

Minutes of the Annual General Meeting

Date / Time: 5th July 2017 19:00-21:00

Venue: Town Hall, Market Hill, Huntingdon, PE29 3PJ

Present: Val Moore - Chair
Directors: Sue Westwood-Bate, Graham Jagger, Ruth McCallum, Gordon Smith, Margaret Robinson, Nik Patten, Susan Mahmoud, Nicky Hampshaw, Victor Lucas (Guarantor)

Trisha Napier, Minute Taker

Staff in attendance: Sandie Smith, CEO Cambridgeshire, Angela Burrows, COO Peterborough and Heather Davison, Angela Grief, Kate Hales, Heather Lord, Julie McNeill, Janine Newby-Robson, Angie Ridley

1 Introductions and Apologies

1.1 Val Moore welcomed everyone to the meeting.

Apologies were noted from Directors: Frances Dewhurst, Mike Hewins and Jonathan Wells.

2 Minutes of Annual General Meeting 13th July 2016

2.1 The Board approved the Minutes as an accurate record.

3 Approval of Accounts and Appointment of Auditor

3.1 The Financial Statements for the period 1 April 2016 to 31 March 2017 were prepared by Prentis & Co LLP.

It was noted that the Board had given authority during the year to use £21,087 from Reserves to fund the Engagement Worker post and associated extra engagement costs.

3.2 The Board approved the Statements and authorised the Chair to sign them as a true record.

4 Appointment and Re-appointment of Directors

4.1 The Board was asked to approve the re-appointment of Graham Jagger and

Sue Westwood-Bate.

The Board approved the re-appointments to serve for a further three years.

- 4.2 The Board was asked to approve the appointment of Directors from Healthwatch Peterborough: Nicky Hampshaw, Susan Mahmoud, Nik Patten, Margaret Robinson and Gordon Smith who would take forward their existing terms of service to serve for three years.

The Board approved these appointments.

- 4.3 Ruth McCallum stood down from the Board due to retirement.

Val Moore thanked Ruth for her wisdom and experience which has proved invaluable to her personally and to the Board. Val hoped that Ruth might share her knowledge and experience with the local Healthwatch in her new surroundings. Ruth was presented with a gift and flowers.

Ruth left the Board table.

5 Register of Interests

- 5.1 The Chair informed the meeting that the Board's Register of Interests was reviewed annually at the Annual General Meeting. The Register is available on the website and updated to reflect new interests during the year.

- 5.2 Gordon Smith asked that additional interests be added:

- i) National Institute Research Award Panel - Patient Participation and Involvement
- ii) Member, Northamptonshire Mental Health Panel

6 Annual Reports

- 6.1 Sandie Smith presented the Cambridgeshire Annual Report in the context of new the Healthwatch England "It Starts with You" campaign. During the year staff and volunteers talked to 3,800 people from different communities across the County. The following highlights were described.

- 6.2 Healthwatch support was offered and provided in different ways to two local hospitals, both placed in Special Measures by the regulators. At Addenbrookes out-patient clinics Healthwatch spoke to more than 200 people. Changes were made including an Outpatients' helpline, making appointment letters easier to read and the positioning of a new reception desk in the Outpatients' Main Entrance. A similar Enter and View exercise in Hinchingsbrooke has resulted in improvements for privacy of patients whilst being triaged, as well as continuous staffing of the reception desk.

- 6.3 The Healthwatch youth engagement worker has been active with schools in Cambridgeshire and Peterborough. The Clinical Commissioning Group paid us to run focus groups in a range of settings to help the Emotional Health and Wellbeing Board for Children and Young People redesign mental health services.
- 6.4 Together with Healthwatch Peterborough, Pinpoint and Cambridgeshire Alliance for Independent Living, we listened to the experiences of local people regarding the wheelchair services as part of our “Sitting Comfortably” report. This is helping to get wheelchair users involved in improving future services. Healthwatch Cambridgeshire and Peterborough will continue to monitor this in the future.
- 6.5 We have supported parents in their conversations about care with the Clinical Commissioning Group and the Rosie Maternity Hospital. To improve engagement with women using the maternity services, we facilitated the re-launch of the Rosie Maternity Voices Project.
- 6.6 Angela Burrows presented the Peterborough Annual Report. It was noted the achievements were also celebrated in a local community event during June. The following highlights were described.

