

Healthwatch Warwickshire Annual General Meeting - 17<sup>th</sup> October 2019

Leamington Spa Town Hall

**Present:**

Liz Hancock - HWW Chair of the Board

Chris Bain - HWW Chief Executive

Claire Jackson - HWW Head of Operations

Lucy Dean - HWW Administrator

John Copping, Bob Malloy, Gita Patel, Jerry Roodhouse, Paul Tolley, Trevor Wright - HWW Board Members

David Alexander, Susan Jenkins, Dilys Skinner - HWW Volunteers

Paul Devlin - Because It Matters Ltd

Benji Evans - Equality & Inclusion Partnership

Hugh Furber - Priory Medical Centre PPG

Tara Jackson - South Warwickshire/Warwickshire North CCG

Bryna Kirk - Headway Coventry and Warwickshire

Wendy Knott - Warwickshire Wildlife Trust

Andrea Lambert

Helen Lord

Dennis McWilliams - South Warwickshire Keep Our NHS Public

Anna Pollert - South Warwickshire Keep Our NHS Public

Michelle Sawyer - Carers Trust

Gemma Stevenson - Carers Trust

Stephen Thompson - West Midlands Ambulance Service

Yvonne Wade - Lapworth PPG

Katie Williams - Warwick District Council

**Attendance and Apologies**

The Chair welcomed everyone to the meeting. Apologies have been received from HWW Board Members Leonard Harvey and Mike Flaxman, who is Chair of the Finance and Audit Group.

**Chair's report**

The Chair presented her report for the year:

## AGM

Welcome & Apologies *Leonard Harvey, Mike Flaxman*

### Chair's Report

Board Member since June 2013, Vice Chair from July 2015 and Chair from January 2019.

**Annual Report** outlines HWW year 2018-2019. I would like to spend just a little time highlighting some of the key items:

At last year's Conference we introduce Coventry & Warwickshire's **Year of Wellbeing 2019** project. The project looks to promote wellbeing by encouraging people and communities as a whole to think about what they can do to make a difference. During the year we launched a Wellbeing Survey asking one simple question: "What do you think would improve your wellbeing". We receive over 400 responses ranging from better access to healthcare to less money troubles. Sadly many of the responses were outside of individual people's control.

The **Rights to Access Project** - RAP- looks to tackle the barriers to healthcare experienced by the homeless community. Those who struggle to access the support they need because they do not have a permanent address, phone number or supporting identity documentation. During the year we have run a number of awareness & training workshops, created a range of literature and resources, including information cards for the homeless and the agencies that support them. This project is ongoing as we look to ensure more people are aware of the Rights to Access project.

On 7 January, the **NHS long-term plan** was published setting out key ambitions for the service over the next 10 years. Alongside our colleagues at HW Coventry we were asked to carry out an engagement project seeking local people's views to help formulate the priorities for Coventry & Warwickshire. I am particularly proud that our small team over exceeded their original contact target and in total received over 500 responses to the surveys. So what did we find – once again people would like to see improved access to healthcare and feel that they are listened to. People continue to highlight problems with transport and the desire to have more choice about when and where they receive their treatment. So what have we done – we have met with the Coventry & Warwickshire Health & Care Partnership and the three local Clinical Commissioning Groups to discuss the priorities for the Long Term Plan in our area. Our final report from Phase 1 was published in

July 2019 and we are committed to taking part in Phase 2 where we will look in more detail, with our partners, at some of the key themes and findings and help to shape future services for local people, ensuring that their voice continues to be heard.

Throughout the year we have continued to act on the feedback received from local people. As part of this we conducted four unannounced enter and view visits to local care homes. Fortunately the team discovered no major concerns during the visits but did make some recommendations for improvements.

Our key priorities for next year are:

- To continue with the NHS Long Term Plan engagement
- Homelessness and primary care access
- Promote the patient experience and patient voice
- Waiting times assessments and referrals

In the Annual Report I highlighted HWW's aim which is, "To be an accessible, trusted, independent source of advice – listening and responding effectively, to express your voice on local health and social care issues"

It is impossible to do this without you and I would like to take this time to express the following thanks to:

- The public who have taken the time to share their views with us
- Care Quality Commission for enabling our increased partnership working
- Healthwatch England (CEO Chris Bain is now the elected West Midlands Regional chair)
- Health Overview Scrutiny Committee for their support this year inviting us to help set their agenda, in particular Cllr Wallace Redford.
- WCAVA (incl. CE Paul Tolley who is leaving this year)
- Emily Fernandez, who will no longer be our commissioner, for her support
- And all the staff, volunteers, fellow board members, and standing conference steering group. I am very proud to be the chair of HWW and work with such a team of dedicated and passionate staff and volunteers
- And to everyone else – there are too many more to name (including Vol and Community Sector, NHS, and so on)

## **Financial Report**

Claire Jackson presented the following Financial report from the Chair of the Finance and Audit Group:

*To carry out our work, we are funded by Warwickshire County Council. Following a successful tender in 2018 for the Warwickshire Healthwatch contract, we have a three-year fixed sum contract which runs until October 2021 with options to extend for a further two years. In financial year 2018/19, we received no additional income from other sources and in total, we spent £199,549 against a total income of £243,250. This leaves us with an audited surplus of £43,700 to fund an additional Engagement and Outreach Officer for two years from December 2019. This level of surplus will not continue now we have a full establishment of staff.*

## **Appointment of Auditors**

Burgess & Bullock were appointed as Auditors for the year 2019 - 2020.

## **AOB**

Copies of HWW Annual report 2018-2019 were made available after the meeting.

No further questions were asked.