

Healthwatch Hertfordshire Board meeting
10am on Monday 21st October 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, Errol John, Sundera Kumara-Moorthy, Bernard Lloyd, Michael Taylor, Sarah Wren (Chairman), Susan Wright (sub for Val)

Apologies: Michael Downing, Brian Gunson, Valerie Harrison, Joan Manning, Sue Reeve

1. Welcome, Apologies and register of interests

S. Wren welcomed everyone and apologised for her absence at the last meeting. M. Birch was thanked for Chairing in her absence. No interests were registered. Apologies as above.

2. Minutes of 16th September meeting

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

The away day has now been arranged.

Action point: [If anyone has any agenda items for the away day to let S. Wren know](#)

The HR sub-committee will be meeting before the next board meeting. Jenny sent an email to the sub-committee about a graduate who will be doing some research for this group.

Kumar asked if the OPTG and PSD TG would be re-forming and who the contact lead officer would be for these. Kumar stressed that the two groups are still very important and relevant under HwH. G. Brown stated that for the OPTG there is still some discussion about how best to take this forward. There seems a real opportunity to involve the people who participated in the group once the event with HVCCG takes place on 7th November. This meeting will focus on the coming together of the Ageing Well strategy from HCC. HVCCG Older People's strategy and HCC's Older People with Dementia strategy would be a way of getting involvement of older people in that area. Jane Brown was the officer under LINK for this group and at the moment is sharing the lead with G. Brown. M. Birch offered her involvement in this area.

The best way forward for the PSD group would be to have a meeting involving interested parties to discuss how to take this forward. The officer lead needs to be reviewed as staff commitments need to be looked at before a decision can be made.

Action point: A meeting to be arranged in November for PSD

3. Chairman's Update

S. Wren updated the Board on two meetings: The Health and Wellbeing Board and the Health and Wellbeing Development session. The major part of the HWBB meeting was taken up with a series of presentations on dementia services in Hertfordshire. Unfortunately the presentations ran over and there was not enough time to discuss as to how the points raised would be taken forward. This will be discussed again at a further meeting in June 2014. November's HWBB meeting will be on Children's Services. Although there are some excellent clinicians working individually it feels quite fragmented across Herts and HwH needs to ensure that the same services are provided throughout the county.

Other topics discussed were WHHT and the agreement of the spending plans for the allocation of social care money that comes from the NHS. There was challenge from health about the effectiveness of the projects proposed and how it would be monitored, although they were all agreed but now with tight timeframes. It is very positive that health and social care now have to work together.

Two new posts have just been created, that are jointly funded by the NHS and HCC. One is for E&N and the other for the West and will be in charge of the commissioning of services that are jointly funded by health and social care.

Action point: A link to the social care projects to be put onto the HwH website

The HWBB priorities were discussed. The strategy had been agreed some time ago but the indicators by which the priorities would be judged have only just been agreed. There are now a new set of priorities which will also be put on the HwH website. The board is now going to be looking at whether the nine original strategic priorities should be changed, which will be a good opportunity for HwH involvement. M. Macphee raised a concern that there is now no Learning Disability strategy

Action point: S. Wren to follow up

A brief presentation from a working group was also delivered on co-production. S. Wren will monitor the development of this new scheme and has pointed out that instead of being an "add on" it needs to be part of systemic change and worked into the strategy for it to really be valuable and not simply a tokenistic idea.

The value and pit falls of the e-market place was discussed.

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

G. Brown had a really productive meeting with Lynda Dent and Nicky Williams (vice Chair of E&N Herts CCG). They were very interested in the potential work planned in nursing homes in the West of the County. E&N Herts CCG have work themes they are focussing on which will impact on their commissioning intentions and were very keen

that HwH are involved to represent the patient voice. G. Brown also reiterated the importance of having HwH representatives on the locality groups.

G. Brown also attended a meeting with Chairs of scrutiny and executive member for adult care. They are now clear about HwH's role and opportunities for working together.

The Healthwatch area meeting reiterated that the issues the public are raising with HwH regarding access to GPs and dentist surgeries are the same issues that NHS England are getting in terms of complaints.