The team have worked closely with the Cancer Wellbeing Centre in Peterborough, speaking to service users and carers regarding the services they experienced. This resulted, in a new Wellbeing Centre being launched September 2016 and an increase in attendance.

- 6.7 Our prison engagement work has developed well, recruiting and training prison inmates to act as Wellbeing Representatives. They are available for all prisoners to approach and discuss their mental health or other emotional difficulties. It is reported that 100% of female inmates are aware of this service.
- 6.8 The team have attended over 65 events, reaching a range of demographics which reflected Peterborough’s diverse nationalities, to ask about their experience of care and the promote the role of Healthwatch.
- 6.9 Three Enter and View visits, two PLACE audits and one 15 Step Challenge took place - all slightly different methods to look at a service through a patient’s eyes.
- 6.10 The Chair thanked all staff and volunteers for their hard work and dedication. She reiterated that the newly merged Healthwatch Cambridgeshire and Peterborough are clearly meeting the needs of local people in hugely diverse communities, and that local responsiveness was very important for future Healthwatch priorities. The new organisation therefore needs a strong approach to listening to communities. Healthwatch aims to ensure that what we find out is made available to our immediate stakeholders, a range of media and communication sources,

and fed back to those that contributed as well as to the wider public.

7 Papworth Hospital: The move to Cambridge Biomedical Centre Stephen Posey, Chief Executive Officer

7.1 Graham Jagger introduced the CEO of Papworth Hospital, thanking him for attending this Annual General Meeting.

7.2 Mr Posey told the Board he had worked in the NHS for 20 years and started his career in Papworth Hospital. It will be Papworth's centenary year when they move to the new site in Cambridge.

Mr Posey spoke about the plans, structure and delivery of services of the new hospital:

- Papworth is the leading and largest heart/lung centre in the country, although only 10% of the patients attending Papworth are from Cambridgeshire
- Easier access via public transport for patients and visitors is required
- There will be an underground tunnel linking Papworth to Addenbrookes to enable patients to be transferred effectively and in a timely manner
- Critical Care facilities will enable staff from both hospitals to benefit from work experience in the service
- The hospital has been designed by clinicians with the patient in mind, e.g. Outpatients clinics and related services will be based on the ground floor making it easier for patients to access
- There will be 310 beds, all within sight of a nursing station, and seven state of the art theatres with 46 beds in the critical care unit
- 2,000 staff will transfer to the Addenbrookes site and some administration staff will re-locate to Huntingdon. It is hoped that staff will be retained to continue the provision of excellent services
- A short video was played showing the new floor layouts of the new Papworth.

7.3 Val Moore thanked Mr Posey for his presentation and invited questions from the floor:

- When will the relocation of the hospital take place and what are the plans for the current site?

The move will take place during the summer of 2018. Discussions are underway regarding plans for the site.

- Transport and parking?

Parking for patients and visitors will be provided in an adjacent multi-storey car park; bus stops are located outside the new

hospital with Park and Ride links.

- A question about a new train station was asked.

Mr Posey explained that following government approval, it will take three years to develop. The project has the support of the Mayor.

- Val Moore asked how Papworth plans to retain their volunteers and keep them motivated.

Mr Posey acknowledged that there would be some loss, however, the volunteers are embedded in their plans and are part of the team.

- A question was raised regarding governance of the hospital and whether the Board would be merged into Addenbrookes?

Mr Posey explained that Addenbrookes and Papworth exist as two organisations with separate Boards. However, they would look to share services which apply to both hospitals such as fire and security services.

- Sandie Smith asked how patients have been involved in the new plans?

Mr Posey responded that patients and carers have been heavily involved in the design of the internal fixings to ensure the new hospital is fit for purpose. There is also a Patient and Public Involvement Committee providing feeding back.

- Val Moore asked what he wished patients knew before entering his services, and what was needed in the wider system for when they were discharged?

Mr Posey said that Papworth was, and should be, involved in the STP workstreams to support prevention and help streamline services around the needs of patients in a more integrated way.

- Disabled parking

Nicky Hampshaw asked Mr Posey to review the parallel disabled parking bays as shown on the slide. Parking in the direction of travel is difficult as is getting out of the vehicle and safely removing a wheelchair.

Val Moore made mention that it would be good for Healthwatch to come to the hospital in due course to undertake an independent 15 Step Challenge.

Val Moore thanked Mr Posey for taking questions from the floor and thanked everyone for attending the Annual General Meeting. An invitation to stay for the Board meeting after a short recess was extended.