

Minutes of the Board Meeting

Date / Time: 16 January 2013, 19:00-21:00

Venue: The Meadows Community Centre,
1 Catharine's Road, Cambridge, CB4 3XJ

Present: Ruth Rogers - Chair, Mike Andrews, Mike Hewins,
David Neal, Sandie Smith

In attendance: Angela Grief, Julie McNeill and Heather Davison,
Healthwatch Cambridgeshire.

1 Introduction and Apologies

Chair Ruth Rogers opened the meeting and welcomed all present.
All Board Members were present.

2 Declarations of Interest

David Neal declared his interest as a medical student currently placed at
CUFT.

3 Minutes of Previous Meeting 11 November 2013

Approved as a true copy with all actions complete.

4 Matters Arising

Expressions of interests from prospective Board Members will be
welcomed. Candidates will be required to submit a CV.

5 CEO Report

The report was presented and well received by the Board.

The move into the new office was completed on schedule and is
functioning well. The staff team is complete following the appointment
of Coordinator Heather Davison.

All of the team have now attended both vulnerable adults and children's
safeguarding training.

The Chair and CEO attend the Overview and Scrutiny and CCG liaison
meetings and have regular separate catch up meetings with both.

The County Council and the CCG have sought advice from HWC regarding the engagement and consultation activities for Better Care Fund (was known as the Integration Transformation Fund).

HWC are now a Board member of the Better Health Network. This is led by The Carers' Trust, working with a range of VCS organisations to provide people with low level needs with a one-stop shop for help and support.

The first volunteering opportunities, for Healthwatch Outreach Volunteers, are currently being advertised for City and South Cambridgeshire. The closing date is 30th January.

In December we escalated a number of strategic issues to HWE and are awaiting feedback.

The Budget v Actual statement to 31 December was circulated. It was noted that staff travel expenditure is higher than expected due to public engagement around the county. The budget for volunteer travel remains complete as Volunteers are yet to be appointed. The overspend on office expenses is due to two office relocations and the installation of IT. It was agreed that overall the budget is on track.

6 Information and Signposting Service

Sandie introduced the report and invited Information and Signposting Officer Julie McNeill to give an overview of the service which is to be launched 3 February.

The aim of the service is to inform and direct people to the right service for their needs. HWC will not usually take up individual cases.

HWC is actively liaising with other information providers to ensure that our purpose is clear when referrals are made. HWC aims to work in partnership with other information and advice providers and make sure there is no duplication.

Information and signposting enquiries are logged and will provide statistics to the Board, our commissioners and HWE. If concerns are identified we ask if the details can be logged, anonymously if necessary, so they may be fed back to commissioners to help improve services.

“Tell Us Your Story” forms have been distributed at events and the information is being recorded as appropriate.

A question was asked about how much time is spent on enquiries. Recent experience has shown that some enquiries can be dealt with quite quickly but others may take a few days.

Six monthly statistical reports to the Board were requested.

Julie confirmed that HWC are now registered with the Information Commissioner's Office (ICO) and that staff training was being arranged.

7 Complaints report

Sandie introduced the report which summarises the work done so far around health and social care complaints. This is a very complicated area and needs considerable explanation to help people understand and use constructively.

HWC has identified all the contact points and published flow charts on the website which will be regularly reviewed.

Research of complaints information provided by Trusts/Social Care has been undertaken and feedback to providers with suggested improvements.

HWC has started to track patient journeys through the complaints processes at CUFT to understand experience and identify issues.

Julie is making contact with all PALS managers and Adult Social Care complaints managers to ensure good working relationships.

Stage 2 of the complaints work will include:

- Tracking patient journeys through a range of complaints systems - what worked well and less well
- Looking at whether integration or segregation of PALS and complaints function helps or hinders patients as revealed through patient journeys
- Exploring people's use of advocacy services
- Exploring how Trusts/Social Care learn from complaints and communicate this to the public
- Feeding back to Trusts/Social Care about the complaints information on their websites and highlight possible improvements.

8 Policies for Approval

Information Governance

Decision: The policy was agreed by the Board.

Confidentiality

Decision: The policy was agreed by the Board.

Data Protection

Decision: The policy was agreed by the Board.

Bad Weather

Decision: The policy was agreed by the Board.

9 Public Questions

There were no questions.

Date of next Meeting:

Wednesday 19th March 2014, 19:00-21:00 at March Town Hall, Skoulding Suite, Market Place, March, PE15 9JF.