

Healthwatch Warwickshire
Minutes of the 42nd full Healthwatch Warwickshire Board Meeting
Tuesday 9th July 2019
10.00am to 12.00pm
Squab Hall

Present:

Trevor Wright (TW)	John Copping (JC)
Paul Tolley (PT)	Gita Patel (GP)
Mike Flaxman (MF)- Chair FAG	Jerry Roodhouse (JR)
Bob Malloy (BM)- Chair HR	

In Attendance:

Chris Bain (CB) - Chief Executive
Claire Jackson (CJ) - Office Manager
Su Jenkins (SJ) - Authorised Representative
Lucy Dean (LD) - for minutes

1) Welcome and Apologies

Apologies have been received and accepted from Liz Hancock and Leonard Harvey.

1a) Vote on vice-chair position

There was one nomination received for the position of vice-chair. The candidate withdrew from the meeting for a vote to be taken - all board members agreed to appoint Trevor Wright to the position of Vice-chair.

2) Declaration of conflict of interest

See Agenda.

TW is also part of the Finance & Audit Committee, HS Trade Union and the Employment Committee.

3) Minutes from the previous meeting

The minutes of the HWW Board meeting on 14 May 2019 were agreed to be an accurate record of proceedings.

4) Matters Arising

The actions from the previous meeting minutes were reviewed - no actions outstanding.

The subject of the office relocation - this has been previously discussed but was not recorded on the previous minutes. All agreed that it is acceptable to record this item under matters arising.

- The plan is to draw up a brief specification: to include number of staff, requirements for location, and budget restraints.
- It was discussed that a High street location is not currently a requirement, as HWW are a signposting organisation and not providing advocacy services - although office accessibility is important for the volunteers.
- However, flexibility is needed, both in space and terms of tenancy.
- Any suggestions for possible locations would be welcome.
- Specification to be drawn up, circulated to the board then, upon approval, forwarded to Estate Agents and to the community network.

Budget to be considered - if the new facility had meeting space available then costs in renting meeting room space would reduce.

MF and TW offered to help with the process.

Formal paper, outlining findings - including Risk analysis, Set-up cost budget to be presented in November board meeting, progress report to be presented in September.

It was confirmed that there would be no penalties upon leaving the current premises, the WCAVA building.

Action: HWW staff to draw up specification. Update to Board in September with a formal paper presented in November. CB

Work Plan 2019-2020

CJ has shared the 2019-2020 workplan - a public facing document, which goes to our commissioner. The workplan was approved subject to the following comments:

- The document is well presented, the branding works really well, and is consistent throughout.
- Not much emphasis on the Year of Wellbeing, considering it is a County priority this year. Could be mentioned in the 'Promoting Patient Voice' section.
- Impact as well as Outcomes to be made clearer.
- Integrated Care - included in 'Promoting Patient Voice' as we do not yet know the outcome how things are going to look.
- Separate the board member volunteers from operational volunteers
- Would flow better if slides 7-10 followed on from slide 3.
- As it is a public document, the opportunity could be taken to include a call to encourage people to get in touch - as volunteers, partners or potential funders.
- Volunteers - need to expand range: Recruitment is to be looked into in the next few months
 - Chris to table plan of action at next board meeting.

Action: CJ to update workplan

5) Chair's Report

5.1 Update from the Chair

See attached report.

6) CE's Report

The CE presented his report to the Board (attached).

6.1 Standing Conference

Report from the May Standing Conference in the attached paper. Good feedback was received from those who attended the last Standing Conference, lots of interest from those who did not attend.

The Standing Conference is possibly HWW's most important work and has a lot of potential: it is a very good forum to facilitate links and sharing best practice between PPGs in the South and North of the county.

Discussion on engagement with Parish Councils, and in rural areas to raise awareness. There are hundreds of parish councils in Warwickshire - it would need a prioritised and strategic approach. Could make profile of each Parish Council to prioritise. The new E&O officer could possibly look at this.

Could HWW events be CPD accredited? Could motivate GPs etc to come, if they could account for their time.

Transport keeps emerging as an issue. The HWW report released a few years ago stopped the transport budget from being cut.

There is an event on Thursday evening in Stratford on Transport - worth keeping up with follow up from that.

6.2 Other Matters

The HWE Annual Conference will be on 1st & 2nd October - Board members are to advise if they are interested in attending.

ACTION: CB to forward details of the conference to the board when received.

Two of HWW's projects have been put forward for awards this year - Rights to Access Project and the Wellbeing Survey.

CB recently attended the HW Worcester annual conference, during which the HW Worcester board members presented various parts of their annual report, and an outside facilitator chaired the conference. A copy of the HW Worcester annual report was circulated - it is much shorter than the HWE standard template.

It was suggested that a one-page summary of the annual report would be good to add to the Workplan.

Board/ Staff page in Annual Report - all happy for a hyperlink to be inserted to direct people to the relevant page of the website, rather than adding extra pages to be printed out.

ACTION: CJ to insert hyperlink into the Annual Report.

The NHS Long Term Plan report is finished - now awaiting the addition of comments from the STP (due back this week), then the report can be shared.

7) RAP Project

Progress update on Rights to Access Project:

Engagement Work for the project has finished in the Warwick (incl. Leamington & Kenilworth) district - a two-page summary is being prepared, to summarise what has been achieved, and what outcomes were achieved, which will be sent to other districts to pre-empt the project.

Work has begun in the Stratford area.

8) Reports from Subgroups

8.1 Finance and Audit Group

No report this month.

8.2 HR Subgroup

The HR chair presented his report to the Board (attached).

ACTION: TW to send council GDPR document as an example for review.

Staff Development Policy to be discussed next meeting.

ACTION: LD to add Agenda Item

LH has joined the HR subgroup.

Defibrillator - Cost estimated at around £1500 over 3 years. Grants may be available.

ACTION - TW to investigate and forward details.

9) Volunteer update

There was a Volunteer forum held on 10th June in Nuneaton. Kristi Larson visited from BHBVBC, talking about Urgent Treatment Centres - which is the relabelling/ standardising of minor injuries and walk in clinics. Emma Mold from WCC also came to talk about Care Champions: Pre-arranged visits to care homes & day-centres, talking primarily to residents. Like HWW, they are finding it hard to inspect Domiciliary Care services.

Enter & View - The Park View and Sycamore Care Home reports have been published.

The Dementia training from Worcester university was very good. The volunteers now have a Kings Fund document to give to all homes visited: 'Is your care home Dementia friendly?'. There is free Dementia training available online called 'Stand by Me'.

Feedback training has been delayed.
There is a Future learn.com course available on how the NHS works available: 2hrs per week over 6 weeks.

10)AOB

None

Summary of Actions:

- (Item 4) HWW staff to prepare premises specification. Update to Board in September with formal paper presented in November. CB
- (Item 4) Action: CJ to update workplan
- (Item 6.2) CB to forward details of the HWE Annual Conference to the board when received.
- (Item 6.2) CJ to insert hyperlink to Board/ Staff pages into the Annual Report.
- (Item 8.2) TW to send council GDPR document as an example for review.
- (Item 8.2) LD to add Staff Development Policy to next month's Board agenda.
- (Item 8.2) TW to investigate if a grant is available for a Defibrillator.

11)Date of next meeting

The next meeting will be held from 10.00am to 12.00pm on **Tuesday 10th September 2019** at Squab Hall, CV33 9QB.

Minutes Approved by:

Signed:

Date:.....