

Minutes of the 61st full Healthwatch Warwickshire Board Meeting
Tuesday 13th September 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
Gita Patel (GP)

In Attendance:

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

1) Welcome and Apologies:

Mike Flaxman and Helen Adkins 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

October 2023 - Process to start March / April 2023

Lead in time needed for recruitment of Chair from the Board.

If no current Board members are interested, we will need to seek a chair from new Board Directors.

EH asked the Board for comments and suggestions:

- JC suggested we look for at least 2 new Board Directors in case circumstances mean one cannot take up the position of Chair.
- JR suggested we recruit new Directors to increase the diversity of Board Directors and then open up interest to the Chairing role.
- CB confirmed there is no restriction on the number of Board members we can have.

Decision: It was agreed to open the recruitment process to look for particular skills that are currently missing.

RV has recently worked on the Chair and Vice Chair role description so these documents should still be current. RV, PT, CB and EH to look at this document, write an advert and then formulate an interview panel. The advert should go out before Christmas.

If anyone else would like to join the group creating the advert, please let EH know

Action: Doodle poll to EH, RV, PT, CB,

EH asked Board for suggestions where additional skills might be helpful, these include:

- Marketing

- Legal, liability and HR.
- income generation
- Knowledge of the charity sector
- Need to be able to manage a meeting and bring out the talents of the people around the table. Health and social care knowledge is helpful but being able to manage a meeting well is more important
- They must have a strong connection with Warwickshire

4) Minutes from the previous meeting

The minutes of the Healthwatch Warwickshire (HWW) Board meeting on 12th July 2022 were agreed as an accurate record of proceedings and were electronically signed by the Chair.

5) Matters Arising

- Item 13: CB to email a summary paper of the discussion between JC and CB about contingency in the event of the Closure of HWW CIC. CB Ongoing CB apologised for his delay. JC, in terms of good practice of the Board, the Board members need to address, and have knowledge of corporately, the conditions that apply in the event of the termination of trading of a CIC. It is in the Articles. JC asked for it to be minutes that the Board recognise the effect should the contract not be renewed.

EH asked JC if we minute this accordingly can we take these off Matters Arising and, are we prepared enough if something should happen?

JC has enough confidence in the briefing to put it in front of the Board. If they are happy to accept it, then it can be closed.

CB to bring it back to the Board with his additional thoughts around the requirements of Companies House. EH asked if we can we do this outside of the Board meeting, if we circulate the paper to the Board as a document statement to support the processes that need to happen in this event and then we can minute that this has happened at the next Board meeting and close it. CB, also confirmed that we have a good grasp of the financial implications.

Action: CB to look at document and circulate before the next Board meeting when this can then be closed.

- Annual Strategy Day for all – Board, Staff and Volunteers
Thursday October 13th, 2022, from 1pm to 4pm at Dormer Hall, Dormer Place, Leamington Spa CV32 5AA
JR sent apologies.
- Board Development Day – Board only
EH asked the Board for their views on whether it should be face to face or virtual and with regards to external facilitation. It was agreed to go forward with a face-to-face meeting and to look at internal facilitation.
. RV confirmed that he would be happy to provide leadership on facilitation.
GP suggested date, 8th November as this is a Board Meeting Date – could we use this? CB would check that MF available for this. CB to do this next week during call. If yes, we will confirm with the rest of the Board and then book a venue. JR gave apologies for the morning of 8th November. If MF not free will move the date. EH to ask for JR's input before these meetings.
EH looking for the whole morning, 3 hrs agreed with food if possible

SJ confirmed that she is free on 8th November.

Actions:

CB to ask Mike if he is free on 8th Nov, if he is confirming the date with the rest of the Board and book a venue for 3 hours in the morning with food, if possible. CB, RD.

If MF is not free, we will doodle poll for another date (during the 4 weeks after the strategy day on 13/10/22)) checking first if EH, RV, MF and CB are available and then send a doodle poll to the Board. CB. RD

- Whistleblowing policy, 24th May 2022, amended version to the next Operations Committee to be approved. CB Ongoing
- Accounts and letter of representation to be signed in person by EH CB /EH Signed by EH and taken to the accountants by LM, Closed.

6) Chair's Report

Meetings EH has attended:

- Volunteer Forum Meetings, 19th Sept being rearranged. Board asked for the dates.

Action: Forward the dates of volunteer meetings, CB, RD

- West Midlands Network Meeting
- Warwickshire Aging Well Board
- CWPT – ongoing problems with the provision effective MH services
- Contract Review Meeting. EH thanked Deborah Key on the good work she has done putting the report together. Lisa Lissaman, WCC, also thanked Deborah and the rest of the team for the work they have done.
- HWBB, annual report presented and well received. Available online to view. Immediate feedback on the day was that the report highlights how high-level strategies affect people and how important it is that HWW continue to be present to bring this balance. EH and JR thanked CB for his positive contribution to this meeting.

