

Minutes of the Annual General Meeting

Date / Time: 15 July 2015, 19:00

Venue: The Maple Centre, 6 Oak Drive, HUNTINGDON, PE29 7HN

Present: Ruth Rogers - Chair
Mike Andrews, Karen Begg, Mike Hewins, Ruth McCallum, Sue Westwood-Bate

In attendance: CEO Sandie Smith
Angela Grief, (minutes), Heather Davison, Kate Hales, Julie McNeill, Rita Nunes, Angie Ridley

1 Introduction and Apologies

Chair Ruth Rogers welcomed everyone to the meeting.

Apologies for absence were received from NED Graham Jagger and Guarantors Victor Lucas, Anne Campbell and Mike Thorne.

2 Declarations of Interest

There no declarations of interest.

3 Minutes of Previous Meeting 16 July 2014

The minutes of the previous meeting were approved as an accurate record.

4 Matters Arising

None

5 Notification of Acting Chair

Following Ruth Rogers' announcement that she would step down as Chair at the AGM, recruitment for a new Chair is in progress.

Ruth Rogers advised the Board that the recruitment panel had approved Graham Jagger as acting Chair until a new Chair is appointed.

6 Appointment of Non-Executive Director

The Board agreed the appointment of Val Moore and invited her to join the Board at the table.

7 Annual Report

Ruth Rogers explained that the format of the Annual Report is laid down by Healthwatch England but each local Healthwatch sets its own priorities and follows different paths.

Sandie Smith thanked the staff and volunteers for their contribution to the report which was a good indication of the work achieved by everyone during the year.

Ruth Rogers echoed the thanks to the team and commented that it was very satisfying to note the amount of work achieved.

Sue Westwood-Bate asked how the Board can support the team to promote the Annual Report.

Sandie Smith replied that the report should be used when people are out and about as general promotion of our work.

8 CEO Report

8.1 Healthwatch Award - 'Making a Difference Working with the CQC'

Sandie Smith explained the work that Healthwatch Cambridgeshire (HWC) has done to support Care Quality Commission (CQC) inspections in Cambridgeshire. In the past year, four out of five NHS Trusts in Cambridgeshire have been inspected by the CQC. Two of these Trusts take their patients from outside of Cambridgeshire. HWC talked to other local Healthwatch and worked hard sharing articles and collecting feedback.

HWC is very honoured to have received a national Healthwatch award for this work.

8.2 First Steps to Health Presentation

Angie Ridley explained that this project was undertaken to find out more about how people use primary care services. A survey was designed and widely circulated throughout the county. 1,400 responses were received and analysed, the following three headlines in the report were highlighted:

- 89% people were positive about their surgery and their Doctors

- Many people are not using the NHS 111 advice line or their pharmacy for advice
- Half of people who commented on using phone triage to get an emergency appointment at their GP surgery struggle with this system

The recommendations in the survey are being progressed with the CCG, NHS England and GP Practices themselves.

8.3 Ely Schools Project Presentation

Rita Nunes gave a presentation about the work she is doing with Ely 6th Form College.

The students were very keen to look at mental health and wellbeing. Rita worked with a small group to design a survey asking other students what they do when they get stressed or anxious. Rita also held Focus Groups and mounted a moodboard in the college to collect comments.

There were 107 responses to the survey with a 50/50 gender split. 37 young people said they felt stressed most days or all of the time. Exams and weight/image were major factors.

49% of young people keep things to themselves (mainly boys), 44% speak to a friend and 23% of young people do not have enough help to cope.

Rita is currently compiling a full report of the findings which will be available in August.

9 Approval of the Accounts

The Financial Statements for the period 1 April 2014 to 31 March 2015 were prepared by Prentis & Co LLP.

The Board discussed the surplus. Ruth Rogers explained that these have accrued through underspend and would not reoccur.

Sandie Smith stressed that these reserves enable the organisation to have a stable base.

The Board approved the statements and authorised the Chair to sign the letter of representation on behalf of the Board.

10 Appointment of Auditor

It was agreed to appoint Prentis & Co LLP for the current financial year.

11 Public Questions

There were no questions.

12 AOB

On behalf of the Board and staff, Sandie Smith presented a bouquet of flowers to Ruth Rogers and thanked her for her hard work in setting up HWC. Her support and encouragement has ensured sound foundations to continue the important work of HWC.

Ruth Rogers responded by saying it had been rewarding to work with the Board and team and hugely valued their support.

The meeting closed at 7.50pm.