



**Healthwatch Hertfordshire Board Meeting**  
**10am on Monday 16<sup>th</sup> September 2013 at**  
**Douglas Tilbe House, Hall Grove, Welwyn Garden City, AL7 4PH**

1. Welcome, Apologies and register of interests 10:00-10:05
2. Minutes of 19<sup>th</sup> August meeting 10:05-10:20
3. Chairman's update 10:20-10:30
4. Chief Executive's update - [See appendix 1](#) 10:30-10:35
5. Away day / training - Sarah 10:35-10:45
6. HR sub-committee update - Sarah 10:45-10:55
7. Representation update - Geoff 10:55-11:05
8. Stakeholder event - Geoff 11:05-11:15
9. West Herts Hospital Trust update - Geoff 11:15-11:25
10. Housekeeping (update on company etc.) - Martyn 11:25-11:35
11. Professor Don Berwick review of patient safety - [see link below](#) Geoff 11:35-11:45

**[Press release: Global expert publishes world-leading safety plan for NHS](#)**

12. Communication and websites - Jenny & Brian - 11:45-12:00
13. AOB - NCVO Trustee Conference 11<sup>th</sup> November 9:30-17:30, London - Nuray
14. Working lunch with Peter Hill and Sandra Hone who will be talking about the impact of Environmental Health issues on Public Health 12-1pm
15. Date and time of next meeting: Monday 21<sup>st</sup> October, 10:00-12:00  
Working lunch meeting with speaker: Graham Phillips on Pharmacy initiatives 12:00-1pm

If you would like to see any papers associated with this meeting please email: [info@healthwatchhertfordshire.co.uk](mailto:info@healthwatchhertfordshire.co.uk) stating the meeting date and agenda item number and name and we will have these sent to you. Thank you.