Action: Last slide to be circulated to the Board, CB.

- Healthwatch Coventry (HWC) and Healthwatch Warwickshire (HWW) meetings

Prior to most recent meeting with HWC EH worked on the Collaborative toolkit produced by Healthwatch England, which highlighted some of our similarities but also the difference between our two organisations. We have agreed to external facilitation to move forward our working relationship and tenders for this are being considered. It is quite expensive at a cost of £8- 9,000 which we understand will be funded by the ICB. Our understanding is that the initial meetings will be RL and CB, then the Chairs and then the wider Board and organisations.

EH, it is a requirement that we mirror the Coventry and Warwickshire footprint and to be seen to be moving that forward.

RV, working together as one voice across the footprint is a vital ingredient to Healthwatch being regarded within the Integrated Care System.

CB, HWC now invited to Coventry PLACE Board.

EH - Any other comments? No comments from the Board.

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

EH supported the reasons for the delay in the CE report and thanked CB for a very good report.

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

- MF has been elected to the Board of Governors at SWUFT to represent the people of West Stratford and Borders. (Not representing HWW)
The Board offered congratulations to MF on his election. Statement issued on the Period of Mourning following the death of Queen Elizabeth II.

Care Quality Commission Framework

CQC have sent out details of the new Single Assessment Framework and their new approach to regulation and inspection. CB is looking at the key statements and the key questions and will look at whether there are any implications for our Enter and View service and take this back to the Operations Committee.

HWE have sent a message to all the Healthwatch in the East Midlands looking into combining the East and West Midlands into a single region. CB thinks a single region makes sense in terms of how NHSE are working. Because we Chair it, it will not mean any loss of influence for HWW.

GP asked about any extra time commitments to CB, CB said he will not be affected by time commitments but networking increases, there will be 12 additional organisations joining the meeting. The meeting as administrated by HWE CB contacts the CEOs before the meeting so they are alerted to what may happen in the meeting, so will have more people to contact. They are likely to be continued to be done virtually.

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

Staffing and Recruitment

Carla Searle and Caroline Graham have joined the E&O team and made strong starts and are working well with the rest of the team.

BM responses to advert were disappointing. We were going to look at this on Sept 19th but as this meeting is cancelled, we now need to decide when to reconsider the configuration of the role.

EH asked CB to consider impact on CB's workload of not having a buffer between himself and the team. MF has a different perspective on this which CB will be exploring this with him next week. CB will then take it to the Operations Committee. RV thinks this a strong reason to recruit, and that the organisation will be diminished without this post. The discussion goes to the Operations Committee and then the Board for the final decision.

Staff meeting 14/09/2022 is to look at the workplan but not staff configuration as this will take longer to consider.

Integrated Care System Update (ICS)

Invited to join an Engagement Task and Finish Group to set the Engagement Strategy for the ICS which has been set as one of their priorities. Engagement seen

as a continuous process by this group. CB attended, HWC also invited but did not attend.

JR, Rugby Health and Wellbeing Partnership meeting, PLACE voice into the ICS could be lost or not happening, need to make sure patient voice is heard, UHCW expressed a similar concern. Patient voice needs to be heard at PLACE to reflect the agendas going forward for commissioning.

At the HWBB PLACE to be moved to the start of the agenda and each PLACE Chair to give a small presentation and answer the question 'how is patient voice coming through?' JR suggested CB does a 5-minute presentation on his thoughts at the next meeting in January 2023. CB, if the patient voice at PLACE is not being listened to by the emerging Care Collaboratives or the ICB, or ICP are we putting our emphasis in the right place? There are a lot of important issues about PLACE. NHSE said in their original guidance that PLACE would do heavy lifting on behalf of the system, and this does not seem to be happening.

RV. How the ICS and Care Collaboratives should work is being lost, need to understand the relationship between PCNs and the rest of the system as it feels a bit disconnected. Asked for a briefing from CB on how it is working.

Board is invited to the Introduction to the ICS this Friday (16.09.22) and will use this session to develop a presentation based on some of the feedback from people to see if we can get to the questions we should be asking. Collaboratives are developing,

Invitation to conversation on the ICS to be sent to the Board after this meeting.

