

Minutes of the Board Meeting

Date / Time: 18th January 2017 19:00-21:00

Venue: The Meadows Community Centre, 1 St Catherine's Road,
CAMBRIDGE, CB4 3XJ

Present: Val Moore - Chair
Non-Executive Directors (NEDs): Mike Hewins (MH), Ruth McCallum (RM), Sue Westwood-Bate (SWB), Jonathan Wells (JW), Frances Dewhurst (FD)

Sandie Smith, CEO (SS)
Trisha Napier, Minute Taker (TN)

2 Apologies

Apologies were received from Non-Executive Director Graham Jagger and Guarantor Victor Lucas.

3. Declarations of Interest

3.1 No declarations of interest were given.

4 Minutes of Previous Meeting 9 November 2016

4.1 Approved as an accurate record.

5 Action Log

5.1 Point 6.2: Following a meeting with the Cambridgeshire and Peterborough Clinical Commissioning Group (CCG), the CCG will follow a more consistent policy. SWB reported that she will report back to the next meeting. Retain on Action Log for future updates.

Point 8.2: The Discharge Charter has been drafted and is now being considered by the Trusts and CCG.

Point 10.5: On hold during the merger with Healthwatch Peterborough.

Point 7.6: Will report back to March meeting.

6 Chair's Report

The Chair highlighted the following points:

- 6.1 Point 9: Following work with the CCG and the Cambridgeshire and Peterborough Sustainability and Transformation Programme (STP), principles of patient and public engagement have been approved.

Point 11: Black Alert: VM clarified this term is used by the Trusts as a way of signalling for help from other Trusts.

- 6.2 Questions from the Board:

Point 10: JW asked for details of the eight programmes of work and whether they are going ahead?

SS has contacted the communication leads for each delivery group and asked for the names and contact details of each patient representative group. She has currently received only two replies from the CCG and Cambridgeshire Community Services (CCS). The Service User Panel Essex was brought to the attention of the Board (MH) and it was suggested that SS contact Healthwatch Essex.

Action: SS to contact Healthwatch Essex to find out about their Panel.

SWB asked if David Astley, Chair of STP, could be invited to speak at a future meeting. VM confirmed that he was willing to attend the next Board meeting in March. VM suggested that the NEDs send any questions they have for Mr Astley to VM/SS.

Action: SS to contact David Astley to speak at 15th March HWC Board meeting.

VM has also received an offer from Papworth Hospital to talk to a meeting about their move to the Addenbrookes site and their involvement in the STP.

7 Chief Executive Report

The CEO presented her report.

- 7.1 Point 5: Staff and volunteers have carried out Enter and View visits to A&E at Hinchingsbrooke and Addenbrookes hospitals. The report for Hinchingsbrooke is published on the website. The draft report for Addenbrookes is being checked for accuracy.

Point 7: SS has given several interviews recently in which she focussed on the perspectives of patients.

SS is pleased that Cambridge University Hospitals Trust reported today that it is now out of Special Measures.

Point 9: MIU: Healthwatch Cambridgeshire have advised the CCG to contact patient groups in the areas affected so that input is as local as possible.

Point 10: 111 option 2 is not working on Cambridgeshire's boundaries. The provider and commissioner is working on this and an update will be provided when available.

Point 11: Emma Amez is having conversations with a range of marginalised groups of young people. All findings are fed back to the CCG.

Point 13: Volunteer hours are over 100 in the last two months.

Point 21: New media called Streetlife is growing and very effective. Healthwatch questions posted:

- *Have you got a recent experience of home care support from a paid care worker? Please let us know about it.*
- *Have you called NHS 111 in the last month?*
- *Please tell us about your recent experience / support of feeding your baby.*

Healthwatch Cambridgeshire get instant feedback which is very useful. Feedback regarding domiciliary care provider has gone to Cambridgeshire County Council (CCC).

VM asked how Healthwatch Cambridgeshire should collect replies to look at building it into the future developments of our IT.

VM thanked SS and the team.

8. Finance Report

- 8.1 SS said that the total predicted overspend will be £61,562 but with additional income of £42,254 leaves an anticipated overspend of £19,308. This amount of reserve expenditure has been agreed previously by the Board.

9 Reviewed Policies

SS asked that the Board postpone approval of the Safeguarding Adults Policy and it be brought to the next meeting.

9.1 Financial Controls Policy

SS informed the Board that Procurement had been added to the Policy and included templates.

Policy Approved.

9.2 Health & Safety Policy & Procedures

Risk Assessments for the office environment, events and venues have been inserted.

Hunts Forum has not made any changes to the Health & Safety Policy for the Maple Centre.

SWB impressed by the Risk Assessment checks but would confirm that the forms allow for the blind/partially sighted. If necessary, speak to Cam Sight.

Policy approved with this amendment.

9.3 Data Protection Policy

SS advised that the document retention periods have been amended. Data protection is reviewed at team meetings; SS & Julie McNeil will act as leaders for Data Protection.

Action: TN to send link to DP on-line training to SS.

Policy Approved.

9.4 Safeguarding Children Policy

SS told the Board that the definitions and wording in the Policy had been streamlined.

Section 6: Decided to use the term “Chief Executive Officer” and not use their name.

Action: Amend named person to Chief Executive Officer.

SS explained that CCC didn't appear to have model Safeguarding Children Policies. Once available, Healthwatch Cambridgeshire will review this policy and amend as necessary.

Agreed that this Policy stay in use until new CCC model policy available.

Action: Prepare a flow chart for the reporting process. They will be displayed and given to all staff and volunteers for reference. This will also apply to Safeguarding Adults.

Action: SS to provide feedback on safeguarding work to Sue Grace, CCC.

Policy Approved.

9.5 Public Questions

No questions were submitted.

The Chair closed the meeting at 8.35 pm and thanked everyone for attending.

Date/venue of next Meeting:

15th March 2017, 7pm

The Maple Centre, 6 Oak Drive, HUNTINGDON, PE29 7HN