

## Minutes of the Board Meeting

**Date / Time:** 12 November 2014, 19:00-21:00

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

**Present:** Chair Ruth Rogers  
NEDs Mike Andrews, Mike Hewins, Graham Jagger,  
Ruth McCallum, David Neal  
Guarantor Anne Campbell

CEO Sandie Smith  
Angela Grief (minutes)

### 1 Introduction and Apologies

1.1 Chair Ruth Rogers opened the meeting and welcomed all present.

Apologies were received from NEDs Karen Begg and Sue Westwood-Bate, and Guarantor Victor Lucas.

### 2 Declarations of Interest

2.1 Ruth Rogers declared her interest as Chief Executive Officer at Red2Green.

Graham Jagger declared his interests as a Foundation Trust Public Governor at Papworth and as a Care Quality Commission Expert by Experience.

Ruth McCallum declared her interest as Chief Officer at Care Network Cambridgeshire.

David Neal declared his interest as a medical student currently placed in psychiatry at the Edith Cavell Centre in Peterborough, Cambridgeshire and Peterborough Foundation Trust.

### 3 Minutes of Previous Meeting 18 September 2014

3.1 Approved as a true record.

#### **4      Matters Arising**

4.1    The Finance Report is presented as a separate item.

4.2    Annual statistics will be analysed by area in future.

#### **5      CEO Report**

SS presented the report.

##### **5.1    Headline achievements**

5.1.1   The Healthwatch England Annual Report featured the project undertaken by HWC to map the complaint process and also cited HWC being one of the first HW to raise the issue of care.data.

5.1.2   HWC is working with the Cambridgeshire Safeguarding Adults Board and is overseeing the development of service user and carer input to the Board.

5.1.3   HWC received positive feedback from the CQC with regard to the Community Listening Event and the collated intelligence provided to inform the inspection of Hinchingbrooke Hospital.

5.1.4   HWC is currently working with the CQC as the lead Healthwatch to collate evidence to inform the Papworth Hospital inspection.

5.1.5   The new Researcher and Street Reporter Volunteer roles are currently being promoted. Applications are being progressed.

5.1.6   A temporary part time project leader has been appointed to progress the Primary Care (GP) Project. A steering group will include PPGs and other interested partner organisations.

##### **5.2    Developing our Evidence-base**

5.2.1   The HWC Information Officer attends the bi-monthly CQC/CCC intelligence sharing meeting.

5.2.2   Discussions with the CCG are on-going to establish how our intelligence can be presented alongside their quality and experience reports.

5.2.3   A process to progress and track the issues raised with providers, regulators and commissioners has been established.

5.2.4   Following discussion with our Commissioner, it has been agreed that a new system to report Outcomes and Impact should be developed. The first quarterly report will be presented at the next Board meeting.

### **5.3 Communications**

- 5.3.1 Good relationships with the local press, radio and TV are being established. During October there was one TV appearance on Look East and several radio interviews on Radio Cambridgeshire.
- 5.3.2 The Google Analytics report of website activity indicates a steady rate of interest and peaks coinciding with events.
- 5.3.3 Twitter engagement continues to grow. This is a vital tool to expand our network.
- 5.3.4 There are generally low levels of interaction via Facebook and this appears to be the experience across the HW network. Purchasing advertising space is fairly low cost. We will explore this for the GP project.
- 5.3.5 Following a review of the effectiveness of the newsletter, it is proposed that a 6 weekly e-bulletin and the production of a hard copy three times a year will have a wider reach.

#### **5.3.6 Action:**

The Board requested a Communications Report at the meeting in March.

### **5.4 Engagement**

- 5.4.1 A review of the Consultation Network is currently being undertaken to establish how the system is working and what improvements could be made.
- 5.4.2 The Team continue to build links with many local community groups and other organisations including Diabetes UK, Age UK, COPE and Rural Cambs CAB. New connections include Patient Voices and WAVET.
- 5.4.3 The team continue to liaise with all statutory partners and are members of some key strategic groups such as the CCG-led Transformation Board and the CCC-led Executive Partnership Programme Board which is progressing the Better Care Fund.
- 5.4.4 HWC is advising on engagement related to the JSNA timetable, the review of the Health and Wellbeing Strategy and implementation of the Care Act requirements.
- 5.4.5 Staff and Volunteers have engaged with the public at a wide range of events across the county using the HW Cambridgeshire stall. This is fundamental to promoting the role of HWC and to capture people's experience of health and social care services.
- 5.4.6 We continue to promote the Dementia Friends programme and have delivered the awareness session to 11 Care Network staff and volunteers.

Further sessions are planned including a joint session with the SUN Network.

