

Healthwatch Hertfordshire Board Meeting
10:15am on Tuesday 21st February 2023,
Virtually via Zoom

Please note: It will be assumed that reports will have been read prior to the meeting

Board Members: Eve Atkins, Alan Bellinger, Alex Booth, Brenda Davies, Steve Palmer (Chair), Jan Taylor, Neil Tester
Executive Team: Geoff Brown (Chief Executive), Fiona Corcoran (Deputy Chief Executive), Nuray Ercan (Deputy Chief Executive Interim),
Visitors/others: Joy Hale, (Integrated Care Board)
Apologies: Eve Atkins, Ramone Nurse

1. Welcome, apologies and register of interests

Steve welcomed everyone present and Nuray communicated apologies, as above. Steve reminded everyone that it is important to declare any personal/professional interests.

2. Minutes of 22nd November 2022 and outstanding actions

The minutes were approved as an accurate record. Geoff updated the Board on the outstanding actions within the tracker.

Steve updated the Board on the situation regarding the Flu epidemic,

3. Chair's update

Steve's gave his Chair's report on the following items:

- **Integrated Care Partnership Board Report** – The ICP Board is meeting on Thursday and our response to the strategy was sent.
- **Pharmacy** – This area has been covered within the interim report circulated by Chloe. There are concerns at a local level about long term viability/drug costs going forward.

4. Chief Executive's update including:

- **Voice Contract including monitoring return and compliments**

Geoff updated that, again, it has been a busy and positive quarter in all areas of our work as seen within both the compliments document and projects and activity document. We have met the vast majority of targets within the voice contract document. Commissioners do not want to continue using the Voice Contract template for monitoring beyond the current financial year so we will shortly be asking for Boards input regarding indicators to be monitored going forward.

- **Update on future pieces of work**

The following are a range of new opportunities that we have been commissioned to undertake and will generate revenue:

- HPFT 10 year strategy and associated 5 year plan: We have been commissioned to do an analysis of issues from signposting and findings from research linked to the services they provide
- Public Health Drugs and alcohol services project: We are in the initial phase of scoping and are in discussions with Public Health on this
- We have also been funded to continue our work with the community Assembly
- Patient involvement for research within the NHS: We have been commissioned and this work is underway
- Our work on the Cost of Living survey continues

Capacity and resource was discussed and Geoff highlighted that it would be difficult to take any new work on before April.

Between November – February we were commissioned by the Herts and West Essex ICS Primary Care Workstream to undertake strands of activity related to primary care. The latest two topics focussed on were carers and community pharmacies. Geoff confirmed that the reports will go to the Integrated Primary Care Board and then published by us in conjunction with the ICB. Joy added that the ICB would be looking at best practice and gaps, and communicating out from there. Accountability is important as well as sharing action plans and monitoring progress to see if there are improved outcomes.

5. Integrated Care Board – Primary Care Board Update.

Neil updated that the report circulated highlights how the first few meetings have gone and how the work we and HwEssex are doing is being received. They are really valuing the qualitative insight that we and HwEssex colleagues are contributing. Neil asked if anyone had any questions. Geoff asked if there is a similar point about pharmacy as there is with ophthalmology and dentistry. Neil responded to say that there were similar aspects though the way forward with some of pharmacy is being developed at regional level. Steve thanked Neil for building relationships at the Board and for reporting back.

6. Policy sign off – Customer Care Standards Policy

Board members discussed the addition to the Customer Care Standards Policy at the Board Advisory Committee (BAC) recently. Based on an approach taken by HwEngland, and adapted to reflect HwH values and behaviours, we have built in a way of dealing with unacceptable behaviour. BAC advised to make the point that the Guidance document is an internal operational process document to support the staff and could be requested by the public. This has been incorporated. In response to Steve’s question on reporting, Geoff suggested that we report instances by exception via email so that Board are aware.

[Board signed the Customer Care Standards Policy off.](#)

Report sign off – N/A

7. Finance – Management Accounts

Alan gave an overview the Management accounts as at December 2022. He explained that:

- The year-end forecast is positive
- We have exceeded our income generation target

It was noted that some revenue has been paid in this financial year for work that will continue into the next financial year, which will impact on the income generation budget. We have based next year's budget on the information we have at present.

8. Board Advisory Committee (BAC)

Alan updated that the committee focussed on receiving an update from Geoff on holding to account activity and received a thorough run through on research and projects we are working on at present. The meeting also discussed the work of the Board on the strategic direction.

9. Speakers for future Board Meetings

Geoff introduced this item and put forward suggestions for speakers at future Board meetings. These included:

- Prof Wendy Wills, Director of the Centre for Research in Public Health and Community Care (CRIPACC), the Associate Dean (Research) for the School of Health and Social Work at the University of Hertfordshire, Director of the NIHR Applied Research Collaboration (ARC) for the East of England – about research and how patients are involved
- Ramone on the challenges of Social care and commissioning for children and adults
- Jo Marovitch, Chief Exec of Herts Mind network and Chair of the VCFSE Alliance
- Tim Abell, EEAST CEO

9. Any other business including questions from the public - NA

10. Part 2 – Closed

Next formal meeting of the Board: 23rd May 2023