Action: Understanding Coventry and Warwickshire ICS to be presented by CB at the next Board meeting on 8th Nov, CB Add to the Board Agenda, 20 to 30 minutes, RD

Travel costs, we are hearing that people are not turning up to appointments, cancelling future appointments and/or borrowing money and being left financially stretched by travel costs to appointments. Often people who do not have cars, who may have to get taxis to get, for example to UHCW. Reimbursement costs are not well advertised. We may ask later, if this is as widespread a problem as it appears to be? We need to collect evidence and then escalate to NHSE/I and HWE. Guidance would then need to come from NHSE/I and/or HWE.

PLACE assessments. Some of our volunteers took part in these prior to Covid, CB pleased to see the reinstated as unannounced visits. We will give our volunteers the opportunity to take part in PLACE and for us to learn from how it works.

Commission for Pharmacy has issued a call for evidence the closing date is 16/09/2022

EH attended an End-of-Life Coventry and Warwickshire meeting with presentations from PLACE, Two out of four presentations raised concerns about accessing end of life medicines, so EH sent the papers to the committee so they could participate in the survey and highlight their concerns. EH has learnt that there is an enforced limit on out of hours pharmacy numbers, there is work going forward to see if this can be extended,

EH asked additional questions from the Board:

Reintroduction of Enter and View

JR asked for a timeframe. We need to talk to the volunteers again to see. SJ said volunteers may now want to return to Enter and View but would need refresher training. Limit on numbers. EH asked if there was a pre-visit questionnaire we could send out 24 hours before visiting. CB said the phone calls volunteers made during lockdown will support the return of Enter and View and expressed his appreciation for this piece of work.

8) Report from Operations Committee

No meeting has taken place. Need to set dates in the diary.

PT, the Performance Report is just as strong as it was, another meeting is needed to discuss the organisational structure and Enter and View.

RV questioned why the Operational Sub Committee is not called the Operations Committee and why the Finance and Audit Group is not the Finance and Audit Committee. These are both committees of the Board undertaking governance responsibilities.

Actions:

- **Set dates in the diary, PT**
- **Talk to MF about the change of name, CB**

9) Report from Chair of Finance and Audit Group

EH presented the MF's report and noted:

- Improved performance against budgeted expenditure
- Positive feedback for LM

Thanks to MF for putting forward the report for consideration at today's meeting.

EH asked if there were any further comments or questions.

10) Volunteer report

- David Alexander has said he was very impressed with the information and CB's presence at Leamington PRIDE
- Dental calls continuing. New dental surgery opening near SJ but is private
- SJ is now standing down at Volunteer Observer, as of next year, so has one more board meeting and will seek her replacement from the volunteers
- Cancer update:

SJ has circulated the Cancer Board report from the ICS.

Lydia Fresco. Lead of the West Midlands Cancer Alliance, wants to ensure equity of access and service for all cancer patients across the region, as a priority. Referrals are high, exceeding pre pandemic levels, trying to reorganise services to improve access and speed of 1st appointments. There are staffing issues, Radiotherapy can only run 2.5 of 3 machines.

Breast screening, has not reached equilibrium again, missing large number of screens each month mainly due to loss of staff, trying to use independent sector or mutual aid but this is not considered sufficient to address the problem they have. Gary Walton, head and neck specialist at UHCW is the New Chair and has taken over from Lydia.

EH commented on the knock-on effect of this as outcomes are not as good if the initial diagnosis is delayed.
EH thanked SJ for her work.

11) AOB

None

12) Confidential

No confidential items

13) Date of next meetings

Informal Board catch-up
Tuesday 11th October 10:30am - 11:30am on 11th Oct 22 via MS Teams.
EH and PT gave apologies

HWW Strategy Awayday for Board, Staff and Volunteers
Thursday 13th October 2022 From 1pm to 4pm.
To be held at Dormer Hall, Leamington Spa

Annual General Meeting
Monday 31st October 2022 2-3pm
Microsoft Teams meeting
Action: CB EH to meet and plan

Full Board meeting
Tuesday 8th November 2022, 10.30am to 12.30pm
via MS Teams.

Monday 10th Oct at 10.30am – Board, Volunteers and Staff can meet for a walk and a hot drink.

Volunteer Forum Meeting
Tuesday November 29th 1pm to 3pm
Online

Summary of Actions: (see attached)

Board Director Attendance Record

Name	11 Jan 22	8 Mar 22	10 May 22	12 Jul 22	13 Sep 22
	P = Present / A = Apology / X = Absent				
Helen Adkins	P	P	P	A	A
John Copping	P	P	P	P	P
Mike Flaxman	P	P	P	A	A

Liz Hancock	P	P	P	P	P
Leonard Harvey	P	P	P	P	P
Gita Patel	P	P	P	A	P
Jerry Roodhouse	P	P	P	P	P
Paul Tolley	A	A	P	P	P
Robin Verso	P	P	P	P	P

Minutes Approved by:

Signed:

Date: