

## Minutes of the Board Meeting

**Date / Time:** 13<sup>th</sup> November 2019, 2.00pm

**Venue:**

The Lounge at The Medway Centre, Medway Rd, Huntingdon  
PE29 1SF

**Present:** Chair: Val Moore. Directors: Nik Patten, Sue Westwood Bate, Graham Jagger, Saqib Rehman, Jonathan Wells, and Frances Dewhurst and CEO: Sandie Smith

**Apologies:** Margaret Robinson, Susan Mahmoud, Clive Morton and Victor Lucas

Minute taker: Carole Russell

### Introduction and apologies

1. The Chair welcomed everyone to the Board Meeting held in public.
2. Apologies received from Directors: Margaret Robinson, Susan Mahmoud and guarantors Clive Morton and Victor Lucas.

### Declarations of interest

3. There were none declared relating to the agenda.

### Minutes of the previous meeting

4. The minutes of meeting on 11<sup>th</sup> Sept 2019 were agreed with no changes.

### Action log

5. All actions are completed. SWB requested an update on access to dentists. SS advised that this project is now complete and that children's oral health is included in the 'Better start in life' programme. SS suggested the Board invites a Public Health colleague to give an update regarding this programme.

**Action:** Public health team to be invited to the Board meeting in January

### Reappointment of Directors

6. VM stated that the three Directors who have completed their first term are willing to stay on for a second term. The Board approved the reappointment of Nik Patten, Frances Dewhurst and Jonathan Wells to November 2022.

### Chair's report

7. VM introduced her report which sets out the public activities carried out by the Chair since the last Board meeting.
8. VM commented that the Stop Suicide local launch was well attended and noted that it was good to have done the web-based training including direct questioning of someone for whom you might have a concern.

9. SWB thanked the Chair and CEO for sending out the pre-election advice which was very comprehensive and useful. VM commented that this was important due to our local political environment.

### Chief Executive's report

10. SS updated the meeting on key areas of interest for the Board to note:
  - The team are continuing with Enter and View visits and more are planned. FD asked how the homes are selected. SS advised that the decision is intelligence led, JMc attends CQC, CCG and local authority meetings. GJ asked if we feed back our findings to the CQC, SS advised that we do.
  - We have carried out a patient experience survey at CUH of the new A&E standard and reported back to Healthwatch England. We will publish a report later in December. FD asked what the changes to the standard are. SS advised that it relates to more robust triaging where a decision is made to treat the most urgent need first. VM asked if this work has been funded, SS advised that NHS England have paid a set amount for this work and we have covered our costs, also that we have invited volunteers to work with us on this survey and they have really enjoyed being involved.
  - SS advised that the Partnership Board merging is going well, the Learning Disability Boards are more complicated so we are merging these at a slower pace.
11. VM noted that there was no update regarding the information and sign-posting team. SS advised that this was due to a member of staff being away from the office. All Managers had now been asked to write process instruction sheets so that other people can do tasks when needed.
12. SWB asked if we receive abusive comments on Twitter and Facebook. SS advised that we do and we log it.  
**Action:** JMc to provide a breakdown of feedback sources as part of the annual information and signposting report in January.

### Engagement Report

13. CTJ updated the Board on the work of the Engagement team since November 2018 and gave a few highlights:
  - The number of events attended and people spoken to are increasing
  - There was a dip in the summer due to recruiting a new Engagement Manager, but work is picking up again now.
  - We are undertaking more work with diverse communities
  - The volunteers are attending more events. There is close working between the Volunteer Manager and the new Engagement Manager, who is involved very early on in the recruitment process.

- There is also consideration being given to volunteers being able to complete some independent work, although with support available to them.
14. The existing Community Forums are being reviewed. We are setting up a new group in Cambridge with an event being planned for stakeholders to get involved early on.
  15. Providers are recognising the forums as good groups to attend, especially in Peterborough.
  16. CTJ advised that we are now attending Peterborough prison for two forums every month, this is being reviewed as it is resource heavy. NP commented that he was very pleased to see that this has started again. CTJ agreed and advised that it is now in a very different format and is intelligence led and we feel that it should continue to be attended by Healthwatch staff. SS commented that we feel that this should be funded work and has advised both NHS England and Sodexo of this.
  17. National Youth Advocacy Service and Healthwatch are members of the Clare Lodge Partnership Board which is improving user voice.
  18. JW commented that it would be good to see the impact of engagement work within the report. SS replied that the impact and activity are given in her papers so not repeated within this report. Due to the broad ways we gather feedback and analyse it there is no direct correlation. VM commented that we give stories about the impacts in the Healthwatch Annual report. The Board needs to have confidence that impacts will come from this activity. FD commented that there are two elements to this; we are talking to people but we are also facilitating a means for others to talk to providers for example, then the impact would be theirs. We are facilitating the impact but not owning it. JW agreed that the outcome is often not under our control and that some are very 'slow burn' but we provide more evidence of impact.
  19. GJ commented that the Fenland forum is an example of enabling people to talk and he would like to see a summary of what this group are raising as that is what is making a difference. SR commented that it all comes down to purpose, has the purpose of engagement been met? MK advised that the analysis of activities has now been added to CRM so that would provide an opportunity to take this a step forward. SWB commented that with Community Forums could an annual review be included to review the past 12 months and ask the question 'was it worthwhile?' This can be used to help the Board to consider if we are offering and giving value.
  20. JW commented that while it may be the hardest thing to do it is also very important to remind ourselves that we are aiming for an impact. FD commented that it is our aim to inform the public or enable information exchange. SWB reminded us to first find out what is of value to the public and not just what we want them to know. VM stated that the vision of the forums was to engage more on a geographic basis enabling local action and bring in

intelligence valuable for broader influencing. We need some common principles but how each forum works need not be identical.

21. VM thanked CTJ for the report. SS commented that the discussion was very timely as we are now working on the role and function document.

**Action:** SS ad CTJ to review Community Forum role and function document.

#### **General Purposes Group report**

22. NP updated the Board on the activities of the General Purposes Group (GPG).

23. The group now has sight of a staff absence report. This will include benchmarking with other Healthwatch and evolve over time.

24. Now that all policies have been reviewed since the merger these will be reviewed in batches in the future, i.e. HR, governance etc.

25. The performance management policy has changed 'Appraisal' to 'Annual Review' and now includes a section on mental health in the workplace, along with a new form.

26. The finance report is to be included within the General Purposes Group remit in future.

#### **Finance report**

27. CR updated the Board on the finance position up to the end of September.

28. SS advised that project finances are to be recorded separately on QuickBooks so that we can plan more accurately. VM welcomed this, that we are making improvements to fully understand costs and future expenditure.

29. The budget position at end of August was noted by the Board.

**Action:** CR to find and undertake further QuickBooks training.

#### **Public questions**

30. No public questions were submitted.

VM thanked all attendees. Meeting closed at 15:50