



Healthwatch Hertfordshire Board meeting
10:30am on Monday 20th May 2013, at
Foundation House, 2-4 Forum Place, Hatfield, AL10 0RN

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

Apologies: Marion Birch, Errol John, Sue Reeve

1. Welcome, Apologies and register of interests

M. Downing welcomed everyone and asked for board agreement to Chair the meeting until S. Wren arrived. This was agreed. No register of interests. Apologies as above.

2. Minutes of 15th April meeting - minutes were approved.

Action points were discussed.

Update re WHHT Car parking survey - J. Manning met Samantha Jones at a CCG meeting. WHHT's Board meeting will take place week commencing Monday 20th May and will meet next week to make a decision. Should a Healthwatch Hertfordshire position be needed, the board would discuss at a meeting at a later time once the response from the hospital has been announced.

Action Point: N. Ercan to circulate the report commissioned by a national patient group which comments on failings of WHHT, if available.

3. CEO's Update - see Appendix 1

4. Housekeeping (update on company etc.)

In order to sort out Companies House the Board were asked to complete the short questionnaire distributed, and return to M. Macphee at the end of the meeting. The end of the questionnaire includes a statement of responsibility of being a guarantor to the company which will need a signature of agreement and is limited to a contribution of £1.00.

Action Point: Board members to complete the questionnaire - return to M. Macphee.

HwH is moving through the process of registering as charity. Board members will receive an update via email about the formalisation process and responsibilities of a trustee. Once the company has been registered as a charity it will enable HwH to open a Charities Aid Foundation bank account and subsequently to bank electronically.

M. Macphee informed the board that an auditor would need to be appointed and he proposed that HwH used Kingston Smith in the short term as they are one of the largest Auditors in the county who regularly deal with charities. It was noted that Kumar was not in agreement with M. Macphee's suggestion of using Kingston Smith as others should be considered and put forward a motion that in the interest of openness of governance, options should be presented to the board to be considered. Following further discussion V. Harrison proposed that if HwH appoint a single auditor over others, HwH should formally note the rationale of doing so in advance of having agreed a basis for appointing auditors otherwise HwH may fall short of the Charity Commission regulations. The board accepted V. Harrison's proposal but agreed that in the mean time, HwH would appoint Kingston Smith as the Auditor until governance is decided upon.

Action point: Kumar and V. Harrison to put together a rationale to enable a single appointment to be made and which would cover HwH in terms of governance, until such time as a framework is put together to regularise decisions in future.

Action point: Kumar and V. Harrison to collaborate with the Governance sub-group to work on drawing up a governance document.

It is noted that S. Wren arrived took over Chairing from this point in the meeting.

5. Research & Signposting update - please refer to the two papers

J. Goodyear summarised the two papers and highlighted the key points:

The research agenda is heavily dependent on the organisational priorities and the work programme that will come from it. J. Goodyear has been concentrating on setting up arrangements for collection, recording analysis and sharing of the research information that HwH will hold, once the proactive research agenda begins. A system for managing information is needed for this and options are being explored around this. There are meetings arranged with partners to talk about information sharing. HwH has already started collecting information and inviting people to comment on their experiences which is being recorded on a spreadsheet.

In setting up a signposting service J. Goodyear has had to ensure that the function that HwH is fulfilling is clearly defined and understood by partners, so it is known who needs to be signposted and why, and under what circumstances. The signposting service's primary function is to be a source of information on comparative performance of services, bearing in mind that HertsHelp and POhWER fulfil a function of providing contact information of local services and HwH would not want to duplicate this. J. Goodyear therefore is building up a directory of information which is a resource for the signposting function which will include contact details for statutory and non-statutory services locally and also a clear guide to the process for escalating the concerns for these services. It is also very important that the signposting service is promoted through HwH's general communication.

It has been decided that recruiting a signposting/research officer to support J. Goodyear will be put off until the the job role is more clearly defined. J. Goodyear will be looking to start advertising this role at the end of June.

