

Healthwatch Hertfordshire Board meeting
10:30am on Monday 15th April 2013, at
Douglas Tilbe House, Hall Grove, Welwyn Garden City, AL7 4PH

Present: Sarah Wren (Chair), Marion Birch, Monika Brzozowska-Neroth, Michael Downing, Nuray Ercan (Minutes), Jenny Goodyear, Brian Gunson, Errol John, Sundera Kumara-Moorthy, Martyn Macphee, Joan Manning, Michael Taylor

Apologies: Tim Anfilogoff, Geoff Brown, Valerie Harrison, Bernard Lloyd, Sue Reeve

1. Welcome, Apologies and register of interests

S. Wren welcomed everyone. No register of interests. Apologies as above.

2. Minutes of 11th March meeting - minutes were approved.

**3. Issues raised by the Francis inquiry and Winterbourne view report -
Facilitation by Brian Gunson**

Aim - To discuss and decide HwH's strategy in relation to issues affecting Hertfordshire's residents also by reflecting on the Francis report on Mid Staffordshire and CQC's report on Winterbourne View.

- What should HwH's role be?
- How will HwH engender partnership working with other organisations?
- What are the actions arising from the above?

Full notes of the discussion are attached as appendix 1 of these minutes.

Action Point: Brian Gunson to lead a sub group to develop a strategy

4. Governance/board issues

5. Skills audit update

Agenda items 4 and 5 will be discussed at a later date.

6. AOB

Launch event - Over 100 attendees confirmed. Speakers are also confirmed from CCGs and Public Health. The second part of the agenda is interactive whereby through table discussions the views of attendees are obtained. The board were asked to agree what the table based exercise should consist of. It was agreed that table discussions should be split into two parts. First, asking questions such as "what would you add/take away? What would you change?" referring to the draft priorities of HwH to get a general feel of what people think. The second part focussing on a specific priority and identifying possible activities of engagement within the work stream / implementation.

Board members confirmed they would be available to facilitate table discussions on the night.

Action Point: Jenny to email the board a copy of the agenda and a detailed structure of table discussion questions/timings etc before the event.

A couple of queries with regards to claiming travel expenses for the launch event have been received from disabled members. An expense policy for members has not yet been finalised so the board were asked whether expenses would be paid on this occasion. It was decided that travel expenses would be paid for disabled members.

West Herts Hospital Trust survey on car parking - The survey was very unprofessional in the fact that it asked biased leading questions throughout. As a result Joan Manning submitted a letter of complaint to the Trust and has warned that if the survey results are used in any way she would put in a formal complaint. They have written back saying that the survey had been put to the scrutiny committee who had passed it and also to a patient panel who also thought it was good. The survey has come about due to the unsatisfactory car parking charges, the Trusts decision to charge blue badge holders for parking and the termination of the inter site hospital bus. After much objection from many organisations the Trust has suspended their position on both carparking and the inter site bus and their board will be convening in May to review the situation. Kumar and Joan have been tasked by the board to keep the board updated of developments and if a HwH formal response is required at a later date the board would be prepared to give one at this point.

Action point: Kumar and Joan to keep the board updated of WHHTs survey and decisions around car parking.

Action point: Nuray to circulate the surveys results once they have been published.

Marion was asked to leave the room whilst a paper on Douglas Tilbe house and HwH proposed leasing arrangements was circulated. Sarah proposed that the board take the paper away to read and each member email her directly giving their view as soon as possible so that a response can be given to Age Uk.

Action point: The Board to email their responses on the paper ASAP.

The company was formed in November 2012. The board agreed that the accounting date as being 30th October. It was agreed that with regards to cheque signatures, one would suffice for amounts up to £400 and two signatories for anything beyond this. Martyn informed the board that everyone would receive a questionnaire, as the next step in the charity formation. The board were asked to respond to this request as soon as possible.

7. Date and time of next meeting: Monday 20th May at 10:30am. Venue TBA