

















**Healthwatch Hertfordshire General Meeting**  
**10am on Monday 21<sup>st</sup> May 2018 at**  
**1 Silver Court, Watchmead, Welwyn Garden City, AL7 1LT**

**Please note:** It will be assumed that reports will have been read prior to the meeting. Reports from subcommittees will only be taken as written reports and treated as items to note unless there is something specific to be agreed.

**Part 1 agenda (PUBLIC)**

1	10:00	Welcome, apologies, register of interests & handover from Michael D to Steve		Michael D Steve	
2	10:05	Minutes of 19 <sup>th</sup> February 2018 & outstanding actions	*Sign off*	Steve	 HwH-16 Board Meeting Minutes 19  HwH-SD-99 Outstanding Action
3	10:15	Chair's Update <ul style="list-style-type: none"> <li>• New Treasurer</li> <li>• Health Scrutiny</li> <li>• Stevenage Health Strategy</li> </ul>	Information	Steve / Michael D	Verbal
4	10:25	Chief Executive's update including monitoring return & compliments	Information	Geoff	 HwH-18 Contract Monitoring Projects  HwH-19 PIR Qtr 4 Jan - March 2018 Ap  HwH-20 Compliments Jan-Mi  HwH-21 Voice Contract Performanc  HwH-22 H&S update for Board 21

5	10:35	Policy sign off <ul style="list-style-type: none"> <li>Expense Claim policy</li> <li>Enter and View Procedure &amp; Policy</li> <li>Information Governance Policy</li> <li>Data Protection Policy</li> <li>Confidentiality Policy</li> </ul>	*Sign off*	Geoff	 HwH-23 SD-008 Expense Claim Policy  HwH-24 Enter and View Procedure revi: <a href="#">HwH-25 Info Gov</a> <a href="#">HwH-26 Data Protection</a> <a href="#">HwH-27 Confidentiality</a>
6	10:50	Enter and View Report sign off - none	*Sign off*	Meg	
7	11:00	Finance	*Sign off*	Steve	 <b>HwH-28 Mgt accounts 2017-18 su</b>  <b>HwH-29 Mgt accounts 2018-19 M</b>
8	11:10	General Interest Groups (GIG) and PPG's	Decision	Geoff	
8	Sub-groups and Committees - <a href="#">Items are to note and provide an opportunity for members to ask any questions in relation to papers provided</a>				
a.	11:20	Internal Affairs sub-committee	Information / sign off	Geoff & relevant Board members	 HwH-30 Internal Affairs Subcommitte
b.	11:25	External Affairs sub-committee	Information / sign off	Geoff and relevant Board members	 HwH-31 External Affairs Sub-Committ
c.	11:30	Learning Disability Service Watch Group	Information	Barbara	 HwH-32 LD SWG Update 21.05.2018.c
d.	11:35	Sensory and Physical Disability Service Watch Group	Information	Priya	 HwH-33 Sensory & Pysical Disability SW
e.	11:40	Stakeholder Panel	Information	Paul	 HwH-34 Stakeholder Panel B
9	11:45	Any Other Business including			

questions from the public

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**Part 2 Agenda (Closed)**

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10 11:50      • Human Resources                      Information      Geoff  
                 • Finance and resources

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11 12:30 Lunch

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Next meeting date: - 20<sup>th</sup> August 2018

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If you would like to see any papers embedded within this agenda please email:  
[info@healthwatchhertfordshire.co.uk](mailto:info@healthwatchhertfordshire.co.uk) stating the meeting date, agenda item, and paper number and we will have these sent to you.