
















Healthwatch Hertfordshire Board Meeting
10am on Monday 18th February 2019, at
Silver Court, Watchmead, Welwyn Garden City, AL7 1LT

Board Members: Eve Atkins, Roger Beeching, Alan Bellinger, Maryrose Brennan, Meg Carter (arrived at 10:05am), Brian Gunson, Virginia Kirri-Songhurst, Sundera Kumara-Moorthy, Carol O'Brien, Steven Palmer (Chair),	
Executive Team: Geoff Brown (Chief Executive), Nuray Ercan (Head of Governance and Operations, Minute taker), Priya Vaithilingam (Head of Research and Engagement)	
Visitors/others: Ray Gibbins (Viewpoint), Shanie Hutton (HCC Commissioner)	
Apologies: Jayne Taylor, Michael Taylor	
<p>1. Welcome, apologies and register of interests Steve welcomed everyone present. Kumar asked that Redhouse PPG be added to the Conflict of Interests declarations.</p>	 HwH-CID-01 Conflict of Interest I
<p>2. Minutes of 19th November and outstanding actions The minutes were approved as an accurate record. No matters arising.</p>	 HwH-65 Board minutes 19.11.2018E  HwH-SD-009 Outstanding Action
<p>3. Chair's update - see paper Steve, Geoff and Roger met with the MP for Hertford and Stortford, Mark Prisk on Friday which was a very useful meeting. It was noted that it is important to understand which preventative services would be affected by the cut to the Public Health budget as they will affect the service user experience. Board discussed the West Herts Hospital Trust redevelopment.</p>	 HwH-02 Chairs report 18.02.2019.dc
<p>4. Chief Executive's update including monitoring return Geoff ran through all the documents. Within the Voice Contract document most targets appear as green which indicates that the target for the quarter had been met. There are a couple which show as amber at present which require further discussion with the Commissioner about the measures. The inconsistency between two documents around website hits and views was raised and it was agreed that the Comms Task and Finish Group will discuss further and bring information back to the Board for negotiating with the Commissioner. Geoff spoke to Kathryn, HVCCG last week with regards to Adult Community Services contract. Rag rated GP services; Kumar raised this as an important issue for HwH. Action: Geoff to discuss with Kathryn Magson. Where appropriate when projects end a report will be written and circulated to Board.</p>	 HwH-03 Contract monitoring Projects  HwH-04 PIR Quarter 3 January Return 20  HwH-05 Compliments Oct-De  HwH-06 Voice Contract Performanc
<p>5. Policy sign off</p> <ul style="list-style-type: none"> • Reserves Policy <p>The Board signed the Reserves Policy off.</p>	 HwH-07 Reserves Policy FINAL draft 06
<p>6. Enter and View report sign off - none</p>	

<p>7. Finance</p> <ul style="list-style-type: none"> • Management accounts Alan talked through the management accounts. We are working with our accountants to manage the shift to end our financial year in March this year. • Draft budget for 2019-20 Alan presented the draft budget. The projected year end deficit looks to be about 50k, before revenue generation. The management accounts and draft budget for 2019-20 were noted and signed off. 	 HwH-08 Budget Overview 2018 to M:  HwH-09 Draft Budget for 2019 20.1
<p>8. Sub-groups and committees</p> <p>a. Internal Affairs sub-committee - see note of the meeting.</p> <p>b. External Affairs sub-committee - see note of the meeting. Holding to account in the social care sphere was raised as a query. Geoff responded that quarterly Chair/Chief Exec/Exec Members take place to hold adult care services to account. The same meeting happens with Children’s Social Care on a quarterly basis also. It was agreed to map out Social Care knowledge and provide this to Board. Action: Geoff to provide Board a paper on social care holding to account. Shanie provided a brief update on how the handover was handles from Allied Care.</p> <p>c. Stakeholder Panel A task and finish group has been arranged and will take place on 20th March to take this forward.</p>	 HwH-10 Internal Affairs Minutes 28.0  HwH-11 External Affairs Subcommittee  HwH-12 External Facing Projects Upd
<p>9. Workplace - an online collaborative platform This is a platform has been indentified which enables Board members to communicate and share documents amongst each other between meetings. Alan asked for feedback from Board about the forum. The general consensus was positive to have all information in one place. It is important to be discriminatory about what is of value to the group to see - ask if it is relevant before posting. A query was raised on whether members should upload their reports directly onto Workplace. Until notified otherwise Board members should keep sending their reports to Jane. It was raised that Board could alert other Board members that they would be going to a meeting to ask for any feedback. Board discussed the interface between Board and staff access, as well as what is posted alongside fully utilising the depository of documents area and diary function. Action: Staff team to draft rules of engagement, managing a depository etc</p>	
<p>10. Any other business including questions from the public - none</p>	
<p>11. Closed Part 2 item - Visitors left the Board meeting.</p>	
<p>13. Working lunch and speaker: Brian Gunson, The Ten Year Plan - see presentation</p>	 The Long Term Plan B Gunson.pptx

Next formal meeting of the Board: Monday 13th May 2019, 10am at Silver Court