5. Enter and View (QISC) update

M. Carter updated the Board on the group's progress referring to the papers previously circulated. The paper deals with the setting up of the sub-committee. The purpose of the committee is to manage all the enter and view activity on behalf of HwH and other related special monitoring projects such as PLACE and CQC hospital inspections.

The committee has met twice, mainly discussing the Terms of Reference and recruitment of monitors. The recruitment, training and support of monitors is a sensitive and important area of this work as they will be representing HwH and contributing a great deal to the organisations reputation. The HR committee's draft volunteer paper will be helpful in devising a support package for monitors.

Kumar updated the Board on budget implications. It is evident that when the workstreams are established and agreed that it is imperative that this work is executed and has enough funding. The sub-committee has made a start in putting together a budget and identifying staff / officer time spent supporting this activity.

[Action point: Kumar to provide G. Brown the draft budget proposal the QISC have discussed and this will be worked into the budget for next year](#)

It is noted that the frequency of QISC reporting back to the Board should be quarterly and the Terms of Reference should be updated to reflect this. It was also suggested that item 6 and 7 should be updated to include the word "normally".

The Board discussed the potential work QISC have identified as priorities for the coming year. In addition to those listed it was suggested that work be done around GP waiting times, nursing care homes (where commissioning is by the CCG's as oppose to HCC) and A&E.

Board approval was sought for the following:

- Terms of reference including the title of the committee QISC- [approved](#)
- To consider the outline proposals for work and agree priorities - [approved](#)

The QISC were thanked for their progress and hard work to date.

6. Website

Jenny showed the Board the HwH website and also Facebook and Twitter sites.

7. Representation update

The paper circulated is based on going through the list of organisations and their responses to our representatives and, representatives comments on the organisations/committees on which they represent HwH. The Board's feedback was sought on the general points and approaches suggested within the paper to take representation forward by the representation working group.

Board agreed and approved:

- Bernard Lloyd to be the HwH representative on the Public Health and Localism Cabinet Panel
- Bernard Lloyd to be HwH representative on the East of England Vascular Surgery Steering Group
- Tim Sims to attend the Barnet CCG Board meetings as HwH representative
- Kumar to be the HwH representative on the patient transport group. There were a number of people on the Board interested so it was decided that a sub-group be formed on this issue to feed into Kumar's representation (Michael T, Michael D, B. Gunson)

Action point: Any comments on representation to be sent to G. Brown and S. Wren

Action point: Kumar to liaise with other interested members to form a sub-group

8. West Herts Hospital Trust update

In terms of governance, new Board members will be recruited. The Quality and Safety Directorate has been established. Lots of progress has been made toward the organisational development and leadership. The impact will take a little longer to see.

9. Housekeeping (update on Company etc.)

M. Macphee chased up the Charities Commission last week as approval is still pending. Lloyds electronic banking is now in place. M. Macphee and G. Brown have been discussing budgets and agree that it is now a priority and the Board should shortly be seeing a monthly budget paper to monitor expenditure. Preparation of the budget for 2014-15 is vital.

10. Stakeholder Panel meeting update

Many Board members were able to attend the first Stakeholder Panel meeting last month. It was a good meeting with Stakeholders becoming very engaged in expressing their views and commenting on HwH's priorities. Jim McManus delivered a session around the potential for voluntary sector involvement in delivering and getting messages out around the public health agenda. Notes from the meeting will be circulated shortly.

In order to give ownership back to the Stakeholder Panel, it was proposed that members of the Panel elect a Chair from amongst themselves. This was agreed.

11. Standing Instructions - to be signed off

The Standing Instructions have been updated as per Board members additions. A vote was taken for the acceptance of the proposed Standing Instruction document. [The Board approved and agreed to abide by the Standing Instruction document.](#)

12. AOB

An organisation called Gov Today is running a conference about the changes within Health and Social Care and have offered HwH three free places. G. Brown to circulate information and anyone interested in attending to let him know.

S. Wren thanked everyone for their comments on the Public Health Strategy.

Age UK and M. Birch were thanked for their assistance with the HwH office move.

13. Working lunch with Graham Phillips on Pharmacy Initiatives

[Please see power point presentation attached](#)

14. Date and time of next meeting: Disability Awareness Training on Monday 18th November 2013, 10am-2pm, Douglas Tilbe House, WGC