## **5.5 Future Plans**

- 5.5.1 Planning for changes of the delivery of health and care services are in progress. HWC believes that these changes must be informed by people's real experiences. HWC is strategically well-placed to advise and drive forward this approach, working to ensure engagement across all sectors, services and ages, and that services reflect the reality of people's lives.
- 5.5.2 Staff are meeting with Health and Social Care students at Ely 6<sup>th</sup> Form College to discuss the possibility of individual volunteering opportunities and group projects.
- 5.5.3 The CEO is drafting a proposal for the County Council to consider youth participation and the future role of the Youth Engagement Worker.
- 5.5.4 We are now in the process of planning our Enter & View Programme which will be led by CQC plans. The policy to establish processes, timelines and guidance for volunteers and staff is being drafted. The role description for the Enter & View Volunteers and a full supporting Communications Plan is to be confirmed.

## **6 Finance Report**

- 6.1 SS presented the report.
- 6.2 The appointment of the Engagement Worker to lead the Primary Care Project will incur a slight overspend on staff salaries. This will be reduced by the income received for contracted work.

## **7 Policies for review:**

- 7.1 On-line Engagement
- 7.2 **Decision:** The policy was approved by the Board.
- 7.3 Sickness and Absence Policy and Procedures
- 7.4 The Board requested clarification of the statutory sick pay.

## **7.5 Action:**

Review the policy at the next Board meeting.

## **8 Guarantors' Recommendation for Election and Remuneration of Chair**

- 8.1 The Chair presented the report.

- 8.2 Guarantor Anne Campbell was invited to join the discussion as the Guarantors' views had been sought in developing this paper.
- 8.3 Ruth Rogers indicated that she may not put herself forward as Chair at the end of the current term of office.
- 8.4 It was agreed that:
- 8.4.1 • The appointment of the Chair should be an external process undertaken by a panel comprising at least one Guarantor, a patient/service user or carer, and the HWC Commissioner or their nominated representative. The Panel will be advised by the CEO.
- 8.4.2 • A similarly constituted panel would be convened in the case of any action to remove the Chair.
- 8.4.3 • Further consideration of phasing in fixed terms of NEDs should be undertaken in advance of the AGM.
- 8.4.4 • The Chair's appointment process would be initiated in time for ratification at the AGM at which time a Vice Chair should also be appointed.
- 8.4.5 • The Board agreed the Chair will be remunerated and sought a further paper at the next meeting with more extensive benchmarking to enable them to decide upon the level of remuneration.
- 8.4.6 • The fixed terms should apply retrospectively to the Chair and the NEDs.
- 8.4.7 • The Chair's Terms and Conditions should clarify what "reasonable" expenses actually means e.g. explicitly state the maximum amount payable for hotel accommodation.
- 8.4.8 • The Memorandum and Articles of Association are to be reviewed in light of the above changes and considered at the next meeting.
- 8.4.9 • A role description will need to be written for the Vice Chair.

8.5 **Action:**

The Chair's appointment process will be added to the forward plan as will actions arising from the above.

- 8.6 The Chair thanked Guarantors Anne Campbell and Victor Lucas for their contribution.

## **9      Public Questions**

### **9.1    Question 1**

9.1.1 *A question was received regarding the provision of rehabilitation beds in Cambridgeshire and the disparity from the support available in Norfolk.*

9.1.2 The staff team will undertake investigation into the apparent disparity in provision. The CEO did point out that extensive changes will take place in the coming year as a result of the OPACS contract.

### **9.2    Question 2**

9.2.1 *Unison Representative for Cambs Health, Martin Booth asked the Board if they are aware of the financial situation at Hinchingbrooke Hospital.*

9.2.2 The Board confirmed that they are aware and the staff team worked with the CQC to collect intelligence to inform September's inspection.

9.2.3 The situation will be monitored by HWC but the lead organisation for this is the Trust Development Authority.

9.2.4 It was noted that the CQC report is due early December.

### **9.3    Question 3**

9.3.1 *What is the working arrangement between HWC and United Care Partnership?*

9.3.2 The Board confirmed that we will be making contact with United Care Partnership and anticipate working closely together as the work progresses.

### **9.4    Question 4**

9.4.1 *CUH staff have raised their concerns following the launch of the eHospital in October.*

9.4.2 HWC is aware of the issues particularly the external problems that eHospital has caused with pathology results.

9.4.3 NED Mike Hewins who attends CUH Board meetings on behalf of HWC, confirmed active steps are being taken by CUH to resolve IT problems.

## **10     Compliment**

Volunteer Nick Roberts said the communication training session recently provided to staff and volunteers was well focused and organised.

**Date/venue of next Meeting:**

14 January 2015, 7pm  
March Town Hall, The Skoulding Suite, Market Place, March, PE15 9JF