

Healthwatch Hertfordshire Board Meeting
10a.m. on Monday 19th February 2018, at
1 Silver Court, Watchmead, Welwyn Garden City, AL7 4PH

Board Members: Eve Atkins, Alan Bellinger, Roger Beeching, Maryrose Brennan, Meg Carter, Michael Downing, Brian Gunson (arrived at 10:09), Virginia Kirri-Songhurst, Sundera Kumara-Moorthy, Carol O'Brien (arrived at 10:29) Steven Palmer, Andrew Stenson, Barbara Suggitt, Michael Taylor (arrived at 10:03)

Executive Team: Geoff Brown (Chief Executive), Tom Barrasso (Strategy and Partnerships Manager), Nuray Ercan (Operational Manger, Minute taker), Priya Vaithilingam (Research Manager)

Visitors/others: Leslie Billy, Jayne Taylor

Apologies: Meg Carter

1. Welcome, apologies, register of interests

Apologies as above. No interests declared.

2. Minutes of 20th November 2017 & outstanding actions

The minutes were approved as an accurate record. Outstanding actions were highlighted.

Matters arising from the minutes:

Priorities question and working up projects -

Patient Groups: Engaging with patient groups will be worked up further down the line.

Revenue Generation: Tom is working on revenue generation; slides/approach was agreed at the last Board meeting, the next stage is to work this up and will be shared with Board for agreement.

STP: It was agreed at the External Affairs Sub-committee meeting that we would not have Board members responsible for individual strands of activity. There have been subsequent conversations with two of the leads for the streams of the STP as these streams are at a stage of patient engagement. In terms of governance aspects of the STP we will be meeting with new lead for the STP tomorrow to talk through our role of accountability.

Primary Care: We haven't explored primary care as yet and will need a Board disussion.

Mental Health: Eve, Tom and Geoff met to talk through a potential project. Will need to involve Priya with regards to the research aspect of this.

3. Chair's update

- STP - covered by the above
- Health and Wellbeing Board - reported at the last meeting
- Meetings with Chairs and CEOs - Michael and Geoff meet with the Chairs and Chief Executives of the Trusts and Clinical Commissioning Groups on a regular basis. Quite a number have taken place between the New Year and now.
- Herts pharmaceutical committee - Attended a meeting recently substituting for Brian and we will want to further develop our relationship with them.
- New Board members - We are currently recruiting. Board members whose terms of office expire will need to indicate if they would like to stand for election by 6th March. Board members were also encouraged to think about whether they wish to stand for the role of the Chair as Michael is stepping down.

Action: Board members whose terms of office expire should inform Geoff and Nuray if they wish to stand for election by 6th March.

The importance of succession planning was raised.

It was suggested that the Internal Affairs consider reviewing the organisations governance.

Action: Nuray to incorporate consideration of a review of the organisations governance into the next Internal Affairs sub-committee agenda.

4. Chief Executive's update including monitoring return

Geoff introduced the item explaining that the Chief Execs report comprises the contract monitoring return, also provided to our Commissioner. Three key documents are provided: The standard Hertfordshire County Council performance assessment spreadsheet, the word document containing further information about projects and activity within the quarter and a list of compliments received.

Turnover of volunteers was discussed (joiners and leavers).

It was confirmed that within our signposting service we always ask customer satisfaction questions. Board noted that signposting is an area where the team is delivering a very high quality service and this can be evidenced by the number of compliments received.

Due to historical reasons there are gaps in our knowledge of demographic information for all service users.

An accident was reported within the last quarter and a positive experience of using the QE11 was noted.

It was noted that attendance at the Coproduction Board and an update on the Dual Diagnosis project was missing from the projects document.

5. Policy sign off

Scheme of Delegation - Has been updated to reflect the changes in committees and also to reflect changes in the business and how we work and to ensure there is rigour where there needs to be. Changes were noted, and subject to further changes being made, was signed off.

Action: Financial procedures will need to be revisited by Steve and Natalie.

Action: Once feedback on inconsistencies has been received, Geoff and Nuray to incorporate as appropriate.

Values and Behaviours Policy - Geoff introduced the item and provided context. Barbara has been involved as the Board lead. We have done work with the team looking at how we operate and ensuring that we reflect the values and behaviours that we want in the organisation, as well as reviewing our approach to remuneration reflects our values and behaviours.

Priya provided context on the policy and the work that has been done operationally: The team has grown and we have worked to translate the values and behaviours into practice. Through away days the team has revisited and provided feedback on annual performance assessment. In response to this feedback we have finalised a policy, separated out 1:1s and performance assessment sessions, redrafted the performance assessment criteria so that it is equally weighted and reflects the importance of values and behaviours. We have also produced a variety of supporting documents and guides for the whole team to support success.

Board strongly believe similar values and behaviours should apply to Board and volunteers.

Board signed the Values and Behaviours Policy off.

6. Enter and View Sign off

Westgate House - Board noted that it was a very thorough report and it was good to see the recommendations being acted upon. [Board signed the Westgate House report off.](#)

7. Finance

Steve introduced the item and talked through the various papers. With the current level of funding it will be hard to sustain the organisation; there is a deficit of £150k which we will need to partly raise through income generation. Also the County Council requires all organisations they commission to have six months' of reserves. An interim target set for income generation this year is £80k. Steve presented the simplified management accounts which was received positively.

Board thanked Steve for all his work and Steve thanked Natalie for her contributions.

8. Sub-groups and committees

a. Internal Affairs sub-committee - see paper circulated for information.

Barbara has agreed to be the Chair, with Maryrose as deputy. This will be agreed by the sub-committee at their next meeting.

[Action: Nuray to separate the membership list from the ToR of the Sub-committee.](#)

b. External Affairs sub-committee - see paper circulated for information.

Herts Valleys CCG have asked for Healthwatch representation at upcoming procurement / commissioning meetings. It was decided that if Board members want to attend they should ensure they state that they are attending as an individual. It was agreed that HwH should be represented at the Adult Care one. Board members were asked to inform Geoff if interested in attending.

[Action: Board to express an interest by letting Geoff know.](#)

c. Learning Disability Service Watch Group - see report circulated for an update.

d. Sensory and Physical Disability Service Watch Group - no update

e. Stakeholder Panel - see report circulated for an update.

It was noted that using initials within meeting notes/minutes is confusing and going forward full first names would be used.

9. Any other business including questions from the public - a number of questions were submitted a few minutes before the Board meeting however there has not been enough time to consider these so Michael will respond by letter to the questions.

10. Closed Part 2 item

11. Comfort break and lunch

12. Speaker: Dr Peter Cutler, Programme Director Herts & West Essex Sustainability and Transformation Partnership



STP for HwH.pptx

Next formal meeting of the Board: Friday 6th April - General meeting and Election of Trustees