

Minutes of the 79th full Healthwatch Warwickshire Board Meeting

Tuesday 13th January 2026

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:

Jane Bryan (JB)
Georgina Charles (GC)

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 11.11.2025 were agreed as an accurate record of proceedings and were electronically signed by the Chair.

4) Matters Arising

EH comments on GC having been invited to join the board meeting today but unfortunately, she is unable to attend due to personal reasons and has sent her apologies.

From the Action list: Formal board 11/11/2025

ACTION: CB to discuss with GC, her position on the board and commitments going forward - CB has explained current situation to GC – KC sent over the board meeting dates and GC wishes to proceed with joining the board but is unable to attend formal board meeting on the 13/01/2026 – **Closed**

ACTION: CB and LM to produce an estimate for redundancy costs for 2027- KC requested from LM via email correspondence – CB and LM to discuss privately – **Ongoing**

ACTION: CB to circulate the State of Care annual report from CQC to all directors – **Closed**

ACTION: CB & MF to arrange a meeting with ICB Cluster and Chair Crishti Waring and the ICB CE if possible. Possibly meet alongside Herefordshire HW, CB to decide – **Closed** – meeting on 29/01 all local HW with Simon Trickett, MF offers his attendance and leaves with CB to decide.

MF mentions discussions had with SWFT NEDs during interviews about the abolition of HW and all were in favour of HW functions continuing - Closed.

ACTION: Agenda to be set for the Christmas Volunteer Forum and details to be sent to directors along with invites for the board to attend – **Closed**

MF shares the announcement of the new Chair of the two local hospital Trusts – Email announcement sent to KC to share with the board – **Actioned/Closed**

From the Action list: Informal board 9/12/25

ACTION: VF to speak to Population Health Management team? – **ongoing**

ACTION: Too much content on the monthly workplan update - Separate out completed/ ongoing activity – **Closed** – KC to share to board

ACTION: LHW Campaign - Potential edits to initial campaign statements discussed - CB to strengthen statements, discuss with staff team, and share with all colleagues. 'Value of HW' to be changed to 'Value of an independent voice for patients' – no response to letter sent yet. Briefing from department on the 4/02/2026. RV adds that There's still discussions going on in each area of Warwickshire about how they're going to create INTS and what they're going to focus on – **Ongoing**

CB hopes for more information soon

ACTION: Meeting with RH to be cancelled as he is retiring – **Closed**

5) Chair's Report

Meetings EH has attended:

- Volunteer Christmas meal
- Quarterly performance review meeting
- EH Sent apologies for the Health & Wellbeing development meeting last week due to fracturing her wrist, and states she is unable to attend tomorrow's Health & Wellbeing board either for the same reason
- ICB cluster meeting – EH states she can attend this meeting - The board discusses future meetings and what will take priority.
- Next volunteer forum on the 2nd of February

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

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

EH & CB discuss the removal of HW from ICB and Care Collaborative committee lists and EH agrees this needs to be questioned and escalated further due no notification prior. JC agrees and says this isn't appropriate

when there are important announcements and further information still to share in less than a fortnight. EH questions if this could possibly be an administration error or is it a deliberate omission.

JR states he met with the Chair of the ICB last week and a very small select group and a point was made about HW being a valuable organisation and praises the efforts of HW. CB agrees and says questions need to be asked regarding patient voice and shares concerns for patient voice and how it is to be heard in the absence of HW.

EH mentions CB meeting with Health Watch Coventry - CB says that there needs to be a meeting with HWC to discuss the NHS 111 service and agrees that discussions need to be had going forward. The board discusses further with regards to activity between HWW and HWC.

- **Healthwatch England** – Stephen Kinnock positive statement regarding the HW - CB mentions we are waiting on any updates and hopes there has been a change of mind. CB mentions the NHS 111 online service shows Menopause and prostate health are 2 of the most discussed topics and these two items are what HWW have been working on with patient surveys and engagement. RV expresses concern for patient voice and the NHS 111 service hosting more issues with digital exclusion. MF praises the online system and GPs and states its showing quick results and seems to be working well for patients. JR states that there are mixed opinions regarding this over the South Warwickshire area, the board discuss further. CB expresses concern for the possible change in attitude towards HW and feels that more needs to be done to promote patient voice. MF agrees and states there are still concerns for patient voice within the joint trust board and states he is still pressing for the strategy to be shared. MF shares information from SWFT mentioning an upcoming meeting with regards to patient and public engagement strategy to appear from SWIFT, which could possibly be extended to cover George Eliot as a joint trust board by the end of March 2026.
- **Hospitals and related Services** – JR's meeting with CEO of Myton Hospice – the board discusses the current care provision of hospices in South Warwickshire and suggests helping to facilitate relevant changes in the areas that require it. RV agrees and mentions possibly bringing in Trust chairs such as Sue Noyes (UHCW) who could offer valuable insights with her background in patient liaison and patient voice. CB expresses concern for patient voice again and states with the increasing number of changes happening there is a lot of worry with people feeling lost.

ACTION: CB to arrange an in-person Staff meeting with HWC and HWW with regards to campaigning and information sharing to show a united front and possibly assist with workload.