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

To summarise, the role of a representative has three prongs:

1. To raise the profile of HwH
 2. To contribute to the HwH view
 3. To report back on key issues discussed and decided upon at meetings attended.
- It is recommended that the appointment of representatives be made by the board and should be a fixed period (but which may be renewed). Representatives should report back briefly detailing key issues. These reports should then be used to the benefit of HwH. It is suggested that a database of all representatives contact details is compiled and made available so these can be referred to and contacted if more information is needed. The complexities of conflict of interests and personal sensitivity was discussed and highlighted as an issue to address. Providing training for representatives to ensure everyone is fully equipped to carry out their roles is very important and will be arranged.

[Action point: M. Taylor and M. Downing to join M. Carter and B. Lloyd and convene a follow up representation sub-group meeting to further this and look into putting together a performance framework and appraisal system for representatives.](#)

[Action point: Board members to email G. Brown with any corrections to the list of representatives.](#)

G. Brown sought the boards approval for the appointment of representatives on the following committees:

1. National Survivor user Network (NSUN) Michael Downing
2. Nursing and Midwifery Council Patient Public Engagement Forum - Valerie Harrison
3. Herts Urgent Care - Errol John
4. Herts Community Trust - Bernard Lloyd
5. Stevenage Health and Wellbeing Partnership - Michael Downing

The board agreed to the above appointments.

7. Chairman's update - S. Wren to circulate a list of meetings she has attended.

8. Launch event and Strategic priorities feedback

S. Wren thanked those who attended as well as the support team who arranged the event. Over 100 people attended which produced lively discussion around the draft priorities. N. Ercan has summarised the feedback from table discussions which contains a huge volume of helpful comments to be taken into consideration to inform the development of the priorities.

It was noted that M. Taylor had spoken to members of Tom Cahill's (CEO HPFT) table who had said that it was not HwH's responsibility to monitor responses to

Winterbourne View and Francis, but was theirs as a Trust. The board was in agreement that it is indeed the Trusts responsibility to implement it but it remains HwH's responsibility to check that the Trust are doing this.

It was agreed that more emphasis is needed on social care, as the agenda has historically been heavily directed by health issues. The inclusion of an strap line underneath the HwH logo including "social care" was suggested as a method to reinforce this point.

It was agreed that a small working sub group be convened to put detail into the strategic priorities and flesh out the work programme.

[Action point: SW, JG, GB, Kumar, VH & NE to meet and work on the priorities document.](#)

9. Property update

It is proposed that HwH support team move in August. S. Wren explained that the majority of the board were in support of move.

10. Budget 2013/14 - Please refer to paper

The budget amounts are based in broad terms on expenditure under LINK and expectations relating to the priorities discussion. The annual budget allocated for the services, as in the specification and contract is £404,000 and in addition HwH has received the remainder of the LINK underspend totalling £180,000. G. Brown will be having a meeting with C. Baker & S. Martin to explore how the budget has come about in further detail. In future the figures will be broken down further and more detail given and it is envisaged that a budget report will be provided to the board on a quarterly basis.

11. Reinstatement of quarterly CQC meetings with HwH

It was agreed that these meetings are very important and that HwH must ensure quarterly meetings with CQC are scheduled.

[Action point: J. Brown to liaise with CQC to arrange quarterly update meetings.](#)

12. AOB

a. Future working lunch meetings with speakers

Requests from board members as well as a number of offers to speak at HwH board meetings have been received. This would help the board with training and knowledge of other organisations. It is proposed that future board meetings start at 10am and finish at 12pm at which point speakers would be invited to join the board for a working lunch meeting from 12pm-1pm. This proposal was agreed.

b. Member travel expense claim forms - approved.

c. Board roles and responsibilities

S. Wren circulated copies of a document to formally confirm appointments to the board, including a list of responsibilities and obligations and asked that they were signed and returned back to her at the end of the meeting.

J. Manning informed the board of Volunteers week and a big celebration day will be taking place on 7th June to which HwH may want to attend.

Kumar informed the board that there is a new manifestation of polio called post polio syndrome and the Polio Fellowship has designated the month of July as the month they will be focussing on communicating the importance of keeping in mind this long term condition. He requested that a link be made with the Polio Fellowship and information be put onto the HwH website. This was supported by the board.

J. Goodyear thanked board members who had sent her their biographies for the website and requested that those still to respond, to do so as soon as possible.

13. Date and time of next meeting: Monday 17th June 2013, 10:30am TBA