

Minutes of the Board Meeting

Date / Time: 16th May 2018 2pm

Venue: Peterborough City College, Brook St, Peterborough

Present: Val Moore - Chair
Directors: Frances Dewhurst, Susan Mahmoud, Nik Patten, Margaret Robinson, Jonathan Wells, Sue Westwood-Bate

Clive Morton, Guarantor

Trisha Napier, Minute Taker

Staff in attendance: Sandie Smith, CEO
Jo McHattie, Angie Ridley, Caroline Tyrrell-Jones

Introduction and Apologies

1. The Chair welcomed everyone to the Board Meeting held in public.
2. Apologies received from: Mike Hewins, Gordon Smith, Nicky Hampshaw (Directors) and Victor Lucas, (Guarantor).
3. The Chair gave a special welcome to Dr Clive Morton (CM) who was recently appointed as a Guarantor, and who has extensive experience in governance and the health and care system.

Declarations of Interest

4. There were none declared relating to the agenda.

Minutes of the previous meeting

5. Minutes approved

Action Log

6. Noted as reported. SS highlighted:

Item 8: CCG Budget deficit:

SS has requested a copy of the Recovery Plan from CCG which is due to be published in July 2018. This will be distributed to the Board.

A speaker from the CCG has been requested for the AGM.

Item 7: Engagement and experience data:

The new Customer Relationship Management (CRM) system is being used. This will produce experiences and engagement data to be reported at the next Board meeting.

The Director Briefing has been agreed by the General Purposes Group. This will be adapted for a Volunteer Briefing.

Chair's Report

7. The Chair asked the Board to note her report and highlighted the CQC ratings for the year.
8. FD requested that trends and national benchmarking be included in future. VM agreed and is aware that there are numerous key surveys produced and asked that Healthwatch systematically publicise the surveys, as well as the findings.

ACTION: SS to arrange for CQC rating trends and benchmarking to be included when this information is presented in 2019.

ACTION: SS to draft a survey schedule

9. SWB raised the point that 50% of services have a 'require improvement' rating. SS explained that there is a correlation between safety and a lack of capacity, which is acknowledged. VM reminded the Board that Directors also sit on the Boards of Trusts and can be active in monitoring the improvements.
10. MR reminded the Board that the East of England Ambulance Trust (EEAST) has an apparent lack of capacity and vehicles. SS advised that a review of funding for EEAST has recommended increased funding.
11. The Board noted the Chair's Report.

Chief Executive's Report and Annual Work Plan Summary

12. The CEO highlighted the successes and impacts for the year. SS congratulated the team for their hard work during a year of change and challenge. The new staff structure is now in place.
13. SS highlighted numerous points in her Report, which included the Patient Participation Group Toolkit which has been received positively. GPs have sought advice regarding engaging with patients around mergers.
14. There are still gaps in mental health services, SS and JW have been working with the Service User Network (SUN) who have lobbied the CCG and CPFT with regard to this.
15. NP asked about Enter and View visits. SS explained that it is difficult to estimate the number of Enter and View visits that will take place this upcoming year as these are intelligence-led and co-ordinated with the CQC, CCG and Local Authorities.
16. NP asked how many care homes would be visited in the forthcoming year, and SM also asked if the total number of care homes were visited annually. SS replied that there are over 300 in Cambridgeshire and Peterborough, it is not possible to visit them all. However, JM attends the intelligences-sharing groups and will strengthen the offer of Enter and View visits to complement work undertaken by the CCG, CQC and local authorities.

17. SWB then asked about the difficulty of getting GP appointments, suggesting that perhaps people's perception regarding care needed changing. It is not always necessary to see the GP; sometimes a nurse or other specialist is more suitable. SWB asked how this could be considered in the new Work Plan. SS added that there have also been changes in the way medication is prescribed, especially with it being cheaper to purchase direct from the pharmacy rather than on prescription. VM requested this be included in the new Work Plan.
18. The Board noted the Report.

