due to recent recruitment to the post this year. EH felt that these meetings went well and with the agreement of the staff, which included TR, DK, RD and

LM, EH has updated the versions of these job descriptions. EH has sent them to CB and further review will continue from there.

- Continued work at the next meeting on the home working/Lone working policy.
- Volunteer recruitment was an agenda item at the last Operations Committee meeting and the staff team met on 04/11/24 to continue work on volunteer strategy.

CB adds the Employment Rights Acts as an agenda for the Operations Committee. A review needs to be made on the impact on small organisations.

ACTION: TR to add the Employment Rights Act to the Operations Committee agenda.

ACTION: Online training regarding the Employment Rights Act is available. Please email CB for details.

8) Report from Chair of Finance and Audit Group

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

- MF has reworked the staff budget to take account of the change to employers National Insurance. The impact in a full year at current rates of pay would be around £700.
- Looking at next year, with a pay award of 2.5% in line with CPI (Consumer Price Index), additional costs would be around £1400 over and above the current budget.
- MF plans to discuss inflationary funding with Rob Hopkins at the next contract monitoring review meeting with WCC.
- Several headings are currently underspent, mainly pay which reflects earlier vacancy savings to June and will remain underspent by about £5k. Staff pay will not underspend any further assuming that the current staff remain in post.
- There will be a £183 underspend on accommodation per month due to our new arrangements for the office in Leamington.
- There are plans to commit the promotional material budget by the year end.
- New IT equipment has been purchased for two members of staff which has impacted on the underspend as IT replacements are not budgeted for separately.

MF comments that, whilst there are a number of ongoing projects (see below), we have no current projects that require funding.

EH comments that she has put forward recommendations to the CE with regards to her work on staff job descriptions and the requirement for a salary review. MF will need to understand any new recurring commitments considered.

CB confirmed MF comments that there are no projects that require additional funding. Current projects include a county wide survey and report on pharmacy, our recent work with Veterans in North Warwickshire, Nuneaton and Bedworth and our work with children and young people across the network of colleges in Warwickshire. Promotional materials will be needed for upcoming engagement work.

MF will provide an end-of-year forecast for the next formal board meeting.

9) Directors' Reports

- RV attended the South Warwickshire Place Partnership Board meeting in September. Generally, the focus of these meetings has been on the Place plan, a series of small-scale projects which affect individual parts of South Warwickshire. At this point, RV can't see South Warwickshire Place having significant influence on the resource allocation process of the ICB. South Warwickshire Place have set up a committee for future work on interfacing with the care collaborative.
- MF discusses resource allocation at the ICB level, the ICB have set up a task force to look at a formula for allocating resources within the ICB area. The ICB have several issues that they will be addressing as part of the task force group, including the focus on health inequalities and funding, as well as the issues highlighted within the Darzi report.
- JC indicates his involvement with WCC and mental health carers. JC will provide further information to TR.

10) Volunteer Report

- DA comments that several volunteers attended the online training provided by Voiceability which covered The Care Act, The Mental Capacity Act & Liberty Protection Safeguards. [Link to VoiceAbility training for HWW Sept 2024](#)
- DA was a member of the appointments panel interviewing Jane Bryan our newest member of the board.
- DA also supported our latest Enter & View at a care home in Stratford. [Canning Court Care Home Enter and View Report | Healthwatch Warwickshire](#)
- The next Volunteer Forum will be held in-person on Wednesday 4th December.

11) AOB

The first formal board meeting of the new year will be held online on Tuesday 14th January, 10:30am-12:30pm.

In-person formal board meetings in 2025 will take place in March (Leamington venue), May, July and September.

12) Dates of next meetings

Online Informal Board catch-up Tuesday 10th December 2024, 10:30am-11:30am.

Summary of Actions: (see below)

ACTION: EH to send VF and TR Mary Ann Evans Hospice volunteering literature.

ACTION: TR to send MF and JB the meeting link for the online HW Regional Meeting on Friday 22nd November, 10:00am-11:30am.

ACTION: EH and RV will feed back to the board following their meeting on 19th November.

ACTION: CB to follow up regarding Women's Health Hubs.

ACTION: EH to ask the question about Women's Health Hubs at the Warwickshire North Place Executive meeting next week.

ACTION: TR to add the Employment Rights Act to the Operations Committee agenda.

ACTION: Online training regarding the Employment Rights Act is available. Please email CB for details.

Board Director Attendance Record

<u>Name</u>	<u>09/01/24</u>	<u>12/03/24</u>	<u>14/05/24</u>	<u>09/07/24</u>	<u>10/09/24</u>	<u>05/11/24</u>
P = Present/ A = Apology/ X = Absent						
John Copping	P	A	A	A	P	P
Mike Flaxman	P	P	P	P	P	P
Liz Hancock	P	P	P	P	P	P
Leonard Harvey	A	A	A	P	A	P
Jerry Roodhouse	P	P	A	P	Attended virtually	P
Kate Morrison	P	P	Joined during item 8	P	A	A
Robin Verso	P	P	P	P	P	P
Jane Bryan						P

Minutes approved by:

Signed:

Date: