

Healthwatch Hertfordshire Board Meeting
10am on Tuesday 24th May 2022,
Virtually via Zoom

Please note: It will be assumed that reports will have been read prior to the meeting

Board Members: Eve Atkins, Alan Bellinger, Alex Booth, Brenda Davies, Steve Palmer (Chair), Jan Taylor, Jayne Taylor, Neil Tester
Executive Team: Geoff Brown (Chief Executive), Nuray Ercan (Head of Governance and Operations), Priya Vaithilingam (Head of Research and Engagement)
Visitors/others: Mr C Carnaghan
Apologies: Leslie Billy (Viewpoint), Joy Hale (ENH CCG), Ramone Nurse

1. Welcome, apologies and register of interests

Steve welcomed everyone present. Nuray communicated apologies, as above.

Steve reminded everyone that it is important to declare any personal and/or professional interests.

2. Minutes of 22nd February 2022 and outstanding actions

The minutes were approved as an accurate record. The outstanding actions tracker was reviewed.

3. Chair's update

Steve's gave his Chair's report on the following items:

- Hertfordshire County Council (HCC) Health & Wellbeing Strategy - The latest draft of the strategy is out for consultation now if anyone would like to respond. Using a system known as Disabled Affective Life Years (DALY), the Board are assessing outputs from the strategy to assess the impacts on people. It was noted that the Public Health 'tartan rug' provides data at Borough level to understand issues at place level.
- Hertfordshire County Council (HCC) Public Health Conference - focussed on Covid recovery and the prevention agenda. Steve recommended Board to read their annual report which Nuray will post out to everyone in hard copy.
- Integrated Care System (ICS) - The legislation has now gone through parliament and been approved.
- Dentistry - situation is the same and has not improved. This is a national issue. We will keep this on the comms agenda.
- Hertfordshire County Council (HCC) Scrutiny - We have recently been involved in Patient Experience Scrutiny. Steve represented on the group focussing on Central London Community Healthcare NHS Trust (CLCH), Alan on Hertfordshire Community Trust (HCT), and Jan on East and North Herts Hospital Trust (ENHHT). They highlighted that the process and experience was very positive. Steve reminded representatives to complete the feedback form circulated by Nuray.
- Sir Robert Francis - is standing down from Healthwatch England in November. He has made a major contribution.
- Annual General Meeting (AGM) - 19th July - will be a face to face event at the Focolare Centre and we are working to secure a guest speaker. The work on the annual report also continues.

4. Chief Executives update

Linking to Steve's update on the development of the Integrated Care System (ICS) Geoff added that things are moving on at pace. When we met with the Integrated Care System leads, they talked about the Integrated Care Board (which focusses on staff and budgets) and the importance of our links to the non-exec directors and encouraged us to make contact with them.

Geoff has been asked to be involved in the development of a health creation strategy which focusses on ensuring that there is an investment of prevention to support people at an earlier stage. This links into

the Alliance (made up of voluntary, community, faith and social enterprise organisations) which is a statutory group set up under the auspices of the Integrated Care System which we will also attend. Priya will be moving onto the Health Foundation next month. Priya has been working with staff to develop them into new roles. Geoff updated that handovers with these members of staff have taken place and that he will be line managing staff in the interim. We will be thinking about what we need going forward in terms of the role and will share ideas outside of the meeting. Geoff highlighted that he anticipates an impact on external meetings and his activity from July onwards.

The task and finish group looking at the strategic direction, focus, representation and the financial model will be set up shortly. We will be looking for nominations to be part of this and will be in contact with more information soon.

- **Voice Contract including monitoring return and compliments**

Geoff updated that the return shows a huge amount of work that has been done and that the quality has remained high despite the challenges of volume and pressures. The end of year position shows that all targets were met as required by our commissioners except for enter and view visits due to Covid.

We are having conversations with commissioners to see what their expectations are of the contract from 2023 onwards as the measures may change. We have not had a steer as yet however they are reviewing the submissions we have sent them on a quarterly basis as part of this.

The monitor also shows our heavy involvement on inequality issues in healthcare and high profile work that we have been involved in across the piece.

5. Policy sign off - none at this time

6. Report sign off - none at this time

7. Finance - end of year 2021-22

Alan gave thanks to Natalie and highlighted that she has done a fantastic job with the accounts; they have now been signed off by the auditors. Alan gave a summary of the end of year position. We were slightly over on staff costs, non-staff costs showed a saving and revenue generation came in at 18k over budget which was a great effort. The overall deficit for the year is 26k which Geoff explained had been agreed with the commissioners and that we'll be looking to move away from using reserves in future years.

8. Board Advisory Committee

Alan updated that the committee had a good interactive discussion and covered the issues that are impacting on health and social care at present, a summary into research and comms was provided as well as having a deep dive into signposting.

9. Any other business including questions from the public

Brenda updated that she has been involved with the staff awards at East and North Herts NHS Trust which involved judging, and will represent HwH again when their decisions are made and they give their awards.

Part 2 - Closed

10. Volunteering with HwH

Speaker session

11. Graham Clarke, HUC Chair and member of the Government COVID Therapeutic Task force which provides its output to the Scientific Advisory Group for Emergencies (SAGE) committee - on the scientific evidence and the impact of the pandemic

Please see separate note. HwH-19b

Next formal meeting of the Board: Tuesday 23rd August 2022, 10am - 1pm