



Healthwatch Hertfordshire Board meeting
10am on Monday 16th September 2013, at
Douglas Tilbe House, Hall Grove, Welwyn Garden City, AL7 4PH

Present: Marion Birch, Geoff Brown, Monika Brzozowska-Neroth, Megan Carter, Nuray Ercan (Minutes), Jenny Goodyear, Brian Gunson, Sundera Kumara-Moorthy, Bernard Lloyd, Sue Reeve, Michael Taylor

Apologies: Michael Downing, Valerie Harrison, Errol John, Joan Manning, Sarah Wren (Chairman)

1. Welcome, Apologies and register of interests

It is noted that S. Wren, Chairman is unwell today and could not attend. The board agreed that in both the Chair's and the Vice Chair's absence, Marion Birch would stand in as Chair for today's meeting.

M. Birch welcomed everyone. B. Gunson informed the meeting that he is now the patient carer representative on the hipato biliary pancreatic clinical reference group for NHS England. No other interests were registered. Apologies as above.

2. Minutes of 19th August meeting

The minutes were approved as an accurate record. The outstanding actions and matters arising were discussed.

B. Lloyd queried how the outcome of the patient issue/story he passed onto Jane Brown would be communicated back to both parties. J. Goodyear and Jane Brown have put together a formalisation of a process for issues from the public. HwH is recording all information and gives a clear message to the organisation about what they need to do to respond to HwH. This will then be fed back to the individual who raised the issue.

Following the last Board meeting Kumar, M. Carter and Jane Brown met to organise the Enter and View sub-committee. It was proposed that this committee would include planning for activity more broadly than just for E&V. Therefore it is recommended that this sub-committee is called Quality Improvement Sub Committee (QISK). A paper will be brought to the next Board meeting to formally seek approval of proposals. Two dates have been arranged for E&V training. It has been decided that due to the length of programme the suggested evening session would be held on a Saturday to accommodate. Dates are as follows: Monday 14th and Saturday 19th October. There has been a really good uptake for this training from people who were

previous LINK members who want to get up to speed with the new arrangements and from a range of new members who are very keen to be involved.

The Standing Instructions document has been updated as per the agreed amendments discussed at the last Board meeting. It was agreed that this document is circulated for a formal resolution at the next Board meeting. It was agreed that the Board will abide by the Standing Instruction documents rules until they are formally adopted the the next Board meeting. It is noted that the Standing Instructions may need reviewing at a later date against the Charities Commissioned trustees responsibilities. It was suggested that drop-box is looked into as a method of storing and sharing Board documents.

[Action point: G. Brown to circulate the Standing Instructions document](#)

3. Chairman's Update

No update as the Chairman is absent.

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

Following a suggestion at the last Board meeting there is now more information in the CEO's report. The report highlights the full range of activities which have been adopted and demonstrates how the team are responding to HwH's priorities. S. Reeve added to the detail of her meeting with J. Goodyear by informing the Board that they also talked about the Hertfordshire Carers Organisations Network which is a consortium of major organisations throughout the county that work with carers.

[Action point: N. Ercan to update the Chief Executives report to include this.](#)

[Action point: To include the Herts Carers Organisations Network as a future agenda item - S. Reeve to prompt N. Ercan in the New Year](#)

The Board discussed wider engagement, networking and developing a communications strategy. In particular, as HwH becomes more established how the Board and team decide what activity is important. Capacity needs to be built so that Board members can also take on some representative roles as well as to be training more volunteers from the general membership to be working at a more strategic level.

5. Away day / training

As the Board is now more established it is suggested that an away day is arranged with Board members setting the agenda with items they wish to discuss, as there may not be enough time for at normal Board meetings to explore these.

[Action point: Board members to email G. Brown their availability in November](#)

6. HR sub-committee update

HwH staff were asked to leave the meeting for this agenda item.

[Action point: G. Brown to arrange an urgent meeting of the HR sub committee](#)

7. Representation update

All feedback from organisations as well as to individuals who represent HwH on the various boards/groups/committees have now been looked at. As a result there are a number of vacancies which need to be filled. It was suggested that people are in post for a year which will allow some refreshment. A paper will be brought to the next Board meeting outlining all the vacancies. The representation sub group will need to meet again to discuss training needs of representatives.

Kumar asked whether the older people and physical and sensory disability theme groups was the representation sub groups remit. G. Brown clarified that this was not within the representation sub groups remit but has had conversations with Jane Brown regarding the OPTG and will need to be reviewed to build into the various demands HwH has had in involving older people. The next stage of the PSD agenda is to scope the best way to take it forward by setting a meeting with interested parties. All theme groups were discussed at a board meeting earlier in the year.

8. Stakeholder event

All Board members were encouraged to attend the Stakeholder Panel meeting on 27th September, 4-6pm, held at Douglas Tilbe House.

9. West Herts Hospital Trust update

Please see [Confidential Part 2 paper](#)

10. Housekeeping (update on company etc.)

G. Brown has met with M. Macphee and he is looking to move away from having the treasurer role at the end of October.

11. Professor Don Berwick review of patient safety - did not cover

12. Communication and websites - did not cover

11. AOB

12. Working lunch with Peter Hill & Sandra Hone on Environmental Health issues impacts on Public Health

Please see [power point presentation attached](#)

13. Date and time of next meeting: Monday 21st October 2013, 10am-12pm, Douglas Tilbe House, WGC

Working lunch meeting with speaker: Graham Phillips on Pharmacy initiatives, 12-1pm