

Healthwatch Hertfordshire Board Meeting
10 a.m. on Monday 15th February 2016, at
Douglas Tilbe House, Hall Grove, Welwyn Garden City, AL7 4PH

Present: Michael Downing (Chair), Geoff Brown (Chief Executive), Jean Brown, Brian Gunson, Virginia Kirri-Songhurst, Sundera Kumara-Moorthy, Steven Palmer, Michael Taylor, Mel Wood

Others: Monika Brzozowska-Neroth (HwH Officer - Finance), Nuray Ercan (HwH Officer, Minute taker), (Stakeholder Panel Chair), Paul Regan (HwH Officer, presenting on Comms & Tweeting), Keith Shephard (presenting on Strategy), Kristy Thakur (HCC Community Wellbeing Team)

Apologies: Marion Birch, Meg Carter, Caro Hart, Sue Reeve

These minutes are the formal record for the Board of decisions made.

1. Welcome, apologies and register of interests

Michael welcomed everyone. Apologies as above.

2. Minutes of 14th December 2015

The minutes were approved as an accurate record.

3. Chief Executive's update - the report was circulated prior to the meeting.

HwH's work with the local MP has led to improvement in the support available for people raising issues about professional misconduct within the NHS and is something HwH can be proud of.

Geoff invited Board's questions on the Chief Executive's update.

Geoff has recently met with Kristy Thankur to discuss the contract management framework. This includes a range of measures including case studies and providing data for monitoring purposes. HCC recognises that HwH is commissioned to be independent.

Public Health budget cuts were discussed and the impact this may have on Hertfordshire's sexual health service including GUM clinics, the prescribing of long acting reversible contraception (LARCS). The importance of understanding how the cuts will impact the public was noted and to remind representatives on Health and Wellbeing Locality groups to keep a watch on this issue.

4. Chair's update

- **Hertfordshire Health and Wellbeing Board strategy refresh:** [Action: To be a main agenda item at the next meeting / Michael to write a report.](#)
[Action: Issues raised about the consultations to be raised by Michael at the next HWB Board.](#)
- **Integrated Care Partnership:** Plans are developing and moving forward. Priya is working with Alison Gilbert to discuss ways in which HwH can be involved in the consultation process and Michael presented a briefing to the Partnership about HwH which was very well received.
- **HVCCG Accountable Officer appointment:** HwH is involved in the process. Geoff is part of the final interview panel and HwH was invited to attend the event on the eve of the interviews which consisted of presentations from the candidates.
- **HCC Scrutiny. Budget and Francis implementation:** Coming up shortly and HwH has been asked to provide representation. This year Michael, Brian, Jean and Priya will attend.
[Action: Last year's attendees will have a virtual discussion to explore concerns about last years process and the resulting output.](#)
- **CQC / Healthwatch England:** Hw relationship with CQC is being strengthened and HwE is moving into the same premises as CQC. There has been a change at HwE which indicates a change of emphasis; now role is as a support organisation to local Hw is emphasised.
[Action: Geoff to raise proposed inspection costs at his Healthwatch regional meeting.](#)

- **Royal Free Hospital:** Michael and Geoff recently met with the Chair of the Trust. Raised some issues with them and will develop this relationship by meeting regularly. Also planned is a meeting of all Hw involvement with Royal Free patients to discuss cross boundary issues.
- Michael has been asked to work with Hw Cambridgeshire on commissioning of services for older people.
- HwH has received an application from someone who would like to become a Trustee. It is proposed that Michael, Geoff and Michael T conduct an interview with individual. [Board agreed.](#)

5 Proposed meeting with:

1. Hertfordshire MPs: Geoff has followed this up and has had a positive response from Anne Main's researcher who has offered to co-ordinate arrangements for a formal meeting.

[Action: Planning of the issues needing to be raised will need to be progressed.](#)

2. Board and staff development day: The Strategy sub-committee has proposed a Board and staff development day. [Board endorsed this proposal.](#)

6 Sub-groups and committees

Board members and quorums: [Action: Geoff asked for any interested Board in joining sub-committees to let Nuray know.](#)

a. MHLD SWG - the report was circulated prior to the meeting.

