

**Minutes of the 46<sup>th</sup> full Healthwatch Warwickshire Board Meeting**  
**Tuesday 10<sup>th</sup> March 2020**  
**10.00am to 12.00pm**  
**Age UK Conference Room**

**Present:**

|                                 |                      |
|---------------------------------|----------------------|
| Liz Hancock (EH) - Chair        | Gita Patel (GP)      |
| Trevor Wright (TW) - Vice Chair | John Copping (JC)    |
| Mike Flaxman (MF) - Chair FAG   | Jerry Roodhouse (JR) |
| Leonard Harvey (LH)             | Paul Tolley (PT)     |

**In Attendance:**

Chris Bain (CB) - Chief Executive, Claire Jackson (CJ) - Head of Operations, Su Jenkins (SJ) - Authorised Representative, Lucy Dean (LD) - minuting.

**1) Welcome and Apologies**

No apologies.

**2) Declarations of conflict of interest**

Liz Hancock, Chief Executive, Mary Ann Evans Hospice  
Trevor Wright, Councilor, Warwick District Council  
Jerry Roodhouse, Councilor, Warwickshire County Council

**3) Minutes from the previous meeting**

The minutes of the Healthwatch Warwickshire (HWW) Board meeting on 14<sup>th</sup> January 2020 were agreed to be an accurate record of proceedings.

**4) Matters Arising**

The Clinical Commissioning Groups (CCGs) were called back to HOSC. The CCGs will be merging by next April and are due to produce a joint outline statement of Commissioning Intentions by the end of March.

The HWW Terms of reference have been circulated to the virtual HR group - there are no issues with changing the format of the HR group.

HWW is not a member of the Chamber of Commerce but there is a resource available through the CIC Association.

Insurance protection to be checked to see if it covers HR Advice. Need to register/ notify insurance company of any potential incidents in a specified time. Due for renewal soon - to be discussed with them.

Premises contingency plan presented - no comments. To be incorporated into the Business Continuity Plan.

**5) Chair's Report**

The Chair has attended the following meetings/ events:

- Joint Place Forum - Coventry & Warwickshire Health & Wellbeing forum
- Coventry & Warwickshire Health Partnership Board
- HW England Governance Workshop in Bristol
- a meeting with Simon Gilby, Coventry & Warwickshire Partnership Trust
- Performance review with Public Health

See attached report for further details.

The Board discussed their thoughts and feedback from the Awayday in February. The Chair reiterated that the intention for the day was not to address day-to-day, operational activities, but rather to plan strategically for the long-term. It was felt that some clarity was achieved on how the future HWW might look; however, some expectations were not met.

It was proposed that a working group is set up to develop the 4-year strategy for Healthwatch Warwickshire.

It was suggested that it would be productive for the Board to review the contract, and performance against it, in future Board meetings. Varying agenda templates could be used for different times of year. Commissioner's notes to be made available to board members for some reassurance on how well we are delivering against the contract.

**ACTIONS:**

- agenda item to be added for next meeting: Performance against contract. LD
- All to feedback with suggestions on content of future agendas.
- Work plan to be available for next board meeting. CJ/CB

A Chair Recruitment Pack has been circulated for review. ACTION - all invited to send comments/feedback to TW (copy in EH and CB), by Tuesday 17<sup>th</sup> March. Feedback to include pros/cons of having the position paid or not, and whether the position should be recruited from within the board or externally. If the next Chair is required to sit on the Board for 12 months first, then we should be approaching people now to join the Board.

How we are going to manage the recruitment process needs to be planned.

The Chair 360 review has taken place - thanks to TW, CJ and everyone else for their input.

**6) Chief Executive's (CE) Report**

See attached CE report.

The CE reiterated that HWW does not issue any advice on the CoronaVirus - we are directing people to NHS111/ Public Health for advice.

HWW are not attending or holding any Public meetings for the foreseeable future.

The CQC have suspended all of their inspections, we are not planning any Enter & View visits.

It has been raised with the Commissioner as it is anticipated that our engagement and outreach activity would be affected and this will be reflected in our performance reports.

Watching brief for now.

Thanks to MF and CJ for the expenditure report. MF reported that after looking at the budget for next year, a staff pay rise, in line with inflation, seems feasible for next year.

The Joint Strategic Needs Assessment (JSNA) strategy group have commissioned Grapevine to do public engagement work in Warwickshire some of which pertains to Health and Social Care. JSNA are now asking HWW to join the steering group.

**7) Head of Operations Report**

Report on the performance meeting held on 9<sup>th</sup> March - see attached.

There have been discussions about whether HW works with young people/children or not. None of the local HW engage directly with children, although some have a dedicated worker for young adults. This does not mean that HWW excludes children/young people in its work, but we do not carry out specifically targeted work.

It was suggested that we could talk to the head of Children and Young People's services in the council.

HWW recently filled out the Quality Framework; the feedback from HW England was very good, saying that ours was the most comprehensively filled out one that they received. The current plan is that the framework will be rolling out to the rest of network in May.

Our Commissioner was pleased with the digital report & PCN questionnaire. Good feedback received about the RAP project which is in the north of the County now.

The Staff Skills & Motivations Audit was presented.

ACTION: (LD) Send copy of the staff skills audit to board (as part of Head of Operations report).

**Work priorities 2020-2021**

The Right to Access Project is being extended to include people experiencing hearing loss. We have had feedback that deaf people in Warwickshire are finding it difficult to access healthcare.

The project has progressed from a focus on the NHS constitution and people's rights - to the Equality Act, Accessible Information Standard and The Human Rights Act.

Dementia project - we are going to be looking at people's experience of being in hospital (through A&E, or by referral) with Dementia or cognitive impairment.

Q. PLACE teams - how is our intel fed back in?

A research governance framework meeting was held with Healthwatch England (HWE) on how we plan projects against the HWE framework - they were very happy. HWE can offer a peer support service where they can provide support when we are developing project proposals.

Areas of work coming up include - audit, annual report, and developing the next standing conference.

**8) Priority Project Update**

Progress update on Rights to Access Project and Digital Portal  
JB presented on the Digital portal project - see attached report.

**9) Reports from Subgroups**

Finance and Audit Group - No report  
Finance was covered as part of the CE report.

**10) Volunteer update**

The Volunteer Forum on the 9/3/20 was postponed due to COVID-19 and the risks that might be posed to our volunteers.

Good feedback was received from the volunteers re: the HWW awayday.

SJ attended the HCP cancer board meeting, she will be going to their conference in July.

A returning volunteer has re-joined HWW. She will be working in Rugby and the surrounding areas; and has indicated a desire to develop skills in Mental Health advocacy - which HWW will support her with. Reasonable adjustments are being made to support her as she has a long term health condition.

**11) AOB**

The change to section 18 of the Articles of Association will be proposed at the next public annual general meeting (AGM) (re: decisions being made over email).

**Summary of Actions:**

*Item 5: LD to add Performance against contract as an agenda item for the next Board meeting*

*Item 5: ALL to feedback with suggestions on content of future agendas.*

*Item 5: Work plan to be available for next board meeting. CJ/CB*

*Item 5: ALL to send comments/feedback on the Chair Recruitment Pack to TW (copy in EH and CB)*

*Item 7: LD to forward a copy of the staff skills audit to the board (as part of Head of Operations report)*

**12) Date of next meeting**

The next meeting will be held digitally, from 10.00am to 12.00pm on Tuesday 12<sup>th</sup> May 2020.

Minutes Approved by: ...Liz Hancock.....



Signed: .....  
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Date: .....30/03/20.....