

Minutes of the 64th full Healthwatch Warwickshire Board Meeting
Tuesday 14th March 2023
10.30am to 11.30am
MS Teams Conference Call

Present:

Liz Hancock (EH) – Chair
Robin Verso (RV) – Vice Chair
Mike Flaxman –FAG Chair
John Copping (JC)
Jerry Roodhouse (JR)
Gita Patel (GP)

In attendance

Chris Bain (CB) – Chief Executive (CE), David Alexander (DA)
Authorised Representative, Robyn Dorling (RD) – minutes.

1) Welcome and Apologies:

Paul Tolley sent his apologies, Len Harvey joined during the Confidential section of the meeting. The Chair welcomed Kate Morrison.

2) Declarations of conflict of interest

Liz Hancock, Chief Executive, Mary Ann Evans Hospice
Jerry Roodhouse, Councillor, Warwickshire County Council
Mike Flaxman, SWUFT Governor

3) Appointment of Chair

EH's appointment as Chair expires on 31st October 2023, PT and RV will lead on the process of recruiting a new Chair, starting by August 2023. MF has put £5,000 in the budget as part of chair expenses and thinks defining the role will need to be discussed by the Board, along with whether remuneration will be necessary. MF would like to be involved along with the Vice Chairs. CB noted that Chair recruitment is contingent on HWW (Healthwatch Warwickshire) winning the tender.

No Questions from the Board.

4) Minutes from the previous meeting

The minutes of the Healthwatch Warwickshire (HWW) Board meeting on 10th January 2023 were agreed as an accurate record of proceedings and were electronically signed by the Chair.

5) Matters Arising

From the Action list:

- CB to submit to JR before meeting with Patricia Hewitt on 25th Jan – overtaken by events within the ICS (Integrated Care System). JR Met with PH about the review. CLOSED
- MF to circulate report and letter to staff from SWUFT. CLOSED
- Circulate the ITT (Invitation to Tender) presentation given to the staff yesterday. CLOSED
- Circulate HWC (Healthwatch Coventry) and HWW funding document that has gone to the ICB (Integrated Care Board). CLOSED
- Whistleblowing policy, 24th May 2022, EH made comments, circulate amended version to the next operations committee. RV and JC to develop an additional draft to be reviewed at Operations Committee on Feb 14th, 2023.
- TORS to be agreed at March Board meeting. CLOSED

EH asked the Board if there were any other matters arising from the previous January Board meeting that have not been addressed:

- RV, Board Development session, on the issue of Board members becoming involved, could be followed up. The Chair feels the Tender process is where Directors could become involved and that this will help strengthen relationships.

ACTION: Board Development to be a standard agenda item under Chairs report.

6) Chair's Report

Meetings EH has attended:

- Warwickshire Aging Well Forum
- NW PLACE Executive
- Regional Meeting HW
- Volunteer Forum
- Operations Committee
- Performance Review Meeting with commissioner
- Recruitment Process

Healthwatch Coventry:

- No response from ICB on funding for facilitation proposal yet.
- No one to one meeting with HWC planned.
- CB has ICS and HWC meeting on standards in ICB, joint working is a good way forward.

Recruitment:

- EH pleased to be part of the process. We have been successful in recruiting Tanisha Reddall (TR) as our Administration Officer, TR will start on March 27th, 2023. We had a high calibre of applications.
- EH thanked Robyn Dorling for covering the Administration Officer role in the interim.
- TR will work over four days for 25 hours a week.
- MF has discussed SAGE training for TR.

- LM, Finance Officer, will be increasing hours from 7 to 10 a week, for the purpose of being part of the team.

Board Directors:

- Helen Adkins has left, and Kate Morrison has joined the Board, EH asked if we need to actively recruit more Board Directors. The Board think we should wait until after the tender before considering recruiting more Board Directors. MF thinks a solicitor would be useful.

ACTION: Remove Directors advert from HWW website

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

The CE's report was circulated to the Board prior to the meeting:

Questions and Discussion:

- 7.1 10th Anniversary of Healthwatch– The Board to contribute stories on the differences HWW has made, e.g., RAP project.
ACTION: Deb Key to ask Board Directors for contributions / stories.
- 7.2 Challenging Social Care Decisions – we will be looking at WCC (Warwickshire County Council) to see if those issues apply in Warwickshire.
- The Board discussed Continuing Health Care, which still sits with the NHS. This is a complex process with a backlog of cases. The appeals process is very time consuming and complex. The impact on individuals needs to be understood, with a realistic consideration of the impact HWW can make in this area.
- 7.3 CQC - no questions
- 7.4 Referrals. 'Black hole of referrals' – this has been evidenced by the phone calls we receive from the public, an important issue, that could be a future project, after the tender.
- MF, Cancer treatment is being delayed. SWFT have funding for diagnostics at Stratford.
- 7.5 LGBTQ+ - BMA survey shows the work we have done was the right thing to do, we will be taking this to the Integrated Care Partnership (ICP).
- 7.6 Commissioning Specialised Services– HWW will work with the ICB and others to ensure that the safeguards built into the new commissioning arrangements are properly respected and implemented from a patient perspective This will be done now to fit in with the timeframes. An explanation of specialised services was circulated to the Board.
- 7.7 Other matters
- Tender documents to come out in April or May.

