

**Minutes of the 59<sup>th</sup> full Healthwatch Warwickshire Board Meeting**  
**Tuesday 10<sup>th</sup> May 2022**  
**10.30am to 12.30pm**  
**MS Teams Conference Call**

**Present:**

|                               |   |
|-------------------------------|---|
| Liz Hancock (EH) - Chair      | Mike Flaxman (MF) - Finance & Audit Chair |
| Paul Tolley (PT) - Vice Chair | Robin Verso (RV) - Vice Chair             |
| Helen Adkins (HA)             | John Copping (JC)                         |
| Leonard Harvey (LH)           | Gita Patel (GP)                           |
| Jerry Roodhouse (JR)          |   |

**In Attendance:**

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

**1) Welcome and Apologies**

**2) Declarations of conflict of interest**

Liz Hancock, Chief Executive, Mary Ann Hospice  
Jerry Roodhouse, Councillor, Warwickshire County Council

**3) Minutes from the previous meeting**

The minutes of the Healthwatch Warwickshire (HWW) Board meeting on 8<sup>th</sup> March 2022 were agreed as an accurate record of proceedings and were electronically signed by the Chair.

**4) Matters Arising**

Online portal/access to documents - there is an issue in that if some Board members are accessing documents directly online and some via email, it would mean duplicating the distribution and thus increasing the workload. In addition, when the MS Teams channel was trialled, it proved difficult to access for anyone outside of the immediate HWW team. It was discussed at the Operational sub-committee meeting the possibility of creating a secure, members only, page on the website - CJ to ask HWE if that would be possible. With a small staff team, it is desirable for all Directors to use the same system.

ACTION: CJ to ask HWE if it would be possible to create a secure, members only, page on the website.

**5) Chair Recruitment**

Following the special Board meeting on 12th April, where the role descriptions were approved, EH met with PT, RV and CB on 28<sup>th</sup> April to discuss a number of matters including external relations with other organisations, staffing and Board roles. Another meeting is planned for July. It was previously agreed that the present Chair would remain in place until the AGM in 2022. EH tasked the 2 vice-chairs to work with CB to plan and discuss the replacement of the Chair role and stated that she is happy to remain as Chair but this needs to be discussed and agreed by all and a vote taken without the Chair present. It has been previously discussed that an incoming Chair needs to be embedded in, and familiar with, HWW. MF and JC have also previously volunteered to be involved in the process.

ACTION: CB, Vice Chairs, MF and JC to discuss Chair replacement.

**6) Chair's Report**

The Chair reported that she has attended the Place forum (Coventry and Warwickshire (C&W) Health and Wellbeing Board (HW Board) virtual development session forum); the HW Board with CB - the focus was on Children and Young People's Mental Health and Wellbeing, and an update on C&W Dementia Strategy (outside of the meeting EH and CB were asked by the Chair of the HW Board for HWW's support in resolving some concerns with a particular GP Practice). The Chair also attended a

HWE event - Why and how the ICS should partner with the Voluntary sector; the additional HWW Board Meeting; HWE Chairs and Board members network meeting; and the Operations Subcommittee.

#### **7) CE's Report and Update on Emerging Strategic Issues**

The CE presented his report, which was distributed to the Board in advance of the meeting.

MF asked CB to include details of the Health and Social Care (H&SC) Forum in his update to the South Warwickshire Patient Engagement Forum (SWPE). ACTION: CB to forward invite to H&SC forum to South Warwickshire Patient Engagement Forum.

RV asked for further details of the H&SC Forum - CB explained that it is to invite leaders from the Voluntary and Community sector involved in provision of H&SC services to speak with key decision maker across the system. In more recent years, patient groups such as SWPE have expressed interest. The forum will be held online this year. In the past, the event has been well supported by service providers and commissioners, and Danielle Oum, Chair of the C&W ICS has agreed to speak at the event this year.

#### **8) Report from Operational Sub Committee**

PT reported that the Operational Sub Committee met last week and covered Safeguarding, reviewed the Risk Register - it was recognised that some items on the register need to be more specific to be managed as active risks rather than general. The Whistleblowing Policy is to be reviewed next meeting. Reassuring to hear that Finance support is in place, however there are remaining tasks to be assigned, and much information and knowledge to be transferred prior to CJ's departure.

#### **9) Report from Finance and Audit Group**

A joint report from MF and CB was presented, which recommends that the staff pay award is uplifted to 5%, backdated to 1<sup>st</sup> April 2022. The Board unanimously approved the recommendation. RV expressed appreciation to MF for his work.

#### **10) Head of Operations Report**

The *Safeguarding* Policy has been revised following the previous Board meeting - regarding delegated leads for Safeguarding within the staff and Board. The Board unanimously approved the Safeguarding Policy and Procedure. CJ expressed her gratitude to RV for his work on the document.

The Quarterly Performance Report (QPR) was circulated. CJ expressed what a privilege it is to compile the report, which shines a light on the work the staff and volunteers are doing to make HWW a success. The NHS carers/discharge focus group was highlighted - this work has provided wider opportunities; NHSE Midlands have asked us to run a webinar with them on the importance of carer input in the discharge process, and HWW has been invited onto Boards that we never have before. Activity data is positive, showing an increase in engagement through attending more events. A successful event was held in Leamington recently, to gather feedback from profoundly deaf people.

PT asked if there is a set process for writing the QPR that can continue after CJ's departure; CJ confirmed that it is an established process, the information is downloaded from our information management system, which then has a narrative structured around it.

Q - The QPR is such a good report which showcases the work HWW does, could we make it public? CJ agreed it would be good to be able to put the information onto the website for the wider public to see. To be investigated: any sensitive information such as strategic meetings attended could be removed.

GP congratulated the staff team on how much work is achieved for such a small staff team.

CB clarified that the QPRs are also summarised annually to the Health Overview and Scrutiny Committee to ensure that HWW is held accountable.

It was added that the evidence provided in the QP reports will be useful in adding credibility for the upcoming retendering process.

There have been positive comments received from partners/ stakeholders following recent work - these will be included in the Annual Report, which is a public document.

Exception Reporting: Small numbers of feedback relating to Care homes are starting to be fed in, which we are triangulating and working closely with CQC and WCC; however no physical visits are taking place. CB added that we are looking at our position on physical visits, in close discussion with the Volunteers and Care Homes - working towards reestablishment of physical visits.

As it was her last formal board meeting, CJ thanked everyone for the opportunity that she has been given to work with HWW and that it had been a privilege. The Board thanked CJ for her dedication to the organisation and the team and wished her every success for her new role.

**11) Volunteer report**

SJ reported that the GP website digital mystery shop visits have been completed in Warwickshire North, with 39 websites looked at; the information is now being collated. The volunteers have restarted ringing dental services again; and helped with a review of the Arden PCN website (where SJ questioned why the website is being created, in addition to the other websites already available). Cancer services update - there have been more referrals, and issues with staff sickness - causing delays. The most commonly diagnosed types of cancer have been re-ordered, with skin cancer being most common, followed by breast cancer then prostate cancer. Three diagnostics hubs up and running now, one on George Eliot (GEH) hospital site, one at Warwick Hospital (to be relocated to Stratford) and one in Coventry city centre. It was expected that they would be community hubs (easier to access and less intimidating than a hospital) but have mostly been located at hospitals. CJ agreed with SJ's comments about the PCN website, which tied in with comments that she had fed back; and thanked SJ for the reports sent from the Cancer Board, which are very useful for triangulating information.

MF commented that the digital access workforce gave a presentation at the South Warwickshire Patient Engagement forum - the CCG is currently in the process of upgrading the centralised websites, which will include local flexibility for practices/PPGs to put information onto. 24 out of the 32 practices in South Warwickshire have the centralised website - it is unknown whether the rest of the county will adopt likewise.

CB commented that the diagnostic hub being at GEH means that it is not in centre of Nuneaton, which has led to a reduction in people attending the hub.

It was commented that the rise in building material costs has meant that quotes for the building of new diagnostic hubs are coming in at 60% - 100% over budget, which is causing difficulty.

**12) AOB**

None

**13) Confidential**

**14) Date of next meetings**

- Informal Board catch-up 10:30am - 11:30am on 14<sup>th</sup> June 22, via MS Teams.
- Full Board meeting 10.30am to 12.30pm on Tuesday 12<sup>th</sup> July 2022, via MS Teams.

**Summary of Actions:**

Item 4: CJ to ask HWE if it would be possible to create a secure, members only, page on the website.

Item 5: CB, Vice Chairs, MF and JC to discuss Chair replacement.

Item 7: CB to forward invite to H&SC forum to South Warwickshire Patient Engagement Forum.

**Board Director Attendance Record**

| Name         | 11 Jan 22                              | 8 Mar 22 | 10 May 22 | 12 Jul 22 |
|--------------|--|----------|-----------|-----------|
|              | P = Present / A = Apology / X = Absent |          |           |           |
| Helen Adkins | P                                      | P        | P         |           |

|                 |   |   |   |  |
|-----------------|---|---|---|--|
| John Copping    | P | P | P |  |
| Mike Flaxman    | P | P | P |  |
| Liz Hancock     | P | P | P |  |
| Leonard Harvey  | P | P | P |  |
| Gita Patel      | P | P | P |  |
| Jerry Roodhouse | P | P | P |  |
| Paul Tolley     | A | A | P |  |
| Robin Verso     | P | P | P |  |

Minutes Approved by: .....

Signed: .....

Date: .....