

Healthwatch Hertfordshire Board Meeting
10 a.m. on Monday 20th February 2017, at
Douglas Tilbe House, Hall Grove, Welwyn Garden City, AL7 4PH

Present: Eve Atkins, Alan Bellinger, Michael Downing (Chair), Geoff Brown (Chief Executive), Brian Gunson, Virginia Kirri-Songhurst, Sundera Kumara-Moorthy, Steven Palmer, Mike Pym, Barbara Suggitt, Michael Taylor

Others: Tom Barrasso (Policy & Partnerships Manager for agenda items 6f, 7 & 8), Monika Brzozowska-Neroth (Resources Manager for Agenda items 6h & 12), Sarah Clemerson, Nuray Ercan (Operational Manager, Minute taker), David Evans Programme Director Yout Care Your Future for agenda item 10, Alice Lovell (Team Support Assistant, Tweeting), Clive Martin

Apologies: Meg Carter, Mobeena Khan, Kristy Thakur (HCC Community Wellbeing Team)

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

1. Welcome, apologies, register of interests

Michael welcomed everyone. Apologies as above. Michael has spoken with Meg who is keen to return shortly and will take part in the annual health scrutiny. No interests declared.

2. Minutes of 12th December 2016 & outstanding actions

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

3. Chair's update

a. East and North Herts Trust Board and Involvement Committee

Last meeting raised an issue around apparent the unhappiness of potential patients using the QE11. The Board heard a patient story from an attendee and was encouraged to contact the Officer team to give further details. Kumar asked for QISC to consider doing an E&V at the QE11 to add to the evidence. The Involvement Committee is going well.

b. HCC Overview and Scrutiny Committee budget review

Scrutiny has received HwH presentations on Complaints and Dentistry. Michael expressed thanks to Priya for her work on these projects. The last meeting focussed on the funding for social care. Michael also attended the Overview and Scrutiny Committee scrutiny of the HHC budget. The approach including having three groups to look into Childrens Services, Public Health and Adult Social Care respectively. In future representatives will be sought to attend the groups. Natalie Rotherham, Scrutiny Officer will be attending the next Board meeting to present.

c. Health and Wellbeing Board

Met before Christmas and discussed the STP and the HVCCG funding cut to social care. HwH has met with Nicholas Small, HVCCG Chair to discuss.

4. Chief Exective's update including monitoring return

Geoff introduced the item explaining that the Chief Execs report now comprises the contract monitoring return, which provides more information. Three key documents are provided: The standard HCC performance assessment spreadsheet, the word document containing further information about projects and activity within the quarter and a list of compliments received. Geoff encouraged Board to inform Nuray of any compliments they receive so these can be fed back to commissioners.

The inspection action plan was brought to Board last year and the Commissioners were pleased with the results and will be re-visiting on Wednesday. Geoff invited questions.

Board asked various questions about the contract monitoring requirements. It was agreed that if Board would like to request supplementary information to be provided as part of this item that details are emailed to Nuray and Geoff for consideration.

5. Reviewing Policies

Geoff introduced the item. As a result of one of the issues that arose when HwH was inspected was that Policies were not seen to have been systematically signed off by Board. There is now a formal process to review Policies to ensure proper governance in this area.

Proposed changes were noted with regard to the Customer Care Standard and Confidentiality Policy.

Board raised a need to link the Customer Care Standards into the performance framework of staff going forward and this has been addressed through the appraisal process.

Board approved the following Policies:

- Complaints Policy
- Information Governance Policy
- Data Protection Policy

Board approved the following Policies subject to amendments proposed:

- Customer Care Standard
- Confidentiality Policy

6. Sub-groups and committees

a. Mental Health Service Watch Group - see paper circulated for information

Disappointed with attendance at the last MH SWG and will be pursuing a poster campaign to advertise and encourage better attendance.

b. Learning Disability Service Watch Group - see paper circulated for information

- In contrast to the MH SWG, attendance at the LD SWG shot up, which may have been as a result of meeting with the support groups within the county.

c. Enter and View (QISC) - see report circulated for an update

Kumar reminded the meeting that QISC members are available to answer any questions Board may have after today's meeting.

d. Transport -

Medical Services have pulled out and the temporary contractor is delivered by private ambulance services based in Essex and Cambridgeshire. The CCGs are preparing to go out to tender again in the next few months. As soon as there is more information the Transport group will re-convene.

e. Representation sub-committee - no update

f. Strategy sub-committee - see paper circulated for information

The next Strategy half day is on 3rd April which is open and Board is invited to attend. The format of regular Strategy Committee meetings has recently been reviewed.

g. HR sub-committee update

Learning and Development Policy and Procedure - Alan introduced the Policy and explained that it is about empowering employees. New policy will help employees to understand what they're doing and where they're going and enabling them to learn effectively in the job. Michael thanked Alan for his work on the Policy.

Board agreed that coaching and mentoring could be a role fulfilled by Board members willing to do this with staff.

Geoff will work with Alan to determine the best way forward to implement and to get staff and Board involved.

[The Board agreed the Policy.](#)

h. Finance update - see papers circulation for information

Steven introduced the agenda item and talked through the budget sheet. He explained that the next year is very much a one off budget. Funding cuts are anticipated in the region of 20% and we will use reserves to enable us to manage the year. Going forward the budget will not cover our current expenditure so we will need to look to income generation. This year a significant proportion of underspend will be utilised.

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

j. Stakeholder Panel - no update

k. STP working group and Contract and HwH Tendering Agreements (CTA) working group

Board made a decision at the last meeting to set up two working groups. The terms of reference are brought to Board for agreement. Both terms of reference were agreed and meetings will be scheduled shortly, with a Chair being decided for the CTA working group at its first meeting.

[Action: CTA Working Group meeting to be scheduled by Nuray / STP Working Group to be scheduled by Tom.](#)

7. Communications and Engagement Strategy

Paul had hoped to be able to bring the Communications and Engagement Strategy to this meeting however it is held back to enable the document to go through the correct process of being reviewed and edited. Geoff explained that the paper brought to Board today highlights progress and the contents of the strategy. Brian suggested that the document become a plan rather than a strategy and we will rename it this. It is proposed that the document is circulated to Board in the next two weeks.

8. Manor House Pharmacy: Case Study

Tom introduced th item in the absence of Paul. Graham Philips approached HwH to raise the impact of the community pharmacy cuts would have on his own pharmacy. We placed a box with comment cards inside the pharmacy to collect feedback from users of the pharmacy. 208 responses were received and the paper circulated provides the results. It was agreed that the report would be shared with HwE.

9. AOB incl. questions from the public - none

10. Speaker: David Evans, Programme Director Your Care, Your Future - please refer to presentation slides for information.



Your Care Your
Future Presentation

[Next meeting: Monday 15th May 2017, 10am at Douglas Tilbe House](#)