

Minutes of the 76th full Healthwatch Warwickshire Board Meeting

Tuesday 11th March 2025

10.30am to 12.30pm

In-person: The SYDNI Centre, (Cottage Square, Sydenham, Leamington Spa,
CV31 1PT)

Present:

Liz Hancock (EH) – Chair
Robin Verso (RV) – Vice Chair
Kate Morrison (KM)- Vice Chair
Mike Flaxman (MF)- FAG Chair
Jerry Roodhouse (JR)
John Copping (JC)

In attendance

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

1) Welcome and Apologies:

Apologies from Leonard Harvey (LH) and Jane Bryan (JB).

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 14/01/25 were agreed as an accurate record of proceedings and were electronically signed by the Chair.

4) Matters Arising

From the Action list: Formal board 14/01/25

ACTION: Volunteer update to become an agenda item at the next Operations Committee meeting and VF to submit an update report. VF to attend the next Informal Board meeting if she can attend. **CLOSED.**

ACTION: TR to send out all future Operations Committee minutes to all directors. **CLOSED.**

ACTION: TR/CB to look at dates for the Board Development Day with the staff team. **CLOSED.**

ACTION: CB/TR to bring Partnership for Change's recommendations to a future informal board meeting to reflect on the regional impact. **The final recommendations have not yet been released. ONGOING.**

ACTION: TR to send JR a doodle poll of dates for the next Operations Committee meeting in April/May. **CLOSED.**

ACTION: Risk register to be brought to the February Informal Board meeting for ratification. **Item 6.5 in today's meeting.**

ACTION: TR to send out HWE's brand awareness presentation to all directors.

CLOSED.

ACTION: CB to arrange a meeting with the Finance & Audit Group before the end of January to discuss pay awards for the Business Support Officer and Insight & Communication Lead job roles. **CLOSED.**

From the Action list: Informal board 11/02/25

The Dash review now seems to be indicating that most of the implications around patient safety will be for Healthwatch England rather than local Healthwatch. Local Healthwatch's review of patient safety appears to be focused more on primary care and community mental health care. **DK and RD are attending the Systemwide PSIRF Learning Event tomorrow.**

The CE's job description with MF's edits has been reviewed by the Operations Committee (04/02/25). The Operations Committee have made some additions to the JD in terms of the CE's role as designated safeguarding lead. Final version of the CE's job description to be brought to the March formal board meeting for ratification. **To be reviewed under Item 7 in today's meeting.**

5) Chair's Report

Meetings EH has attended:

- Health & Wellbeing Board
- Warwickshire North Health & Wellbeing Partnership Board
- Warwickshire North Place Executive
- The Healthwatch East & West Regional Network meeting
- HWW Operations Committee meeting

Board Development Day

EH has seen the draft agenda developed by RV and the staff team.

The purpose of the day is:

- to celebrate our strengths and achievements
- to review how we operate as a board
- to consider ongoing and future work
- to understand our performance, impact and profile

EH notes that our commissioner, Rob Hopkins is leaving. We don't currently know who our contact at WCC will be.

The director only session will commence from 10:00am to 12:30pm, with staff and volunteers joining directors from 12:30pm until 15:45pm.

CB has asked Heidi Fisher to quote for half a day's facilitation.

EH is happy to facilitate the afternoon session.

ACTION: CB to update EH, RV, KM and TR regarding contact with Heidi Fisher.

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

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

6.1 Urgent Dental Appointments

Coventry & Warwickshire ICB has been allocated only 2,740 of the additional 700,018 urgent care appointments – the lowest total in the country.

In Warwickshire the Dental Deserts are in Rugby and Stratford. CB does not think that the additional urgent care appointments will meet demand and that people will go instead to A&E.

The NAO has found that the Dental Recovery Plan is not on track and it seems likely that issues around access and availability will remain.

There is currently an undertaking to review the dental contract.

6.2 State of Caring

Published by Carers UK this annual survey shows that the position carers find themselves in has not significantly improved since last year.

RV notes that Stowe Valley PCN have completed a two-and-a-half-year project on carers. Having met with the Chair of the PPG at Shipston, RV comments on the good work that is being done in identifying carers and ensuring that carers are getting what they need. HWW may want to become more familiar with this work to see what the impact and experiences are for carers here, compared to other places within the county.

Both HWW and HW England have written expressing our concern that the Social Care Commission does not aim to report back fully until 2028 and to urge an earlier revision of the Care Act and its implementation.

6.3 NHS Administration

RV and EH comment that HWW should propose a workstream on NHS Administration to the ICB.

MF notes that there are lots of projects currently going on within the acute sector, including a committee which has been designated to specifically look at standardising patient letters.

CB comments that getting NHS administration right would make more of a difference to patient experience and patient outcomes than almost anything else.

ACTION: CB to write to Danielle Oum and propose NHS administration as a workstream.

6.4 Young People's Project Proposal

The Young People's Project Proposal was circulated to the Board prior to the meeting:

CB requests the confirmation from the board that the proposal suggests that the project is heading in the right direction.

EH comments that she attended the Warwickshire North Place Executive on 6th March, with SK having attended the delivery group meeting prior to this. SK had spoken about the project and it was warmly received.