ACTION: CB to send email to directors regarding outcomes from meeting With HWC.

ACTION: KC to share formal announcement email for the new Chair Sue Whelan Tracy to the board – **Closed**

6.2 The State of Care: HW England's response

Referenced in CEs report

6.3 Integrated Urgent Care Review

Referenced in CEs report

7) Report from Operations Committee

The next meeting will be confirmed once more is known about the closure of HW.

EH mentions next steps with staff and volunteers

Task and finish group to take over priorities and that it might be a good idea to hold the Operations committee meetings when a clearer plan and idea is known with regards to future planning for Healthwatch.

EH shares concerns regarding redundancy payments, support for staff and that more information should be shared with regards to this as how can HW plan and keep staff informed when, when still so little is known. CB confirms business as usual in relation to Policies, Procedures and "running the business".

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.

EH thanks MF for his report shared prior to meeting, MF states no further updates and shares information regarding his proposed budget for the March meeting. There are no material changes to expenditure patterns. MF questions the staff training budget and asks why no further training has been requested for HW staff. CB responds and says the subject will be discussed further in the next HW team meeting. JR agrees and states training is imperative for staff development and to prepare for their future going forward. JR praises staffs' effort and the board agree they are happy to provide support where required to help staff with progressing their skill set.

9) Directors' Reports

RV discusses the PPGs and the information being shared between them and the INTs. He shares information with regards to a possible meeting with Leamington INT and PPG representatives.

RV mentions he attended a meeting with South Warwickshire Place Partnership Board on the 26th of November and reflects on the current position of HW and the current ongoing work and expressed concerns for keeping HW relevant and CB states proposals have been submitted with regards to this.

JR shares concerns for patient voice and confirms there is no clear way forward, but more will be confirmed by February 5th when the budget is set.

MF shared concerns about the ICB and Acute sector and the 10-year plan going forward with performance and productivity possibly lacking. MF

states he's spending a lot of time finalising items for the new joint board and the outcomes for that being reported at the Council of Governors on the 26th of February, with the new board appearing on the 4th of February. JC asks if there is any communication between HWW and Social Care in Warwickshire – CB confirms RD is in regular contact.

JC discussed current practices within the NHS and states there is potential in sharing information regarding mental and physical health services. He confirms that the interactions between mental health and physical health are very complex and pose all sorts of problems in all the other areas.

MF shares information on discussions with SWUFT and George Eliot regarding the intention to retain governors, even though they're optional in the 10-year plan.

10) Volunteer Report

DA the success of the Christmas meal which included a couple of new volunteers and has nothing but positive feedback from the volunteers regarding the organisation.

Volunteer Training is being maintained with organisations training programmes with DA stating he now has an alternative substitute volunteer representative (William Ryder) in addition to himself who has been with HW for some time who has built up experience in different dimensions of the organisation.

ACTION: DA to send KC information going forward and once decided, what to share and who will be the rep and when for events and engagement.

11) AOB

KC confirms that Caroline Graham (**Healthwatch Engagement & Intelligence Lead for South Warwickshire**) will be attending February's Informal Board meeting as previously discussed in the last Informal board meeting – Digital exclusion survey is no longer going ahead – proposed topic of discussion to be the NHS 111 service.

GC and her induction status - Following discussions it was agreed to welcome GC as a full Director of Healthwatch Warwickshire.

AGM and Annual conference – CB update the board on the importance of continuing with the initial plan for topics and speakers and expresses concerns in still not knowing the timeline for HW. EH asks what the plans are for the closure, CB confirms additional meetings to be held in preparation for the conference. EH offers her assistance and support with anything on the day.

12) Confidential

13) Dates of next meetings

Online Informal Board catch-up Tuesday 10th February, 10:30am-11:30am
 Formal Board meeting on Tuesday 10th March, 10:30am-12:30pm

Summary of Actions: (see below)

ACTION: Email announcement regarding new Chair ICB to be sent to KC to share with the board - **Closed**

ACTION: CB to arrange an in-person staff meeting with HWC and HWW with regards to campaigning and information sharing to show a united front and possibly assist with workload. The board discusses further with regards to possibly diverting HWW staff.

ACTION: CB to then send email to directors regarding outcomes from meeting with HWC

ACTION: DA to send KC information going forward what to share and which will be the rep and when.

ACTION: LHW Campaign - Potential edits to initial campaign statements discussed - CB to strengthen statements, discuss with staff team, and share with all colleagues. 'Value of HW' to be changed to 'Value of an independent voice for patients' – no response to letter sent yet. Briefing from department on the 4/02/2026. RV adds that There's still discussions going on in each area of Warwickshire about how they're going to create INTS and what they're going to focus on – **Ongoing**

Board Director Attendance Record

Name	<u>13/01/26</u>	<u>10/03/26</u>	<u>12/05/26</u>	<u>07/07/25</u>	<u>09/09/26</u>	<u>10/11/26</u>
P = Present/ A = Apology/ X = Absent						
John Copping	P					
Mike Flaxman	P					
Liz Hancock	P					
Leonard Harvey	x					
Jerry Roodhouse	P					
Kate Morrison	A					
Robin Verso	P					
Jane Bryan	A					

Minutes approved by:

Signed:

Date: