

**Healthwatch Warwickshire**  
**Minutes of the 43<sup>rd</sup> full Healthwatch Warwickshire Board Meeting**  
**Tuesday 10<sup>th</sup> September 2019**  
**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),
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 Paul Tolley and Leonard Harvey.

**2) Declaration of conflict of interest**

As Agenda.

**3) Minutes from the previous meeting**

The minutes of the Healthwatch Warwickshire (HWW) Board meeting on 9<sup>th</sup> July 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.

HWE Annual Conference - HWW have been asked to hold a workshop jointly with Healthwatch Cheshire East, CB has some queries to resolve regarding the timetable.

**4.1 Office relocation**

A meeting has been held at the request of WCAVA to review the office space agreement, in which WCAVA have made an offer which includes provision of more storage and increases the desk space by 2 desks, with a corresponding rent increase of a third.

The current lease with WCAVA was signed in April 2018 - HWW can leave giving 3 months' notice with no penalty clauses. A number of hidden costs are currently shared with WCAVA - photocopier, confidential shredding, water cooler, tea/coffee, cleaning. This should be taken into account when considering other potential premises.

It was suggested that only one extra desk would be needed in the short to medium term.

Fire regulations would not allow an extra desk in the current office.

**ACTION:** CB/CJ to put a proposal to WCAVA for one extra desk with a lower increase in rent.

Other factors/ questions to consider:

- What if WCAVA decided to move premises?
- The Old Town area is scheduled for redevelopment within the next 2-4 years - would bring disruption.
- If we want to grow the size and reputation of HWW, is the current premises suitable?
- Grants are being made available by the government for High St. retention/development - could a shop be converted into an office?

- Board members may have knowledge of possible office spaces which are not known to Estate Agents.

It was agreed that for now, HWW should remain in the WCAVA offices, negotiate a lower price for 1 extra desk and increased storage, and have a working group looking into plans for the future. The cost for this may fall within CB's scheme of delegation.

ACTION: LD to create Doodle poll to arrange a meeting to analyse/ discuss requirements.

#### **4.2 Defibrillator**

It is looking like a grant would not be available as HWW is not a community-based organisation.

A report assessing the benefits of a defibrillator was presented to the board - attached.  
Mixed views across the Board.

Reasons in favour:

- Countries with the highest number of defibrillators also have the highest survival rates of heart attacks.
- Good to have from a PR point of view.

Reasons Against:

- Would not be able to take it to events as it would be on the national register at a fixed address. However, there would already be one at major events, eg Pride, Town Hall.
- Most organisations with so few staff would not have a defibrillator.
- Practically, it would be the staff who would be asked to use the equipment - Some misgivings from staff about this. Training and use of the equipment is easy, but difficult to deal with fall out if the use is not successful - very traumatic for the staff member.
- The HWW office is only open and available to the public for limited hours, and not weekends. WCAVA should be consulted as it would affect them.

Concern was expressed about it being located on the outside of the building - risk of vandalism/ theft. The equipment would have to be located inside the office.

A question was raised as to whether Age UK (next door to HWW) had a defibrillator.

ACTION: CB to speak to Age UK; if they have a defibrillator. CB to discuss with WCAVA.

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

#### **5.1 Update from the Chair**

The Chair was pleased to attend the Performance meeting with CB and CJ. HWW's Commissioner is to change, the new Commissioner is Lisa Lissaman.

The chair also attended George Eliot's Annual General Meeting. Both recent meetings with CWPT have been cancelled, the reasons for which are unclear.

The next Healthwatch regional meeting is on 20<sup>th</sup> Sept in Birmingham. Vina Fatania will be coming to present the RAP project.

The Skills audit is still in progress.

Paul Tolley has announced he is stepping down from his role as Chief Executive of WCAVA, but has said that he is willing to continue on the HWW board after a sufficient hiatus, and subject to the satisfaction of his new organisation.

All board members are happy for Paul to continue as a Director - he is considered to be a very useful member of the Board making valuable contributions.

ACTION: The Chair will write to PT to advise him that the Board would like him to continue as a Board member.

The Annual Report has been circulated. The Chair and CE will present it to the Health & Wellbeing Board on 11/9/19.

## 6) CE's Report

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

### 6.1 Standing Conference

Sir Chris Ham volunteered to come to the HWW Annual Conference, after the Standing Conference. Another Standing Conference likely to be held in Spring 2020/ new financial year.

GP commented that she was very impressed with the Standing Conferences, that Barry Franklin was a good speaker. It was surprising how little the patient voice had been heard in the formation of the Primary Care Networks but encouraging that Sir Chris Ham seemed to be taking peoples' views on board.

### 6.2 Annual Conference

HWW Annual Conference is to be held in Leamington Town Hall on the 17<sup>th</sup> October 2019. Rachel Danter & Chris Ham will be coming to talk about the development of the Long Term Plan and give people the opportunity to say what they think.

South Warwickshire and Warwickshire North CCG would like to attend as part of their Stroke Services Consultation.

AGM will precede the conference - Chair's report and report on accounts to be presented.

ACTION: MF to write accounts report for presentation at the AGM.

### 6.3 Healthwatch England Conference

HWE conference to be held 1<sup>st</sup> & 2<sup>nd</sup> October at the ICC in Birmingham. HWW will share a workshop with HW Cheshire East to share the Rights to Access Project.

It was briefly discussed whether, in the future, we could sell the training for the RAP project.

### 6.4 Other Matters

Particular thanks to MF and CJ for the work put into this year's Audit.

Some of the team were present at the recent Warwickshire Pride event. It was requested that the policy for subsistence for staff at events could be investigated.

ACTION: Reimbursement of business expenses policy to be reviewed by HR subgroup (BM/CJ)

HWW staff and a board director attended the Dementia Conference run by WCAVA.

## 7) Priority Project Update

### 7.1 Progress update on Rights to Access Project

The RAP project is now in Rugby - three workshops have been held to 24 attendees. We are pleased to have been invited by Rugby Police to attend a night event to talk to homeless people and night crawlers about the project.

Three more workshops are planned in September.

The Stratford area was a challenge, but we are continuing to work with organisations to get the project known and the cards distributed.

In the past three months, seven workshops have been delivered, with 21 attendees, 196 cards disseminated, over 50 booklets given out, 20 GPs called with script on accessing care, two GP practice workshops held, one GP council members event with 52 GPs from South Warwickshire.

There have been over 800 responses so far to the Primary Care Network (PCN) survey - staff and volunteers have attended waiting rooms at George Eliot and Rugby St Cross as well as community hubs with the survey.

There is a new homeless project starting up in Stratford.

### **7.2 NHS LTP - Dissemination of Findings**

The report has been produced - we are working with the Coventry & Warwickshire Health & Care Partnership & HW Coventry to get feedback - then will need to distribute and present the report. CJ asked the board for support on promoting and disseminating the findings of the LTP report. TW volunteered to help distribute the report.

## **8) Reports from Subgroups**

### **8.1 Finance and Audit Group**

The Finance and Audit Group report and Annual Accounts were presented (attached). The draft management letter from the auditors has been received- awaiting final, signed copy. All Board members were in agreement to adopt the accounts as printed.

The Board expressed thanks to CJ, MF and the staff for their hard work in finalising the accounts.

### **8.2 HR Subgroup**

The HR chair presented the HR report to the Board (attached). Following recent correspondence, it is unclear if the HR consultant is still available to work with HWW.

The following documents were reviewed:

- Confidentiality and General Data Protection Policy and Procedure
  - Section 12.1 to be edited - grammatical point.
- HWW Retention Policy Statement
  - Locked cabinets referred to - Need to clarify who has access to the cabinets
  - Numbered paragraphs - formatting to be amended
- Staff and Volunteer Privacy Statement
  - Volunteers to be removed from this document - document to be edited down to form a volunteer only policy
- Privacy Statement (for website)
- Staff Development Policy

All of the above documents were approved, subject to the changes noted above.

Thanks to CJ for her work on the policies.

## **9) Volunteer update**

The volunteers are currently involved with the PCN questionnaires at George Eliot and St Cross Hospitals. It has been found that most people have issues with transport: difficulties in travelling to other surgeries. Many people have never heard of PPGs or are unaware of what they do. It has been interesting to hear people's views.

Feedback training took place.

There was an Enter & View at Town Thorns Care Centre - there had been some issues reported with night cover, the manager does spot checks and is addressing this. Overall there was a good standard of care, the residents were happy, and seemed to enjoy the home. Use of agency staff has reduced. Overall a positive visit, led very well by Robyn Dorling.

Volunteer recruitment: the role descriptions are being reviewed.

ACTION: Volunteer handbook and application pack to be reviewed by the HR Subgroup.

Attention was drawn to a new Health & Wellbeing resource that came out of the Year of Wellbeing called AskSARA - seems very good.

#### 10) AOB

Feedback has not been received on the Quarterly Report yet, but it was felt that the Performance Meeting went well.

#### Summary of Actions:

- *Item 4.1:* CB/CJ to put a proposal to WCAVA for one extra desk with a lower increase in rent.
- *Item 4.1:* LD to create Doodle poll to arrange a meeting suggested to analyse/ discuss premises requirements.
- *Item 4.2:* CB to discuss Defibrillators with Age UK - if they have one there is no need for HWW to get one; also consult WCAVA.
- *Item 5.1:* EH to write to PT to advise that the Board would like him to continue as a Board member.
- *Item 6.2:* MF to write accounts report for presentation at the AGM.
- *Item 9:* Volunteer handbook and application pack to be reviewed by the HR Subgroup.

#### 11) Date of next meeting

The next meeting will be held from 10.00am to 12.00pm on Tuesday 12<sup>th</sup> November 2019 at Squab Hall, CV33 9QB.

Minutes Approved by: .....

Signed: .....

Date: .....