

Minutes of the 78th full Healthwatch Warwickshire Board Meeting

Tuesday 11th November

10.30am to 12.30pm

Online: MS Teams Conference Call

Present:

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

In attendance

Chris Bain (CB) – Chief Executive (CE), David Alexander (DA),
Authorised Representative, Kerrie Cook (KC) – minutes.

1) Welcome and Apologies:

Jayne Bryan (JB)

2) Declarations of Conflict of Interest

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

3) Minutes from previous meeting

The minutes of the Healthwatch Warwickshire (HWW) Board meeting on 09/09/25 were agreed as an accurate record of proceedings and were electronically signed by the Chair.

ACTION: Slight amendments to be made to the minutes as per request regarding wording see below

- Paragraph 6 second bullet – full stop after services.
- Paragraph 9 second bullet not patient engagement but an INT meeting – RV did not attend as CG attended on behalf of HW – remove line as no attendance – board approve changes.

4) Matters Arising

From the Action list: Formal board 09/09/2025

ACTION: CB & MF to arrange a meeting with RH and merged ICB cluster with regards to future of Healthwatch – no longer considered appropriate. Need to meet with new chair, CE of ICB cluster. It might be appropriate to meet alongside Herefordshire HW- CB to decide

ACTION: CB/MF to send Quarterly (QPR) performance report to all MPs in Warwickshire – CB and MF actioned, with the Stratford upon Avon MP and a positive response has been received - **CLOSED**

ACTION: Amendments to be made to the CIC report with regards to wording in part 3, Remuneration – ‘Organisation’ (the employer of the Chair – manual amendment Page 10, Item 7 – Mary Ann Evans hospice – amendment to be made to the wording of charity change to CIC – to be amended and signed on Thursday – check with LM - **CLOSED**

ACTION: GC induction and start date to be confirmed – GCs schedule has introduced uncertainty to future board meetings. The board agrees they have become unable to accommodate, the board discusses further and agree this could pose a problem for all - CB to discuss with GC joining in another capacity perhaps as a volunteer

The board congratulate Jerry for the Freeman ship of Warwickshire title – CB states this is the first award to be given in a century.

From the Action list: Informal board 14/10/25

ACTION: Meeting to be had with RH regarding the operational Report – **CLOSED**

ACTION: Support needed to induct GC – meeting later this week to confirm dates and times – CB to discuss GCs position on the board and commitments – **CLOSED**

ACTION: Chair EH to meet with staff for advice and support – remaining two members of staff next week on the 21/10/2025 - **CLOSED**

ACTION: ICB chair – CB to request formal meetings with Simon regards to long term care of patients - **ONGOING**

ACTION: HWW to meet with mental health care collaborative about concerns regarding integration of primary care, secondary care and mental health.

ACTION: Discussion with HW staff regarding issues around signposting and online access for patients - **CLOSED**

ACTION: Six contracts for the Community Integrator service that SWFT have taken over – MF has asked permission to share a document for Governors to HW colleagues – Subsequently shared with permission

5) Chair's Report

Meetings EH has attended:

- Health and wellbeing development session
- HWE local HW arrangements
- HWW informal board meeting
- Number of meetings with HWW staff regarding – agreed a set of questions to ask staff, staff agreed they were in shock at first but are now beginning to plan and agree more information should be shared with regards to the closure. All HWW staff agree to stay with HWW until the end and are extremely pleased with the offer from CB regarding

taking any training or development plans in preparation. EH states they spoke about all aspects of the future HWW are so fortunate to have such a hard-working work force and goes on to celebrate the staff and confirms business as usual, but states worry about the loss of HW and the relationships that have been formed.

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

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

- LA leaves as Chief of HWE and is to take position as a NHSE director – CB states this poses a clear conflict of interest – the board discusses further with regards to funding.
- Chris Mcann interim exec of HWE – CB has invited him to attend the regional meeting in November – funding support will remain in place
- Draft legislation may come before parliament in May 2026
- New sponsoring minister for HW, Dr Ahmed.
- Funding considerations of future patient care and arrangements will be taken after parliament passes the Health Reform bill. CB goes on to share concerns for this, and an Impact assessment will accompany legislation (see Hansard).
- Kings fund recommendation - Third sector to replace HW
- JR states more will be known next year with regards to indications of directions of travel, there is some concern from MPs at getting more information nationally and wherever possible. All funding may be disrupted by LGR.
- HWW staff have spoken about **business as usual** and the impact of some of the report. CB goes on to mention reports that are currently underway and the dedication of HWW staff and their hard work. CB states he has given staff a couple more days off over the Christmas period – RV agrees and goes on to say HWW to potentially be in a situation of losing critical staff and asks is there any way we can prepare for this?
CB expresses concern for losing staff and states there is no way HWW can prepare but we can build and maintain stronger relationships with volunteers and organisations.
- **Neighbourhood health teams** – Government states Coventry is one of 43 pilots – CB states HWW may have to shout a bit louder to be heard in the ICB but will offer whatever support we can and work with HWC to ensure patient voice is heard. MF expresses concern why Warwickshire were not chosen.
- **State of care annual report from CQC** - Health and social care looking fragile – the board discusses further
- Julian Hartley has resigned as Chief Executive of the CQC
- WCC Adult social Care Report for completion and expected January 2026
- NHS England planning framework to be confirmed before Christmas, 5-year plan for February – planning framework to be confirmed for March

9th, 2026 – CB states he will produce a thorough report with regards to this. MF shares funding concerns for community premises; there is no way for some existing community premises to provide good enough services and has formally asked SWFT for strategies to be shared.

ACTION – CB and LM to come up with an estimate for redundancy costs for 2027 (statutory redundancy costs).

ACTION CB to circulate State of care annual report from CQC to all directors

7) Report from Operations Committee

The next meeting will take place on Tuesday 25th November, 10:30am-12:00pm.

8) Report from Chair of Finance and Audit Group

The FAG report was circulated to the Board prior to the meeting.

- MF states HWW is spending reserves in accordance with strategy. No further matters to raise but spending is exactly where it was expected to be.

9) Directors' Reports

EH asks for any updates or information to be shared with the board

- MF states interviewing for SWFT Chair next week and confirmed three candidates have been short listed for the position – interview panel to take place next week
- JR mentions meetings with Children's Services, highlighting issues which have led to a few things such as training for staff and the board later this week – kindness and compassion to patients trying to build the consensus back in Rugby, but states this is proving difficult with communication not being great.
- RV confirms SWPP have not met for some time but wonders if whether there is an opportunity to show support for HW. MF confirms CH could be a good contact to discuss patient care with and will discuss further with them.
- CB discusses the importance and future of Place and states it could be worth asking what the future of Place looks like going forward.

10) Volunteer Report

- DA acknowledges he has not been delivering as much as he would have liked for personal reasons.
- DA confirms the Volunteer forum is in 4 weeks' time – he will be able to give a better perspective then. DA goes on to say he may not be able to support the board as much as he likes. EH added that she has always appreciated DA's input.

11) AOB

Leonard Harvey	A	A	A	A	P	P
Jerry Roodhouse	P	P	A	A	A	P
Kate Morrison	P	P	A	P	P	P
Robin Verso	P	P	P	P	P	P
Jane Bryan	P	A	A	A	A	A

Minutes approved by:

Signed:

Date: