

**Minutes of the 60th<sup>th</sup> full Healthwatch Warwickshire Board Meeting**  
**Tuesday 12<sup>th</sup> July 2022**  
**10.30am to 12.30pm**  
**MS Teams Conference Call**

**Present:**

Liz Hancock (EH) – Chair  
Paul Tolley (PT) – Vice Chair  
John Copping (JC)  
Leonard Harvey (LH)  
Jerry Roodhouse (JR)  
Robin Verso (RV) – Vice Chair

**In Attendance:**

Chris Bain (CB) – Chief Executive (CE), Su Jenkins (SJ) – Authorised Representative,  
Robyn Dorling (RD) – minutes.

**1) Welcome and Apologies:**

Mike Flaxman, Helen Adkins, and Gita Patel sent their apologies

**2) Declarations of conflict of interest**

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

**3) Appointment of Chair**

EH left the meeting.

Proposal: PT proposed that EH continues in the Chair role until the end of the current HWW contract on October 31<sup>st</sup>, 2023. RV seconded the proposal

Key points of discussion:

- The Board are very pleased that EH is content to continue and said what a fantastic job she has done.
- RV has no desire to be Chair at the moment and does not want to be considered in the future.
- We need to recruit Board Directors who would be interested in taking over the Chair role in at the end of the contract in October 2023

Outcome: PT to ask EH to continue as Chair until the end of the contract on October 31<sup>st</sup>, 2023. The Board understand the need to recruit for a replacement Board member who would like to be Chair, next spring / summer. This would give them time to sit on the Board and decide if it is something they wish to proceed with. The Board agree that Chairmanship is something that should evolve from being a member of the Board. EH re-joined the meeting and RV informed her of the decision. CB congratulated the Chair and EH thanked them for their support.

**3) Minutes from the previous meeting**

The minutes of the Healthwatch Warwickshire (HWW) Board meeting on 10th<sup>th</sup> May 2022 were agreed as an accurate record of proceedings and were electronically signed by the Chair.

#### 4) **Matters Arising**

- It is not possible to create a secure, members only, page on the website at the moment.
- Vice Chairs, MF and JC to discuss Chair replacement, dealt with under item 3.
- CB invited South Warwickshire Patient Engagement Forum to the H&SC forum.
- ACTION: CB to email a summary paper of the discussion between JC and CB about contingency in the event of the Closure of HWW CIC. This action is ongoing

#### 5) **Chair's Report**

Meetings EH has attended:

- Training with staff and volunteers in equality, diversity, and inclusion
- The volunteer forum
- The West Midlands Networking meeting
- The Health and Social Care Forum
- Various other meetings with the HWW's directors, CE and HW Coventry

Annual Strategy Day for board, staff, and volunteers:

- Suggested date Thursday 8<sup>th</sup> September morning or afternoon,

Board Development Day -board members only, facilitated session:

- Suggested date Wednesday 20<sup>th</sup> September over lunch. AM or PM

EH added that if dates were not convenient for the majority, we would revisit diaries.

**ACTION: Check availability, and morning or afternoon preference for both events. Both meetings to be held in person.**

Healthwatch Coventry (HWC) and Healthwatch Warwickshire (HWW) meetings EH and Stuart Linnell, Chair HWC, met and then another meeting was held with EH, CB, Chair HWC and Ruth Light. Chief Operating Officer HWC.

Key points of discussion: ICS and ICB and HWE want us to work more closely together. HWE have developed a Collaboration Toolkit which EH has agreed to look at. It is important that we get a coherent voice in the ICS but agree HWC have different set up that can make things difficult. We were informed by HWC that the ICS have offered to support facilitation between HWW and HWC with a financial contribution. Board feel we can do this without support. HWC do not have the same autonomy as HWW, but we need to work across the Coventry and Warwickshire footprint.

Outcome: The next meeting between HWW and HWC has been arranged for 12<sup>th</sup> August 2022

**ACTION: EH to ask the HWC Chair for a meeting?**

#### 6) **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. The report included:

### 7.1 Staffing and Recruitment

Job offer made verbally, and the offer letter sent, but we have not had a response yet. The other offer made has been declined by HWW as they could only work 16 hours over 2 days which does not fit the role. One candidate who did not come to interview, due to a bereavement, is being offered another interview date. If this is not possible, we will have to go back out to advert for the Engagement and Outreach post. Interviews for Business Manager 2<sup>nd</sup> and 9<sup>th</sup> September. EH asked if it would help to get temporary admin support. Staff do not feel able to embed temporary admin staff at the moment.

### 7.2 Because we all Care.

We are ahead due to the work on deaf and hard of hearing and will be campaigning on LTC's, older people (over 55's) and Learning Disabilities and Autism. LD and Autism care collaborative, HWW are part of the designing of this already. EH – looked for national campaign on LD and Autism and could not find it.

### 7.3 Integrated Care System update

- ICB has had initial meeting which HWW attended.

### 7.4 Healthwatch England

- 'More to your GP practice than you might think' - campaign which we need to inform people about to support the implementation of what it says will happen. SJ – GP campaign, Leaflet has come through her door.
- Louise Ansari, National Director HWE is writing a quarterly bulletin for local HW and has sent the first one out.

### 7.5 Care Quality Commission

- CQC requirement for Learning Disability and Autism training for all staff. HWW to support CQC in making sure that happens.  
PT – The death of Oliver McGowan and the subsequent training that has been developed is the background to this decision.  
(<https://www.hee.nhs.uk/our-work/learning-disability/oliver-mcgowan-mandatory-training-learning-disability-autism>)  
JR - Borough and District need more awareness
- Oliver McGowan training only now being rolled out
- Enter and View – challenge with rising infection rates but HWW will be exploring the potential for in person visits again.
- There are no equivalent services for adults with learning disabilities and autism to transition from children's services.

### 7.6 Interim Workplan to the end of September

Looked at workplan in light of reduction in staff and through the lens of statutory duties, contractual obligations, partner expectations and best practice for the residents of Warwickshire.

CB set out the interim workplan until the end of September for the Board. Workplan circulated to the Board after the meeting.

Outcome: EH offered support and supervision around any particular concerns to staff if they wish to contact her.

JR – asked if we are getting feedback on the ambulance service.

Key points of discussion: Anecdotally we are hearing that the ambulance service is now telling people how long the wait is, and they are making alternative arrangements to get to hospital in an emergency where they can wait in A&E. PT confirmed that they have had this experience. Providers having to decide whether to enable people to A&E, where they can then wait to be seen, which may be a long time. EH has heard of paramedics spending many hours waiting with the first person they have picked up outside the hospital.

EH asked the Board for questions from the Board – there were none.

## 7) Report from Operational Sub Committee

Whistleblowing policy review

- PT - The committee met and said farewell to Claire Jackson, Head of Operations, who gave a very comprehensive handover document. This has led into planning around recruitment and the structural changes. Performance and Annual report processes very well embedded, through Claire's fantastic work, so PT reassured that the process will continue. Board have seen the draft Annual Report.
- Whistleblowing policy was circulated on 24<sup>th</sup> May 2022, EH made comments.

**ACTION: CB to circulate amended version to the operations committee. There were no questions.**

## 8) Report from Chair of Finance and Audit Group

CB presented the Chair's report and gave MF's apologies for not being able to present the report.

- CIC 34 report needs to be completed, it needs the accounts signed off by the board and submitted to companies house before it can be submitted, this can be done today.
- Audited accounts showed an approximate £5,000 underspend, following some accounting adjustments, which are included in the appendix.
- Thanks were expressed to MF from all the Board for the support that he gives the staff involved in HWW finance and HWW as a whole. This is really appreciated by the Board.

Proposal: Audited Accounts recommended to the Board for adoption and signature from the Board. Once approved will submit CIC 34.

JR Seconded the motion.

Outcome:

- EH. The audited accounts as recommended are adopted and ready for EH to sign
- EH will also sign the letter of representation on behalf of the Board.

The Budget

- CB thanked MF who has worked extensively with him on the budget.
- The budget has been included for the Chair Appointment, EH to look at this in light of the meetings being virtual but CB thinks there may be more in person in the future.
- Amount needed from reserves is now under £10,000. Would change if we did in-person conferences but this looks unlikely with increasing infection rates. Budget drawn up for Business Manager role to be in place by end of September.

Discussion on exploring ways of getting additional support for staff.

CB thanked staff for pitching in and working outside of their roles and hours. The Board expressed admiration and appreciation for the work of MF and the staff who have stepped up to help.

Outcome: The Board approved the revised budget and the new staff structure as seen.

EH asked if there were any question for CB, no questions.

**9) Volunteer report**

- Dentistry calls have started again, and a survey has gone out
- E-book on neurodiversity sent to volunteers for feedback by RD. SJ to look at
- Impressed with Health and Social Care Forum and looking forward to another one
- Volunteer Forum at the end of next week

Cancer update:

- GIRFT – 'Get it right first time' looking at the whole of the specialty and its integration within the ICS, ENT, and Neurology first.
- Access to 28-day faster diagnosis for everyone, equality, and diversity.
- Screening delayed breast target to be back to normal by end August.
- Lung screening to be moved to Coventry in Autumn 2022.
- UHCW are the trainer for whole region for a particular procedure for prostate cancer that can be done in outpatients.
- All referral increasing from pre pandemic.

CB thanked SJ for the work she does for HWW and for patients and residents across Warwickshire.

**10) AOB**

None

**11) Confidential**

No confidential items

**12) Date of next meetings**

Informal Board catch-up 10:30am - 11:30am on 9<sup>th</sup> August 22, via MS Teams.

Full Board meeting 10.30am to 12.30pm on Tuesday 13<sup>th</sup> September 2022, via MS Teams.

Volunteer Forum Friday 22<sup>nd</sup>. September 10.30am

**Summary of Actions:**

- Email a summary paper of the discussion between JC and CB about contingency in the event of the closure of HWW CIC. CB
- Annual strategy day for board staff and volunteers Thursday 8<sup>th</sup> September. Ask Board, staff, and volunteers for am or pm preference, CB
- Board Development Day. Suggested date Wednesday 20<sup>th</sup> September over lunch. Board to state availability and am or pm preference, CB
- Whistleblowing policy, 24<sup>th</sup> May 2022, circulate amended version to the operations committee, CB
- Accounts and letter of representation to be signed in person by EH, CB/EH

**Board Director Attendance Record**

<b>Name</b>	<b>11 Jan 22</b>	<b>8 Mar 22</b>	<b>10 May 22</b>	<b>12 Jul 22</b>
	P = Present / A = Apology / X = Absent			
Helen Adkins	P	P	P	A
John Copping	P	P	P	P
Mike Flaxman	P	P	P	A
Liz Hancock	P	P	P	P
Leonard Harvey	P	P	P	P
Gita Patel	P	P	P	A
Jerry Roodhouse	P	P	P	P
Paul Tolley	A	A	P	P
Robin Verso	P	P	P	P

Minutes Approved by: .....

Signed: .....

Date: .....