- Thanks, to MF for his work on the financial uplift.
- Civi is being retired, Deborah Key working very hard to get a replacement in place.
- Tender, EH would like to see Directors involved in the tender from the start. With a working party set up. So HWW as a whole is seen to be contributing to the process with everyone having a shared understanding of the process.
- KM has contacted Katie Martin and they are meeting on March 27th to discuss whether Katie has time to work with HWW on the tender.

No further Questions

ACTION:

8) Report from Operations Committee

The Operations Committee met on 14th February 2023

Terms of Reference (TOR) Version 7: was circulated to the Board prior to the meeting: Chair asked if any members wanted to highlight anything.

JC, the TOR's benefit from the work done.

The Terms of Reference were approved by the Board.

ACTION:

- **MF to include TOR in the Scheme of Delegation.**
- **The minutes of the Operations Committee to be written and circulated.**

9) Report from Chair of Finance and Audit Group

The Chairs' FAG (Finance and Audit Group) report was circulated to the Board prior to the meeting.

- MF - Paragraph 1 is now out of date.
- Paragraph 2 - the confidential report updates the figures slightly. Administration Officer start date needs correcting along with staff expenses claims.
- Inflation Funding Submission
- Expenditure statement to January 2023 and year end forecast.

The Board is requested to consider and note the January 2023 outturn and the broad year end forecast.

No questions from the Board.

The Chair thanked MF for his work on the inflation funding.

10) Volunteer report

- Enter and View visit has been carried out in Southam.
- HWW Engagement and Outreach Officers are at St Cross talking to patients today, SJ joining them.
- DS enjoyed being involved in recruitment.

- Cancer Screening -: calling women at 36 months for breast screening. Vans should be in accessible venues as some women do not have access to their own transport so rely on public transport or getting a lift. These women frequently do not attend - equity of access. There are higher rates of attendance when people are given appointments, rather than asked to call for an appointment. Other screening bowel, cervical and colposcopy are back to usual levels.

11) AOB

- EH, SW (South Warwickshire) Place Plan, has no mention of hospices, palliative care, or end of life care. RV said the plan is now going through a review process. With RV representing HWW in SW PLACE Partnership meetings we do have opportunities to influence, RV happy to take forward. MF agreed the PLACE plans should be planned at the ICS level.
- CB thanked Robyn Dorling for restarting Enter and View and feels confident we will have a full Enter and View programme in place by the end of the year.
- KM has a stall on 25th March at Gurdwara mental health awareness event and would be happy to share a stand with HWW, KM to liaise with RD about this.

ACTION: Circulate the Enter and View Report to the Board.

No other business.

13) Date of next meetings

Informal Board catch-up Tuesday 11th April 2023 10:30am - 11:30am
via MS Teams. Followed by the Operations Committee Meeting from 11.30am to 1.00pm.

Full Board meeting 10.30am to 12.30pm on Tuesday 9th May 2023,
via MS Teams.

Summary of Actions: (see attached)

- Board Development to be a standard agenda item under Chairs report. Closed.
- Remove Directors advert from HWW website. Closed.
- Deb Key to email Board for stories on HW for 10th anniversary of HW. Closed.
- Include TOR in the Scheme of Delegation.
- The minutes of the Operations Committee to be written and circulated.
- Action pay award.
- FAG meeting before April Board, Doodle poll dates. Closed.
- Circulate the Enter and View Report to the Board. Closed.

Board Director Attendance Record

Name	11 Jan 22	8 Mar 22	10 May 22	12 Jul 22	13 Sep 22	8 Nov 22	10 Jan 23	14 th Mar 23
	P = Present / A = Apology / X = Absent							
Helen Adkins	P	P	P	A	A	P	A	N/A
John Copping	P	P	P	P	P	P	P	P
Mike Flaxman	P	P	P	A	A	P	P	P
Liz Hancock	P	P	P	P	P	P	P	P
Leonard Harvey	P	P	P	P	P	P	P	Joined Confidential section
Gita Patel	P	P	P	A	P	P	P	P
Jerry Roodhouse	P	P	P	P	P	A	P	P
Paul Tolley	A	A	P	P	P	P	A	A
Robin Verso	P	P	P	P	P	P	P	P

Minutes Approved by:

Signed:

Date: