

Agenda



Friday 23rd September
Douglas Tilbe House
Welwyn Garden City
Hertfordshire
AL7 4PH

Welcome

- | | |
|----------------------|---|
| 09:30 - 10:00 | Tea, Coffee, Pastries |
| 10:00 - 10:05 | Opening, Welcome, Apologies

Michael Downing
Chair, Healthwatch Hertfordshire |
| 10:05 - 10:15 | Our Strengths. Our Challenges.

Geoff Brown
Chief Executive, Healthwatch Hertfordshire |
| 10:15 - 10:25 | Thoughts and Musings on Our Past, and What's to Come

Michael Downing
Chair, Healthwatch Hertfordshire |
| 10:25 - 10:30 | Election of Trustees for 2016 - 2019

Geoff Brown
Chief Executive, Healthwatch Hertfordshire

Candidates being nominated:

Eve Atkins
Alan Bellinger
Mobeena Khan
Michael Pym
Barbara Suggitt |
| 10:30 - 10:45 | Annual Accounts & Review

Steven Palmer
Treasurer, Healthwatch Hertfordshire |
| 10:45 - 11:00 | Questions from the Floor

Michael Downing
Chair, Healthwatch Hertfordshire |
| 11:00 - 11:20 | Break |

Your story. Your views. Your decision.

Tea and coffee will be available

11:20 - 12:30

**Healthwatch Hertfordshire Report Launch:
The Patient Experience of the NHS Complaints System 2016**

Introduced by Geoff Brown

Chief Executive, Healthwatch Hertfordshire

Priya Vaithilingam

Research Manager, Healthwatch
Hertfordshire

Ruth Bradford

Clinical Quality Manager - Patient
Experience, Herts Community
Trust

Rachael Corser

Director of Nursing, West Herts
NHS Trust

Ian Stevens

Head of Legal Services, SIs,
Complaints and PALs, West Herts
NHS Trust

We will be launching our complaints report, a piece of work examining the ease of access and effectiveness of the NHS and social care complaints process within the county. This report - completed in partnership with POhWER and with the support of 10 major providers and commissioners of Health and Social Care services within the county - aims to improve the patient experience of making a complaint about a health or social care service in Hertfordshire, and to improve transparency and communication with regard to complaints processes and patient rights.

12:30

Close Followed by a Light Lunch

We are so happy to be holding our second Annual General Meeting. This year has seen Healthwatch Hertfordshire go from strength to strength, with more members, an increased staff, and a larger presence across the county than 2015 we're aiming to make this AGM bigger and better than last year too. That is why in addition to the usual business of an AGM we will be launching our new report: The Patient Experience of the NHS Complaints System 2016. We're very excited about this piece of work, which we think will make a truly beneficial impact on patient and service user experience.

The AGM is a great opportunity for us to hear what you think, and for you to meet and get to know our staff and board. Whilst we know that time is valuable we hope that you'll be able to join us after the formal meeting for a light lunch and talk about your ideas and views on health and social care within the county.

This AGM is also the chance for us to thank you! Healthwatch Hertfordshire relies on the work and cooperation of the commissioners, providers and - by far the most important - the people of Hertfordshire. Thank you for joining us today to celebrate the work that we've all done.

If you would like to see any of the papers associated with this meeting please email:
info@healthwatchhertfordshire.co.uk stating the AGM date and we will have these sent to you.

Your story. Your views. Your decision.