KM has some suggestions with regards to future mental health awareness events.

The board approve and agree to the Young People's Project Proposal.

ACTION: KM to email CB/TR with regards to future mental health awareness events.

6.5 Risk Register

The Risk Register was circulated to the Board prior to the meeting:

MF has some comments on some of the scoring and some amendments/ feedback with regards to the risk register that he will email across to CB/TR. MF refers to Internal 8, with regards to the reference of 'key staff'. EH/CB explain that 'key staff' are referred to as members of HWW that scored the highest on the succession planning document.

Reference to be made to the succession planning document within 'actions to mitigate risk' for Internal 8 and Internal 13.

ACTION: MF to email CB and TR regarding feedback/amendments on the risk register.

ACTION: The risk register to be included as an agenda item for the next Operations Committee meeting.

7) Report from Operations Committee

The next meeting will take place on Tuesday 15th April, 10:30am-12:00pm.

From the Action list: 04/02/25

CB to contact the HR department regarding costing a briefing on the Employment Rights Act. **ONGOING.**

TR to create a staff document based on the policies that have most recently been updated at the Operations Committee. **ONGOING.**

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

LSP's (Local Strategic Partnerships) to be deleted under 'key relationships'.

The board approves the CE's job description subject to the above amendment.

8) Report from Chair of Finance and Audit Group

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

- The expenditure report to January is showing an underspend, however MF notes that staff have confirmed that the promotional materials budget will be spent.
- MF met with DK, TR and LM to consider the projected outturn for March 2025 and the draft budget for 2025/26 taking account of any further expected spending. The resulting forecast position for the year end shows a projected outturn of £3,272 overspend which is an underspend of £7,990 against the full year approved budget.
- The draft budget set out in Table 2 projects an outturn overspending of £6.226 funded from reserves. The Business-as-Usual cost (BAU) deficit is £1,829.
- MF proposes a baseline pay award of 2.8% from 1st April, as per the Public Sector offer by the Treasury.

The Board is asked to note the January expenditure report and the forecast outturn for 2024/25 and to approve the draft budget proposals including the pay award and pay review recommendations. The budget will be finalised at the May Board meeting when the March outturn is available. MF suggests it is implemented from 1st April rather than wait for the May Board approval for the final budget.

The board thank MF for his hard work.

The board noted the January expenditure report and the forecast outturn for 2024/2025 and approved the draft budget proposals including the pay award and pay review recommendations.

9) Directors' Reports

- JR met with the Chair of UHCW, Justine Richards and Juliet Starkey (Group Director at University Hospitals Coventry and Warwickshire (UHCW) on 10th March. Pharmacy waits at UHCW were discussed, possible negative implications on discharge.
- RV and KM note their recent meeting with JB as part of the discussions with all directors. JB has extensive experience in medical negligence which may be useful if HWW is asked to play a role in patient safety.
- RV attended the South Warwickshire Place Partnership Board on 26th February. The key partners are still keen to contribute money into the Place Partnership Board, making the total pot £100,000 a year which is added to any money from the ICB. Much of the focus of the Place Partnership board is on how this money is spent and its impact.
- JC has celebrated 25 years as a mental health carer. JC has attended a coproduction launch regarding adult social care with others from across the county and is working with Rachel Bentley and Georgina

Fairclough Change & Development officers in Adult Social Care for Warwickshire County Council.

10) Volunteer Report

- The last Volunteer forum took place on Monday 10th February and a report was provided by VF to the Informal Board meeting on Tuesday 11th February.
- Volunteers have been having their support and supervision sessions with VF and are being encouraged to reflect on how they engage with HWW activities now and in the future, to discuss their current circumstances and to assess their current training needs.

11) AOB

No other business.

12) Dates of next meetings

The Board Development Day is on Tuesday 1st April, 10:00am-15:45pm, The SYDNI Centre, **Double Seminar Room** (Cottage Square, Sydenham, Leamington Spa, CV31 1PT).

The next informal board meeting will be held online on Tuesday 8th April, 10:30am-11:30am.

Online Informal Board catch-up Tuesday 8th April, 10:30am-11:30am.

In-person Formal Board meeting on Tuesday 13th May, 10:30am-12:30pm. (Leamington venue to be confirmed).

Summary of Actions: (see below)

ACTION: CB to update EH, RV, KM and TR regarding contact with Heidi Fisher.

ACTION: CB to write to Danielle Oum and propose NHS administration as a workstream.

ACTION: KM to email CB/TR with regards to future mental health awareness events.

ACTION: MF to email CB and TR regarding feedback/amendments on the risk register.

ACTION: The risk register to be included as an agenda item for the next Operations Committee meeting.

Board Director Attendance Record

<u>Name</u>	<u>14/01/25</u>	<u>11/03/25</u>	<u>13/05/25</u>	<u>08/07/25</u>	<u>09/09/25</u>	<u>11/11/25</u>
P = Present/ A = Apology/ X = Absent						
John Copping	P	P				
Mike Flaxman	P	P				
Liz Hancock	P	P				
Leonard Harvey	A	A				
Jerry Roodhouse	P	P				

Kate Morrison	P	P				
Robin Verso	P	P				
Jane Bryan	P	A				

Minutes approved by:

Signed:

Date: