



Healthwatch Hertfordshire Board meeting
10am on Monday 17th June 2013, at
Foundation House, 2-4 Forum Place, Hatfield, AL10 0RN

Present: Sarah Wren (Chair), Cathy Baker, Marion Birch, Geoff Brown, Monika Brzozowska-Neroth, Michael Downing, Nuray Ercan (Minutes), Brian Gunson, Valerie Harrison, Errol John, Sundera Kumara-Moorthy, Bernard Lloyd, Martyn Macphee, Joan Manning, Stewart Martin, Michael Taylor, Carole Whittle (Sub for Sue Reeve)

Apologies: Sue Reeve

1. Welcome, Apologies and register of interests

S. Wren welcomed everyone. No register of interests. Apologies as above. Stewart Martin introduced himself as Head of Commissioning, replacing T. Anfilogoff in his year's secondment.

2. Minutes of 20th May meeting

Various requests for amendments to the minutes were discussed, noted and have been corrected as appropriate. Changes, highlighted in yellow, can be seen in the minutes of 20th May. The outstanding actions spreadsheet was discussed. The document now contains "operational actions relating to board decisions" which reflects the shift from a support team to an executive team within the organisation. Connections are being made with HVCCG and end of life care with G. Brown being invited to join the HVCCG group looking at this area and taking forward Alison Davies' recommended model.

It is noted that various policies and simple standing rules need to be worked on and signed off as soon as possible.

[Action point: Kumar to draft a framework for the board to look at.](#)

3. Chairman's Update

S. Wren is concerned about how HwH will have a proper oversight on Public Health. S. Wren has had a meeting with Sarah James and Peter Hill, who have both been working at a district and borough council level to try to get environmental health officers at a local level to understand the implications for wider public health issues. They are concerned that the public health board set up by Jim McManus and colleagues may have some wrong people in attendance. G. Brown is attending this board and can therefore keep an eye on its progress. Many of the health and wellbeing issues that society is facing at the moment are so systemic that it seems that they can only be tackled through public health's transformation and preventative programmes.

M. Downing informed the board that HCC has established a new separate cabinet panel (until now Public Health came under the Adult Care Health Panel) for Public Health and HwH should seek attendance at this.

[Action point: G. Brown to contact Democratic Services at Herts County Council](#)

S. Wren has also met with a number of organisations including Jewish Care, Alzheimers, RVS to encourage stakeholder panel membership and to raise awareness of HwH. Meetings have taken place with Ian McBeath and also with Colette Wyatt-Lowe (Chair of HWBB) to discuss the ongoing progress of HwH and with N. Ercan to discuss how HwH can develop engagement with children and young people. S. Wren also attended the East Herts Ageing Well workshop which J. Goodyear also attended.

[Action point: N. Ercan to subscribe HwH to receive the Local Government Chronical publications as proposed by B. Gunson.](#)

4. Chief Executive's update - please see appendix 1

G. Brown met with Phil Picton, Chair of Children's Safeguarding board and will similarly soon meet with the Adult Safeguarding board. They are very keen to know of any concerns HwH has around safeguarding issues, no matter how small it may seem. Likewise they will feed back to HwH if they are investigating an issue but there is not a particular concern around safeguarding and it is an issue HwH should be aware of around Health and Social care.

The meeting with the National Commissioning Area Team discussed complaints procedures. There is a lot of attention nationally on this and whether the systems that have been put in place for handling complaints at GP level will actually work in practice. Systems are likely to change in the coming months.

G. Brown and N. Ercan met with M. Downing to progress the re-establishment of the Mental Health and Learning Disability Theme Group. The launch event is set for 20th September and have secured the attendance of David Evans, Head of Joint Commissioning and Jess Lievesley, Head of Transformation HPFT. This event will be open to all and members of the board are encouraged to attend also.

An update on Stakeholder panel membership was requested. There are approximately 70 organisations signed up to the panel and a reasonable mix of areas of interest however organisations supporting children, young people and BME groups are a little underrepresented. The next stage in engaging with Stakeholders will be to circulate HwH's strategic priorities and workplan for their input. Once HwH has moved offices, the first meeting of the stakeholder panel will take place in around September.

[Action point: N. Ercan to distribute a list of organisations signed up to the Stakeholder Panel and other relevant information.](#)

B. Lloyd highlighted that he also attended the Equality Delivery Systems meeting panel and congratulated J. Brown in managing to secure the attendance robust representatives. However there are 8 protected groups and the marking system was to identify how many of these viewed their needs as having been met which is very difficult without having a briefing from from all of these protected groups. Neil Carter and HCT were very positive about HwH's contribution and are keen to develop the contact. The establishment of a database where information can be fed in will enable this to happen and a data trawl will aid knowledge.

5. Strategic priorities update

Feedback received to date indicates that some people saw the strategic priorities as being beaurocratic and as being top down and suspected that they would find it difficult to connect with the priority areas. As a result of discussions at board, feedback received from the HwH launch event, and taking into consideration the views highlighted above, a draft document has been created. There has been a shift away from focussing on the source and more towards what the priority is, what HwH is going to do about it, and what it is that HwH aims to measure.

The draft document was discussed and comments received are as below:

- Needs to be more accessible and punchy - for going out to a wider audience
- No acronyms
- Needs to be in a larger font
- An addendum to aid readers
- A separate sheet which quickly summarises the info from all the columns - a precis
- Structure is good but less is more; there is too much to focus on
- Is the document a 9month, 3year or 5year plan? Distinguish between long and short term priorities.
- Pick one main priority to focus on in the first 9months e.g Ensuring a Winterbourne does not happen in Herts and make all the other priorities generic which HwH will work to in conjunction and always focus on.
- Include the monitoring of Herts Community Trust
- Make listening to patients a priority in its own right. Being the consumer champion and detailing the 'business as usual' within the priority. Demonstrate 'thinking locally' and the analysis/interpreting of information.
- There is a mix between details and generic (areas where tasks are sparse) e.g. there is a lot of involvement with HVCCG but not E&N Herts CCG. This may isolate residents in E&N Herts.
- Start from the beginning: HwH's first job is to get out into local communities and establish the name and tell people why HwH has been set up. Promotion of HwH.

- Interface with social care: it is missing from the document and it is something that from the outset HwH will need to demonstrate links are being made. Important aspect to be reflected.
- There may be something underneath the the priorities which has an area focus.
- Health inequalities section is missing a focus on older people and the physical and sensory disabled.

Action point: Board members to send any further comments on the priorities document to G. Brown.

Action point: Once the board's suggestions are incorporated and approved, the priorities document should be sent out to the stakeholder panel members for their input.

6. Representation update and Board nominations - please refer to papers

B. Lloyd summarised the paper and asked for board support in moving forward in the following ways:

1. To write to existing representatives to ask for some information on the organisation, details of the meeting they attend including frequency, purpose, what training they feel they need etc.
2. To write to all organisations to identify what they expect of representatives
3. To ask representatives to sign up to a protocol, including reporting back via a report.

The board agreed to the above proposals.

Proposals for training will be incorporated for both new and more experienced representatives. It is thought that most training could be put on from within HwH, utilising the knowledge and experience of members of the board and officers. More specialist training may be delivered by an external provider as and when required.

Action point: The representation sub group to arrange future dates/venues for training to take place.

Action point: The representation sub group to finalise the letter to be sent to representatives and organisations.

Action Point: HwH office to circulate the letter to representatives and organisations and collate the feedback.

Board representatives/leads on the following were discussed:

Representative for Pharmaceutical Services Regulations Committee. Action Point: G. Brown to circulate more details. Anyone interested to inform G. Brown.

Patient involvement representative for WHHT - It was decided J. Manning would represent HwH

Board representative for Enter & View. Action Point: Anyone interested to inform G. Brown and S. Wren.

Action point: N. Ercan to circulate details of the HwE Train the Trainer Enter & View training dates.

7. Housekeeping (update on company etc.)

Action Point: M. Macphee to contact board members who have not completed the questionnaire to complete the application for Companies House.

Action Point: M. Macphee to set up internet banking with Lloyds TSB to enable BACS payments to be made, in the interim until the Charities Foundation account is set up.

8. Budget 2013/14 update

G. Brown and commissioners will soon have a meeting on how the budget for HwH has come about [meeting took place on 2nd July and commissioner is investigating further], which was raised as an issue at the last board meeting. Unknown sums of money from the Department of Health and for HwH's additional signposting/advisory role seems not to have emerged and so strategic information from HCC will be needed regarding these possible funds. HwH will also then be in a position to be able to produce financial reports for the board.

Action point: G. Brown and Stewart Martin to meet to discuss on Tuesday 16th July

9. AOB

a. HwH's board meetings - public/observers

S. Wren highlighted that there has always been the intention to hold board meetings in public. HwH has received a request for a member to attend a board meeting. It was agreed that HwH would first establish itself before opening the meetings up. After discussion it was agreed that once this had been achieved that the majority of HwH's board meetings would be made public at which there would be a slot of time for the public to ask questions. These meetings may have a Part 2 closed section at the start. A select few meetings, if required, may be closed to enable focus on internal matters. It is also noted that meetings of the board should in future be held in different localities to encourage attendance by local communities. An away day a couple of times per year would be beneficial. Decisions via the exchange of emails between meetings of the board for more urgent matters was also highlighted.

Action point: Badges with lanyards to be made for members and officers to look into ordering generic business cards for board members use (once moved).

Action point: If anyone has examples of good newsletters to bring them to the next meeting for M. Carter.

10. Working lunch with Darren Morgan presenting Parkwood Database for Hw

11. Date and time of next meeting: Monday 15th July 2013, 10am-12pm TBA

Working lunch meeting with speaker: Catherine Meads on Lesbian Gay Bisexual & Transgender 12-1pm