It was noted that the last MHLD SWG focussing on dual diagnosis had very positive feedback from attendees and one carer commented that it was the best meeting that they had ever attended.

b. Enter and View (QISC)

- The main update has been detailed in the Chief Executive's update paper.
- The Enter and View Roebuck Nursing Home, Rosslyn Residential Care and Pine Lodge Care Home reports have been circulated for sign off. [Board noted and approved the reports.](#)
- An additional report on Autumn Vale Care Centre was circulated at the meeting. In Meg's absence Kumar asked Board to let Jane have any comments on the report by 19th February, at which point it will be assumed that the report is signed off, agreed and published.

[Action: Board to let Jane have any comments on the Autumn Vale report by 19th February.](#)

Geoff confirmed that HwH has professional indemnity insurance to cover challenges against the organisation.

c. Transport - the report was circulated prior to the meeting. [Board noted the report.](#)

d. Representation sub-committee - The Representation sub-committee met on 11th February. Board was asked to approve the following recommendations:

1. 111 steering group - Priya
2. HCT Patient Experience Forum - Jane
3. All Age Autism Partnership Board - Both Sarah Clemerson and Susan McCann
4. HCC Public health and Localism Cabinet Panel - Mel
5. Older People's Planning and Performance Group - Steven
6. Representation sub-committee - Steve is invited to join

[Board approved the above recommendations.](#)

[Action: Kumar to send Nuray the HVCCG confidentiality document he has recently signed for Representation sub-committee's consideration when doing their review.](#)

e. Strategy sub-committee - Brian and Keith presented the update paper circulated with the agenda papers.

Action: It was noted that Keith would write a briefing note for Board on the 'devolution' agenda. Board endorsed the Strategy Sub-committee's suggestion of a Board and team 'awayday' event in the summer, under the direction of the Sub-committee. Tentatively, this will include consolidating our understanding of our Strategy and Plans, celebrating our agreed values, and considering the big policy issues facing health and social care. It will also provide an opportunity to meet new staff, currently being recruited.

f. Stakeholder Panel - The next meeting is on 11/03 and will receive dementia friendly training.

g. Finance update - budgets and minutes were circulated prior to the meeting.

Steven updated the Board making reference to budgets circulated. It was noted that all bank charges have now been refunded. In the next few months budgets will be moving to reflect resource/budget allocated to projects and activity and linking it to strategy. Also moving to a budget holder system where individuals are responsible for budgets. **The Treasurers report was noted and agreed.**

Action: Board requested a presentation on the Eastern European project at the next appropriate Board meeting.

7. HR Sub-committee update

Geoff updated Board on the activity since the last the Board and HR sub-committee meeting:

- Geoff, Meg and Nuray will interview for the Senior Administrator and Team Support Assistant posts on 22nd and 23rd February
- Geoff, Steve and Monika will interview for the Resources Assistant post on 26th February
- Geoff, Michael D and Kristy will interview the Policy & Partnerships Manager post on 3rd March
- Number and quality of applications received was healthy at generally at a high level
- The Officer team was thanked for their help in thinking about practical solutions to accommodating four new officers into the current office
- Structural changes have been formalised: Jane's job title is Quality Manager. Nuray's job title is Operational Manager. Geoff will manage senior officers. This will be reviewed in the Spring.
- New contracts have been issued and salary increases have been processed
- It is proposed that an Operational Management team within the staff team is set up

Action: Scheme of delegation to be revisited.

Michael D thanked Geoff and Nuray for all their hard work on recruitment.

8. Engagement comms strategy: Circulated prior to the meeting. Any questions to be sent to Paul.

9. Praxis update: Paul's presentation is available upon request.

10. AOB incl. questions from the public:

Q: Do you do/have plans to do enter and view visits with other types of health providers? Or places where people provide leisure facilities for people with LD? I think facilities for children with LD need looking into, particularly the circuitous path you have to take to access them.

A: Kumar answered on behalf of the Board. 'Yes' to the former and 'no' to the latter question however we would consider the appropriateness of the request and if there are NHS/Local Authority funded places we may consider this. Children's social care environments are excluded from enter and view.

Michael informed the Board that Henry Goldberg is unwell and asked for a card to be sent to him on behalf of the HwH Board and Officer team.

Next meeting: Monday 25th April 2016, 10am at Douglas Tilbe House