

## Minutes of the Board Meeting

**Date / Time:** 18<sup>th</sup> July 2018, 4.00pm

**Venue:** Ely Cathedral Conference Centre, Palace Green, Ely, CB7 4EW

**Present:** Chair: Val Moore. Directors: Frances Dewhurst, Mike Hewins, Margaret Robinson, Nik Patten, Sue Westwood-Bate, Graham Jagger, Jonathan Wells. CEO: Sandie Smith  
Minute taker: Carole Russell,

### Introduction and Apologies

1. The Chair welcomed everyone to the Board Meeting held in public.  
Apologies received from: Susan Mahmoud and Victor Lucas.

### Declarations of Interest

2. There were none declared relating to the agenda.

### Minutes of the previous meeting

3. Minutes of meeting on 16<sup>th</sup> May 2018 approved.

### Action Log

4. SS advised that the National Living Wage is now to be discussed at the Board meeting in September. SS noted that the Risk Register is included in the General Purposes Group report. SS noted NHS England has recently published patient experience data.

**Action:** SS to send patient experience data to the Board

**Action:** SS to take list of surveys back to the management team to use in planning and communications.

### Shared experiences of health and care

5. SS introduced a snapshot of local people's experiences shared with Healthwatch since the last Board meeting. The themes in the paper reflect the complexity of health and care systems and the challenges that people experience seeking care.
6. FD and SS confirmed an information leaflet is being produced regarding audiology services to help reduce public confusion.
7. NP asked whether outpatient appointments are not being rebooked? Trusts state this is not a problem. Heather Davidson offered to follow up at Peterborough community forum
8. VM Welcomed progress on waits for continuing health care assessments, improvements already overseen by Jan Thomas, now the CCG Accountable Officer.

9. To illustrate a specific theme, SS shared two stories. A person in Gamlingay had called an ambulance after a fall and had to wait three hours and then it came from Norfolk and they took her to a hospital in Bedfordshire. A person in South Cambs waited six hours for an ambulance and then it came from Norfolk.
10. Board members noted the large geographical area that East of England Ambulance Service (EEAST) cover. The progress of the bid to the Sustainability and Transformation Partnership (STP) for a falls intervention vehicle was discussed and a number of other models in action elsewhere. It was suggested that calls may be downgraded, and others take priority for the ambulance.
11. All agreed that a six hour wait for an ambulance is unacceptable. VM is attending the EEAST AGM, so these stories are timely.
12. The Board noted the experiences.

### **Chairs Report**

13. VM introduced her report which sets out the public activities carried out by the Chair since the last Board meeting. The report updates on recent Care Quality Commission ratings. VM thanked JW for his contribution representing us at Cambridgeshire and Peterborough Foundation Trust (CPFT) meetings. CPFT are rated Good overall. EEAST have received a 'Requires improvement' overall rating.
14. MR advised that Caroline Walker is taking up her post as the new CEO at NWAFT so will be engaging with stakeholders.
15. It was noted that Jan Thomas had not dwelt on the CCG Inadequate rating from NHS England in her earlier talk.
16. The Board noted the Chair's report

### **Chief Executive's Report**

17. This report provides an update on Healthwatch Cambridgeshire and Peterborough activities for April to June 2018.
18. Healthwatch Civi-CRM is now used to record enquiries, feedback and signposting for the whole area.
19. SS highlighted that there are now two Healthwatch community forums in place and planning for a third.
20. Graham Lewis has started as Partnership Development Manager and recruitment for a Support Officer will start soon.
21. New promotional materials support the 'It starts with you' campaign.

22. The Engagement activity was noted; although we attended less events we have spoken to more people and bookings are increasing.
23. Board members felt there is a need to increase the volunteer hours and this is being addressed.
24. The outcome of the green paper on adult social care has been postponed until the autumn. SS is planning to promote social care feedback.
25. It was noted that we had to re-consent everyone on the mailing list due to General Data Protection Regulations, and as with most organisations we have taken a big reduction in numbers.
26. The Board thanked Sandie and the team and noted the report.

### **Finance Report**

27. SS set out the budget position at the end of 2018/19 quarter 1 and presented a revised budget to include the increased income and expenditure arising from the new Cambridgeshire County Council engagement contract. SS explained the underspend occurred as no-one in post whilst vacancies were being recruited to.
28. The budget position was noted by the Board and the revised budget approved.

### **General Purposes Group**

29. NP and SS introduced the new risk register and policies for approval.
30. The Absence Policy was approved with the addition of a paragraph on jury service.
31. The Escalation policy and Health and Wellbeing policy were approved.
32. The Risk Register was discussed, and all agreed it was very helpful. The register currently shows us in a good position as it is mostly green. It was explained that items can be added at any time and the risk register will be included at every General Purposes Group meeting in order to see it over time. Changes will be escalated to the Board.

**Action:** SS will add a feature to indicate changes in risk.

### **Public Questions**

33. There were no public questions.

Meeting closed at 17.05

