

## Minutes of the Annual General Meeting

**Date / Time:** 13 July 2016, 19:00

**Venue:** Swavesey Memorial Hall, High Street, Swavesey, CB24 4QU

**Present:** Val Moore - Chair  
Directors: Mike Andrews (MA), Mike Hewins (MH), Graham Jagger (GJ), Ruth McCallum (RM), Sue Westwood-Bate (SWB)

Sandie Smith, CEO (SS)  
Angela Grief, Minute Taker (AG)

### 1 Introduction and Apologies

Chair Val Moore welcomed everyone.

Apologies for absence were received from Director Karen Begg and Guarantors Anne Campbell and Victor Lucas.

### 2 Register of Interests

2.1 The Chair noted the Register of Interests.

A member of the public queried why the register did not include Mike Andrews. The Chair explained that Mike Andrews had reached the end of his term of office and would not stand for re-appointment.

### 3 Minutes of Annual General Meeting 15 July 2015

3.1 The minutes were approved as an accurate record and signed by Graham Jagger who acted as interim Chair following Ruth Rogers' retirement.

### 4 Matters Arising

4.1 There were no matters arising.

### 5 Approval of Accounts and Appointment of Auditor

5.1 The Financial Statements for the period 1 April 2015 to 31 March 2016 were prepared by Prentis & Co LLP. Sandie Smith confirmed the accounts were in line with previous reporting to the Board. The underspend of £19,021 will be added to the reserves to fund the Engagement Worker, new project

costs and the Datify Feedback Centre.

- 5.2 The Board approved the statements and authorised the Chair to sign the letter of representation on behalf of the Board.
- 5.3 The Board approved the appointment of Prentis & Co LLP for the current financial year.

## 6 Re-appointment of Directors

- 6.1 The Board was asked to approve the re-appointment of Mike Hewins as Director, who left the room for the decision.

Val Moore thanked Mike for his support, particularly his involvement with Addenbrookes Hospital.

The Board approved the re-appointment to serve three years.

- 6.2 Mike Andrews was not seeking re-appointment.

The Chair thanked Mike Andrews for his support to her since joining the Board in Sept 2015. His involvement with Hinchingsbrooke Healthcare NHS Trust (HHCT) and feedback from Clinical Commissioning Group (CCG) Patient Reference Group meetings was valued. Val Moore presented Mike Andrews with farewell gifts and thanked him for his hard work and contribution since the setting up of Healthwatch Cambridgeshire in April 2013.

Jess Bawden, Director of Corporate Affairs, CCG, added that his challenge and questioning at meetings was appreciated.

Chris Davison, HCT Trust Board Secretary, said Mike Andrews' active interest and local perspective was a valuable contribution to the Trust.

Sandra Ferrelly said his role was valued by the CCG Patient Reference Group.

Val Moore said recruitment to the two vacancies would be considered in the Autumn.

At this point in the meeting, the Chair acknowledged the passing of John Hadley who was a regular attendee at Healthwatch Cambridgeshire Board meetings, local volunteer and a member of the HHCT Patient Experience Group. His contributions at Board meetings were helpful and appreciated by the Board.

## 7 Annual Report featuring an update on Sign Up to Change

- 7.1 Sandie Smith presented the report by saying the population of Cambridgeshire is approximately 650,000, covering a large rural area. We rely on the help of volunteers to reach diverse communities and focus on those people whose voice is not usually heard. Sandie presented the highlights of the year.
- 7.2 A range of Enter and View visits to care homes have been made with the support of trained Authorised Enter and View Representatives. Reports for each care home made suggestions for improvements and as a result changes have been made by several care homes.
- 7.3 We challenged the decision to terminate the Older People’s Health and Adult Community Services contract in December 2015. In May 2016, we held a Community Learning Event involving the CCG, Cambridgeshire and Peterborough Foundation Trust (CPFT) and voluntary sector representatives.
- 7.4 Cambridgeshire County Council (CCC) have significantly reduced the waiting time for assessments of Adult and Social Care needs following our persistent questioning and escalation to Healthwatch England. Sandie Smith worked with Healthwatch England to develop a toolkit to identify the national spread of this issue and how the Healthwatch network can work together to raise awareness of waiting times and what can be done locally.
- 7.5 The “My Own Mind” report has influenced change to mental health services for young people. The report was published following conversations with more than 100 students at Ely College. Funding for the Youth Engagement Worker has been secured and will enable joint working with Healthwatch Peterborough to continue this work, focussing on schools in Wisbech and Peterborough.
- 7.6 The “First Steps to Health” report was published following a survey of people’s experiences using non-emergency primary care services in Cambridgeshire. Progress on the recommendations and a suggested approach for 2016/17 is in the Business Meeting following this AGM.
- 7.7 Healthwatch Cambridgeshire’s work with the Care Quality Commission was recognised by winning a national Healthwatch award.
- 7.8 Sandie Smith introduced Volunteer Dr Kate D’Arcy who worked with the Traveller Health Team at CCC to find out more about the health needs and care experiences of local Gypsies, Romany and Travellers. The “Our Health Matters” report was produced as a result of their findings.

Shaynie Larwood-Smith from the Traveller Health Team spoke about the difficulties communities face in accessing basic health care services.

Gypsies, Romany and Travellers are not a distinct NHS data category so it is impossible to understand the health care the community receives.

We invited local health and care organisations to the “Our Health Matters” report launch in March 2016 and asked them to pledge to improve care for local Gypsies, Romany and Travellers. There were many ideas and actions to take forward. A video of the event was shown.

Sandie highlighted changes already made as a result:

- Identified people who are key points of contact in their organisation
- Adult Early Help Team established as the point of contact for Adult Social Care
- Discussions with DH regarding the data issue underway.
- Information circulated and awareness being raised throughout Macmillan and with Lead Cancer Nurses
- Identified the need for training and raised with LCGs
- To be considered as a CCG Enhanced Service 17/18

Val Moore thanked Dr Kate D’Arcy and Shaynie Larwood-Smith for their support for this work.

Healthwatch Cambridgeshire will share the problems and numbers involved with the Department of Health and other local Healthwatch. Healthwatch Herts are sharing their learning from working with Eastern European communities.

The Chair invited questions from the floor.

- 7.9 Concern was expressed about the potential merge of Hinchingsbrooke Health Care Trust (HHCT) and Peterborough and Stamford Hospitals NHS Foundation Trust (PSHFT), and whether Healthwatch Cambridgeshire and Healthwatch Peterborough would combine. Sandie Smith said the two Healthwatch already work closely together and joint working on some projects is currently underway and there may be further opportunities to work together.

## 8 Launch of ‘Your Voice’

- 8.1 The number of people receiving the E-Newsletter has grown to 1000. For a wider reach, the distribution list will be combined with the Consultation Network and be branded as “Your Voice”. Regular updates will inform people about opportunities to have their say via consultations, surveys and decision making groups.

Val Moore thanked everyone for attending the Annual General Meeting and invited them to stay for the Board Meeting after a short recess.