












**Healthwatch Hertfordshire Board Meeting  
10am on Tuesday 23<sup>rd</sup> February 2021,  
Virtually via Zoom**

<b>Board Members:</b> Eve Atkins, Alan Bellinger, Meg Carter, Brian Gunson, Sundera Kumara-Moorthy, Steve Palmer (Chair), Jayne Taylor, Michael Taylor	
<b>Executive Team:</b> Geoff Brown (Chief Executive), Nuray Ercan (Head of Governance and Operations)	
<b>Visitors/others:</b> Joy Hale (ENH CCG), Tara Mullaney from 11:30am (HCC Commissioner), Stephanie Smith (ENH CCG)	
<b>Apologies:</b> Leslie Billy (Viewpoint), Ted Maddex (HCC Commissioner), Kristy Thakur (HCC Commissioner), Priya Vaithilingam (Head of Research and Engagement)	
<p><b>1. Welcome, apologies and register of interests</b> Steve welcomed everyone present. Apologies as above.</p> <p>Steve reminded everyone that it is important to declare any personal and/or professional interests. No declarations of interests to be added/removed.</p>	 HwH-CID-01 Conflict of Interest Declaration
<p><b>2. Minutes of 17<sup>th</sup> November 2020 and outstanding actions</b> The minutes were approved as an accurate record and the outstanding actions tracker was reviewed.</p> <p>Geoff updated that the query about adolescent Dual Diagnosis provision was discussed at our children's services meeting. They confirmed that Public Health is the commissioner and the provider is CGL. We have a public health contact if we need to get in touch with them. In Herts drug use becomes more of an issue post 17yrs. Support for children and young people is provided by the Specialist Adolescent Service Hertfordshire (SASH) team which is now more universal.</p>	 HwH-30 Board Minutes 17.11.2020DF   HwH-SD-009 Outstanding Actions L
<p><b>3. Chair's update</b> Steve proposed that going forward there is an item on the Board agenda for members to report back at Board from their attendance at meetings. As a minimum he proposed for a report to be given on a yearly basis. It was noted that this was agreed.</p> <p>There is a shared responsibility for the Exec team and Board keep each other informed of involvement with Trusts so that each are kept updated. <b>Action:</b> <a href="#">To circulate the representation list to Board.</a></p> <p>Steve also proposed that Board make their own judgement on which meetings to attend, but to discuss this with Geoff before taking this forward with the Trust. Geoff reminded Board that attendance at meetings forms part of our measures and if a different approach is adopted we should discuss this with commissioners. <b>Action:</b> <a href="#">Any Board members considering not attending meetings to discuss with Geoff.</a></p> <p>Additionally there are a number of representative vacancies which Steve asked volunteers for. The following offers were received: Jayne - Children's services, Brian - Public Health, Alan - Hertfordshire Community Trust, Kumar, Meg - Adult Care Services. Geoff will discuss these with Steve and get back to Board after this. <b>Action:</b> <a href="#">Geoff and Steve to meet to decide how to move forward with the offers for representative vacancies.</a></p> <p>Steve, Jayne, and Meg were involved in the budget Scrutiny recently. All attendees fed back that it was very well organised and councillors were very well prepared. Geoff highlighted that our involvement with scrutiny is important as we are independent from the process and it is also useful to raise our profile.</p>	 HwH-02 Chairs Report - Board memt

<p>Steve, Geoff and Meg attended a Scrutiny Topic Group meeting focussing on whether the County Council Health Scrutiny Committee required a formal consultation on the WHHT proposals. Alongside other organisations, we gave evidence on this. We recommended that future information be produced in accessible formats/language and reach a wider audience. The Topic Group decided that a formal consultation process was not necessary.</p> <p>The Health and wellbeing Board will shortly be reviewing their Strategy, and health inequalities will be a strong focus. Healthwatch should be involved/engage with this.</p> <p>Steve raised he is keeping a watching brief on Board communication/collaboration and how to facilitate this going forward.</p>	
<p><b>4. Trustee Term of Office</b></p> <p>Steve highlighted that within the next year four Trustees would have reached their nine year term of office, a limit set by the Chairity Governance Code for best practice. He encouraged all four members to continue their involvement with HwH in other roles as we would not want to lose skills and the experience. As a result we will need to recruit to the the Board this year. It was noted that the Board supported this as a way forward.</p> <p>Steve suggested that a meeting of interested Board members be convened to discuss recruitment. This should focus on Board members' past experience of Board and assimilating gaps in skills as a result of losing four Board members. Geoff added that in addition, it is important to think about values alongside skills.</p> <p><a href="#">Action: Ensure the skills audit is conducted so that this information can feed into the recruitment meeting.</a></p>	 <p>HwH-03 Trustee Term of Office 23.02.21</p>
<p><b>5. Government White Paper - see Brian's presentation</b></p> <p>The Board discussed the White Paper and agreed that we should monitor anything we hear around this through our meetings. We will follow up with Healthwatch England. Geoff updated that it was discussed at the regional meeting last week.</p> <p>The White Paper talks about structural change and doesn't show how change will improve the patient experience so our role has to reflect on the patient experience, journey and service improvement.</p> <p>Steve thanked Brian for his presentation.</p>	 <p>The White Paper PPT BG.pptx</p>
<p><b>6. Chief Executive's update</b></p> <p>Geoff introduced the various documents which report up to the end of December 2020.</p> <p>Geoff updated that all targets are nearly all green and where they are not it is due to exceptional circumstances. The amount of activity, research, engagement and range of compliments reflects the range of services we undertake.</p> <p>Organisations are even more keen to hear about the information we've been able to provide. We've been doing some work with Joy on the Integrated Care Partnership (ICP). Joy introduced her colleague Steph who has a dual role supporting public engagement and communications.</p> <p>We are working on the budget for 2021-22 and beyond and will share this with Alan and Steve and then more widely with Board shortly.</p> <p>Eve updated on Mental Health - the demand on adult and emergency crisis is now stable but there seems to be an extended length of stay in hospitals. Covid cases in some inpatient settings has led to delay in admission for some people. There are plans to build a new mental health hospital in the Stevenage area. We are commenting on a new Dual Diagnosis protocol and Eve, Geoff and Kumar will be meeting shortly to discuss this.</p>	 <p>HwH-04 PIR Quarter 3 Oct-Dec 2020 Jan R.</p>  <p>HwH-05 Qtr 3 Voice Contract Performance</p>  <p>HwH-06 Projects Activity Document Qtr</p>  <p>HwH-07 Compliments Qtr 3 Oct - Dec 2020 .</p>
<p><b>7. Policy sign off - none at this time</b></p>	

<p><b>8. Report Sign off - none at this time</b></p>	
<p><b>9. Finance</b>  Alan gave a broad overview of the budget and confirmed that the financial position looks good. Additional revenue is coming in shortly. There has been underspend on staff costs over the year. At the year end we will have around 10k deficit and our reserves will be approximately 300k.</p> <p>Steve advised that the budget for the next year and in future years will look different eg we will not have the level of office costs that we have now.</p> <p>Geoff added, and informed Tara, our commissioner, that Kristy is aware of the impact of the cut to our budget in the past has impacted on the services that we have been able to provide and has been happy with the model we have taken over the years. Tara confirmed that she was aware of this.</p>	 <b>HwH-08 Summary  Management Account</b>
<p><b>10. Board Advisory Committee</b>  Alan agreed to chair for the next year - minutes to follow.</p>	
<p><b>11. Any other business including questions from the public</b>  Geoff updated that we have been provided with a new Health and Safety Guidance Policy from AP Partnerships and they are advising that each organisation should designate a Director for having responsibility for health and safety at a strategic level.  <b>Action: Nuray to circulate the duties to the Board for anyone interested in the role to put themselves forward.</b></p> <p>The Ambulance Trust nationally has appointed a company to design future ambulances and Michael asked for anyone interested to be interviewed by them. Kumar, Brian and Alan put themselves forward.</p> <p>Alan updated that he has pulled together some data on patient acceptance of virtual consultations over face to face and will circulate this. It shows that there is now a growing acceptance.</p>	
<p><b>12. Part 2 item - n/a</b></p>	

**Next formal meeting of the Board: Tuesday 25<sup>th</sup> May 2021, 10am -1pm**