







**Healthwatch Hertfordshire Board Meeting
10:00am - 1:30pm on Monday 20th February 2017 at
Douglas Tilbe House, Hall Grove, Welwyn Garden City, AL7 4PH**

Please note: It will be assumed that reports will have been read prior to the meeting. Reports from subcommittees will only be taken as written reports and treated as items to note unless there is something specific to be agreed.

Part 1 agenda (PUBLIC)

1	10:00	Welcome, apologies, register of interests		Michael D	
2	10:05	Minutes of 12 th December 2016 & outstanding actions	*Sign off*	Michael D	 HwH-81 Board meeting Minutes 12  HwH-SD-99 Outstanding Action
3	10:15	Chair's Update <ul style="list-style-type: none"> • EN Herts Trust. Board and Involvement Committee • HCC Overview & Scrutiny Committee. Budget Review • SPT, HCC Health Scrutiny Healthwatch response • Health & Wellbeing Board 	Information	Michael D	Verbal
4	10:25	Chief Executive's update including monitoring return & inspection action plan	Information	Geoff	 HwH-02 Periodic Information Return  HwH-03 Contract monitoring Projects  HwH-04 Compliments Oct-Dec
5	10:35	Reviewing Policies <ul style="list-style-type: none"> • Customer Service Policy • Complaints Policy • Confidentiality Policy • Information Governance Policy 	*Sign off*	Geoff	 HwH-05 Customer Care Standard - Mak

- Data Protection Policy



HwH-06 Complaints
Policy.docx



HwH-07
Confidentiality Polic



HwH-08
Information Govern:



HwH-09 Data
Protection Policy 20'

6 Sub-groups and Committees - [Items are to note and provide an opportunity for members to ask any questions in relation to papers provided](#)

a.	10:45	Mental Health Service Watch Group	Information	Eve	 HwH-10 MH SWG Update 20.02.2017.c
b.	10:50	Learning Disability Service Watch Group	Information	Barbara	 HwH-11 LD SWG Update 20.02.2017.c
c.	10:55	Enter and View (QISC)	Information	Meg	 HwH-12 Report update QISC 20.02.2
d.	11.00	Transport	Information	Kumar	No update
e.	11:05	Representation sub-committee	*Agreement to nominations*	Michael T	No update
f.	11:10	Strategy sub-committee	Information	Brian	 HwH-13 Strategy Sub-Committee Upd
g.	11:15	HR sub-committee update <ul style="list-style-type: none"> • Learning and Development Policy and Procedure 	Update	Geoff	 HwH-14 LD Strategy v4.docx
h.	11:20	Finance update	Agreement	Monika / Steven	 HwH-15 Budget 2017 2018 draft (002) HwH-15A Notes to the Draft Budget 20



HwH-16 Positive
variable Management



HwH-17 Balance
sheet as at 31st Jan

i. 11:25 Sensory and Physical Disability Service Watch Group Information Priya **No update**

j. 11:30 Stakeholder Panel Information **No update**

k. 11:35 STP Working Group & Contract & HwH Tendering Agreements Working Group Information Geoff



HwH-18 CTA
Working Group TOF



HwH-19 STP
Working Group TOF

7 11:40 Communications and Engagement Strategy Agreement Brian



HwH-20 Comms &
Engagement Strategy

8 11:45 Manor House Pharmacy: Case Study Information Tom



HwH-21 Pharmacy
Question Box Result

9 11:50 AOB incl. questions from the public

10 12:00 Speaker: David Evans, Programme Director Your Care, Your Future

Part 2 Agenda (Closed)

11 12:30 Working lunch & HR Business

12 1pm Office accommodation

Next meeting date: Monday 15th May 2017, 10am - 1pm, Douglas Tilbe House

If you would like to see any papers embedded within this agenda please email:
info@healthwatchhertfordshire.co.uk stating the meeting date, agenda item, and paper number and we will have these sent to you.