Strategy and Work Plan 2018/19

19. SS introduced the Strategy and Work Plan, earlier drafts of which have been considered by the Board. She added that a self-care escalation could be considered in response to the issue raised under the previous item. The Healthwatch commissioners is supportive of the Strategy and Work Plan. VM added that the draft Strategy and Work Plan had been considered by the Peterborough Health and Wellbeing Board and they were also in support.
20. The Board approved the Strategy and Work Plan.

Communications Report

21. AR introduced the report and gave an overview of communications activities since the merger.
22. There are plans to have one websites, however, there are branding issues to consider. Healthwatch England are developing a template website which will be adaptable by each local Healthwatch. Promotional material is being reviewed and will be available in a range of formats. AR invited help or comments from the Board.
23. Our Healthwatch will promote the national 'It Starts with You' campaign to encourage feedback and to demonstrate the difference that can be made by sharing experiences. AR added that they are also looking at new ways of working, such as blogging.
24. SWB asked about a community in Peterborough which didn't have a written language. AR will speak to Rebwar Hussein, a staff member, who is very knowledgeable of Peterborough groups to see if he is aware of them.
25. MR advised not to underestimate the time and work involved with this project. SWB asked if a group of people could assist with the project. AR said that it would be helpful and will contact those Directors interested.
26. Dr Morton was pleased to hear discussions taking place with regard to communications as they are vital. Dr Morton also asked if it was possible to link Healthwatch communications to GP surgeries and health providers?

27. SS explained that as GPs are private businesses there is little leverage, but Healthwatch do work with the CCG to encourage better communications and engagement and to look at poor performers. AR also works with the Trusts' communication departments to encourage more patient friendly literature.
28. The Board noted the Report and acknowledged the work completed. MR noted in particular the difficulties arising from the branding requirements.

Finance Report

29. SS reported these figures were the summary position for 2017/18 year end and have been submitted for audit. The budget shows a £37,684 surplus. This surplus will be used to increase reserve levels. The reserve level will be reviewed later in the year and will need to increase as the organisation has increased its income and liabilities.
30. The Board noted the end of year budget position.

General Purposes Group Report

31. The General Purposes Group, at its April meeting, considered the annual pay increases. The Group recommend to the Board a 2% increase for staff and that staff be paid a minimum of the National Living Wage in 2018/19 and that this be reviewed annually.
32. The Board discussed the commitment to pay the National Living wage. SWB expressed her support for the National Living Wage and suggested that it be adopted without annual review.
33. VM reminded the Board that the National Living Wage was higher than the National Minimum Wage.
34. The Board approved the 2% annual pay increase and recommended further discussion by the General Purposes Group regarding adoption and review of the national Living Wage.
35. The reviewed Recruitment, Disciplinary, Grievance, Equality and Diversity and Environmental policies were recommended by the Group for approval.
36. The Board approved and ratified all five policies.
37. VM requested that the Risk Register be considered at the next Board meeting.

Action: General Purposes Group to discuss further the commitment to the National Living Wage.

Action: SS to bring the Risk Register to the July Board meeting.

General Data Protection Regulations (GDPR)

38. SS referred to the GDPR Action Plan. Healthwatch England have provided templates and guidance to assist with ensuring compliance.
39. As a public body Healthwatch is subject to Freedom of Information requests and needs to appoint an external Data Protection Officer. Working in partnership with Healthwatch Bedfordshire and Healthwatch Suffolk SS is pleased to announce that, after following full procurement rules, Taproot has been appointed to this post.
40. SM asked how data breaches would be handled. SS informed the Board that if or when a breach is reported or discovered Taproot will action all processes.
41. JW asked if this is a paid role. SS confirmed it is.
42. SM asked if all staff would be trained. SS stated that key staff will be fully trained, and others will have awareness training.
43. The Board noted the Report.

Cambridgeshire County Council Engagement Contract

44. The contract and proposal have been circulated to the Board and the contract amended to satisfy all concerns.
45. The Board are asked to note the Chair's Action and approve acceptance of the contract.
46. The Board approved the Chair's Action.

ACTION: SS to add the contract as an Appendix to the Board papers on the website

Public Questions

47. There were no public questions.

Meeting closed at 15:53