

Healthwatch Warwickshire
Minutes of the 45th full Healthwatch Warwickshire Board Meeting
Tuesday 14th January 2020
10.00am to 12.00pm
Squab Hall

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)	

In Attendance:

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

1) Welcome and Apologies

Apologies have been received and accepted from Paul Tolley.

2) Declaration of conflict of interest

As detailed in the Agenda, and Liz Hancock, Chief Executive; Mary Ann Evans Hospice

3) Minutes from the previous meeting

The minutes of the Healthwatch Warwickshire Board meeting on 12th November 2019 were agreed to be an accurate record of proceedings.

4) Matters Arising

The actions from the previous meeting minutes were reviewed.

Volunteer recruitment: A session was held on 13/1/20, with volunteers and some staff members, to develop the volunteer recruitment strategy (also to include the recruitment of new board members). EH is happy to provide input into the strategy.

Response to 5-year plan: The response to the Health and Care Partnership (HCP) was superseded by the General Election. Chris Ham has submitted his plans to NHS England but there has been no response to HCP yet. The 3 CCGs have to produce their Statement of Commissioning Intentions (SCI) by March 2020. The funding plans set out in the SCI are largely determined by the statutory duties that all providers have, the CCG has no choice but to fund the providers to meet their statutory obligations. In those circumstances the ability of the CCGs to fund the transformational priorities set by the HCP is restricted - in part by limited resources and in part by the lack of time to make any necessary adjustment to the CCGs' commissioning intentions.

CCGs have to take their accountability seriously (accountable through HOSC). The CCG did not turn up to the November HOSC meeting, and then submitted the wrong paperwork at the January 2020 HOSC meeting - CB has challenged their performance.

ACTION: CB to write to the CCG to ask how they intend to address this and continue to meet with CCGs regularly.

Calls handling after-care strategy has been produced, with contributions from the staff.

ACTION: LD to add section to cover calls where the individual is at risk of immediate harm.

5) Role of HR Sub-group

Discussion on what gaps are left following the departure of the HR Consultant: salary reviews and job evaluation, ensuring and maintaining compliance with employment legislation.

It was decided to form a virtual HR committee: GP, EH and TW - to review policies by email and produce a 6 monthly/ annual report. Terms of reference for sub-group would apply to a virtual subgroup - need to be (re)read. ACTION: LD to send out.

If HWW is a member of the Chamber of Commerce, then HR advice is available through them. ACTION: CJ to check.

ACTION: CB to check if the insurance for Employers Liability includes an advice-giving service, research where else we can get expert advice, and prepare a proposal to be presented at the next Board meeting.

Some staff pay reviews can be agreed without board approval.

It is specified in the HWW Articles of Association (section 18) that a decision can only get board approval by email if it is unanimously in favour, with no abstainers. Otherwise the decision needs to be taken to a Board meeting.

One of the board members thought that this seemed harsh. It was agreed that this should be reviewed. ACTION: Section 18 of Articles of Association to be reviewed.

Other options discussed:

- HWW could sign up to receive ACAS and CIC updates.

ACTION: CJ to look at what support ACAS can provide for next meeting.

6) Strategy/Action Plan Meeting

The Board discussed the need for a Strategy Awayday, the previous one was in December 2018. The Board unanimously agreed that another should take place no later than February 2020 - the current workplan runs out in April.

Items to be discussed: the direction for HWW as a whole, a strategic plan for the next 4-5 years; current tender; any future bids and associated risks; volunteer recruitment; Diversifying the funding base.

There needs to be conclusions made, with SMART deadlines and realistic timelines.

Staff to be involved. Use of a facilitator to be decided.

End of current contract is November 2021, with a potential extension for another 2 years - the aim is to formulate a 4-5 year plan.

ACTIONS: **CB/CJ** to find a date, **EH** to look at format of the day, **ALL** to advise CB on expectations for the day.

7) Chair's Report

The Chair has attended a number of meetings and conferences:

- Joint Place Forum - Coventry & Warwickshire Health & Wellbeing Forum
- Coventry & Warwickshire Health Partnership Board
- Palliative & End of Life Care Conference in Manchester
- Meeting with Chief Executive of UHCW

HWW Office relocation meeting - HWW to remain in CAVA premises for a further year.
ACTION: CJ to create a Premises Contingency Plan to cover potential risks (eg. if HWW had to move premises at short notice), to include existing & potential relocation costs, requirements, temporary and potential permanent relocation options.

- Performance review with Public Health
- Volunteer Forum
- King's Fund Health & Wellbeing Strategy Progress Meeting
- HW West Midlands Network Meeting
- Warwickshire County Council's Health & Wellbeing Board

Future meeting: Healthwatch England Governance Workshop in Bristol

(See attached report for more details of each meeting.)

Update on the CQC Mental Health Survey - see <https://www.cqc.org.uk/provider/RYG/survey/6> for Coventry & Warwickshire's results.

Skills Audit Output:

Link Directors have been identified for each key area of work. It is important to put concept into reality, not just a paper exercise. The intention is for board members to be seen as resource that can be used in partnership working.

ACTION: CJ was asked to ensure staff are aware of who is linked to each work stream.

8) CE's Report

See attached report.

All Board members are in favour of signing up to the Armed Forces (AF) Covenant.

ACTION: Para 2.1 to be amended - LD.

9) and 10) Head of Operations Report and Priority Project Update

Performance Report meeting/ Quarterly Report feedback

No feedback received yet. HWW were pleased with the report but it was a challenging meeting - the first one with new commissioner.

Work Children & young people - not part of our contract but we are being asked why we are not working with them. We as HWW do not have the expertise or experience for children's services.

Chair 360 review - The questions have been formulated and will be sent out 16th January with a response required by 20th January 2020.

Patient Portal

The digital survey that we undertook with SWFT (about their digital portal) is being finalised. Over 400 survey responses were received which was a good result considering the tight timeframe.

Overall there is support in the development of the portal especially in relation to appointments, information being in one place, booking appointments, viewing results and reminders.

Following on from this we are assisting SWFT with an engagement session in SW Place on Friday.

Quality Framework

HWW staff team are filling out the framework but there are some items that would be better for Board members to look at - particularly around governance, sustainability and resilience.

Action: CJ to send framework electronically.

HWW is the pilot Healthwatch to complete the framework, to be completed by 31 Jan. HWW will also return feedback on the process.

A contact from HW England is coming to HWW office on 25 Feb to discuss the Research Government Framework - to ensure the research we do is robust and credible.

Enter & View - no ongoing concerns at the moment. It might be useful to do a visit to an acute setting but planned in order to see what best practice might look like. We have had discussions with the CQC on what elements we might look for. The volunteers have expressed an interest in more training relating to acute visits.

RAP - It is the last month in Nuneaton and Vina has delivered 5 workshops with Poonam shadowing on two of those workshops, to be ready for the handover of the project.

As part of the project we handed out 400 bags of sweets (with details of the project attached) to partner agencies - as a consequence we have received 4 enquiries from Change Grow Live about problems with GP practices and Hope4 have had an issue resolved as a result of challenging the CCG too. Vina has also delivered a workshop to Stratford CAB (27 people attended) and is planned to run a session in Leamington too.

We were in the Rugby advertiser last week following on from the RAP luncheon in December.

TW reported that Betel are coming into the area, working with recovering drug & alcohol addicts - he will ask them to come and present.

Communications strategy

Our Insights & Communications Officer has been developing a communications strategy for some time but due to conflicts in time management this has not yet been completed. The aim is to have this refreshed as soon as possible and to be in line with the strategy for the next year and subsequent workplan.

10) Reports from Subgroups

11.1 Finance and Audit Group

Details in CE report.

10.2 HR Subgroup

No meeting held.

11) Volunteer update

There was a volunteer forum held in early December, at which EH gave a very good presentation on End of Life care.

There is a new volunteer starting who works in care services and is interested in joining the Enter & View activities.

The WM cancer alliance have asked SJ if she wanted to be part of local STP.

12) AOB

None

Summary of Actions:

Item 4: CB to write to CCG to ask how they intend to address the issue of accountability and continue to meet with CCGs regularly.

Item 4: LD to add to the Calls Handling After-care Strategy document to cover conversations where the caller is at risk of immediate harm.

Item 5: LD to Send out Terms of Reference to virtual HR committee.

- Item 5: CJ to check if HWW is a member of the Chamber of Commerce.*
- Item 5: CB to check if the insurance for Employers Liability includes an advice-giving service, research where we can get expert advice, and prepare a proposal.*
- Item 5: Section 18 of the Articles of Association to be reviewed.*
- Item 5: CJ to look at what support ACAS can provide for next meeting*
- Item 6: CB/CJ to find a date for the Strategy Awayday, EH to look at format, ALL to advise CB on expectations for the day.*
- Item 7: CJ to create a Premises Contingency Plan*
- Item 7: CJ to ensure staff are aware of which board member is linked to each work stream.*
- Item 8: LD to amend Paragraph 2.1 of Armed Forces Covenant and return document to the AF Team.*
- Item 9.5: CJ to distribute Quality Framework electronically*

13) Date of next meeting

The next meeting will be held from 10.00am to 12.00pm on 10th March 2020 at **Age UK**, 8 Clemens St, Leamington Spa, CV31 2DL (next door to HWW office).

Minutes Approved by:

Signed:

Date: