














Healthwatch Hertfordshire Board Meeting
10am on Monday 13th May 2019, at
Silver Court, Watchmead, Welwyn Garden City, AL7 1LT

| | |
|--|--|
| Board Members: Alan Bellinger, Maryrose Brennan, Meg Carter, Brian Gunson, Sundera Kumara-Moorthy, Steven Palmer (Chair), Jayne Taylor, Michael Taylor | |
| Executive Team: Geoff Brown (Chief Executive), Chloe Carson (Research Officer), Annabel Chapman (Research Officer), Nuray Ercan (Head of Governance and Operations, Minute taker), Priya Vaithilingam (Head of Research and Engagement) | |
| Visitors/others: Joy Ellis (ENH CCG), Kristy Thakur (HCC Commissioner) | |
| Apologies: Eve Atkins, Virginia Kirri-Songhurst, Carol O'Brien | |
| <p>1. Welcome, apologies and register of interests Steve welcomed everyone present and everybody introduced themselves.</p> <p>Apologies as above.</p> <p>It was noted that Jayne Taylor added a declaration of interest: Chair of Manor View Practice at Callowland PPG. Action: Nuray to update the Conflict of Interests Declaration Tracker.</p> <p>Steve announced that Roger Beeching had resigned from the Board. He made a huge contribution and will be sorely missed.</p> |  HwH-CID-01 Conflict of Interest I |
| <p>2. Minutes of 18th February and outstanding actions Action: Nuray to correct the typo under agenda item 3. The minutes were approved as an accurate record. No matters arising.</p> |  HwH-13 Board minutes 18.02.2019C  HwH-SD-009 Outstanding Action |
| <p>3. Chair's update - see paper</p> <p>In addition to his report Steve also raised:</p> <p>West Herts Hospital Trust - options appraisal Meg represents HwH on the panel. Meg that have been a series of public meetings and two options panels. The panels role was to look at the four options that the Trust were proposing as a way of moving forward and reaching a conclusion as to the preferred option. Participants gave mixed feedback about these so a third options panel has now also been arranged to allow for more feedback. The panel will look at the results of the consultation scoring in relation to both the quantitative factors against the options as well as the qualitative. The outcome of this process will inform the overall decision making process and subsequently lead to the Trust presenting to NHS England a revised strategic outline case (SOC) for development and improvements. There is no consensus as yet between the Trust and the public and political differences prevail between the three localities.</p> <p>Steve updated that he will be representing HwH at health scrutiny this week and they will discuss West Herts Hospitals Development Plan.</p> <p>The importance of proper independent engagement taking place was raised. HwH may need to do a formal review of how the proposed outcome impacts.</p> <p>Action: Meg to upload the papers and presentations re West Herts on Workplace.</p> <p>Mount Vernon</p> |  HwH-15 Chairs report 13.05.2019.dc |

| | |
|--|---|
| <p>Steve updated that the poor site of Mount Vernon is an emerging issue. There was a consultation a few months ago clinical strategy of ENHT and one strand of this was on Mount Vernon's cancer unit. Though the care is very good the building is perceived as poor and very old. There are issues of patient flow and Hw Hillingdon may also get involved due to their residents using the Hospital also and is in their patch.</p> <p>Representation, information flow and papers Action: Alan to put a discussion point on Workplace measuring how far in advance papers for meetings are received. Action: Steve to raise with Trusts the concern that papers for meetings are being circulated too late to be read properly. Action: Put representation on the next away day agenda.</p> | |
| <p>4. Chief Executive's update including monitoring return Geoff ran through all the documents. Within the Voice Contract document most targets appear as green which indicates that the target for the quarter and year have been met. In addition there is the Projects and Activities document, PIR and list of compliments.</p> <p>Jayne told the Board that workforce equality disability standards have been introduced into the Trusts and at the moment there is a baseline audit going on they will need to respond to this.</p> |  HwH-16 Contract monitoring Projects  HwH-17 PIR Quarter 4 April Return 2019F  HwH-18 Compliments Jan-Mi  HwH-19 Voice Contract Performanc |
| <p>5. Away day HwH had an away day in March. In the morning session Board reflected on the areas of activity we deal with and thought about the ingredients for success for these. This was partly to respond to Steve's drive to think strategically about our areas of work and to identify standards for success rather than focussing on activity. The afternoon addressed the 'elephants in the room' where the elephants were challenges that HwH is facing. Everyone was asked to accept the elephant and think about how to 'combat' it. The last session was looking at key stakeholders and partners to work with. This was the first stage in planning for the strategy going forward.</p> <p>A point was raised about changes in the leadership of District Councils and we will consider any implications of this.</p> <p>Action: Nuray to schedule a short session for those who were not able to attend the away day Action: Bring the note / outcome of the away day to the August Board meeting.</p> | |
| <p>6. Policy sign off</p> <ul style="list-style-type: none"> Whistleblowing Policy <p>The Policy was discussed at the Internal Affairs Sub-committee and recommended amendments have since been incorporated where appropriate. The Board signed the Whistleblowing Policy off.</p> |  HwH-20 HwH Whistleblowing Poli |
| <p>7. Enter and View report sign off - none</p> | |
| <p>8. Service User Feedback on Supported Living Services Report 2018 Priya provided an overview of the project and subsequent report and the key themes that came out of the project. She then asked if Board had any questions or comments.</p> <p>Comments to note:</p> |  HwH-21 Service User Feedback on Si |

| | |
|---|--|
| <ul style="list-style-type: none"> - the date(s) the project was conducted to be added - maybe reference Personal Health Budgets - What checks can we do / can we follow up? We are in discussions with HCC as to what the follow up would look like and we would want to follow up to see how the recommendations were being implemented - Define/make explicit what the range of services provided for Supported Living Users are (define or provide a list) - Annex 1. Point 3. - could we raise with HCC that they haven't included the termination of the service within the Service Specification - Reflect back, via HCC to District Councils, the exceptional length of time users are waiting for repairs, this may reflect on the management of the process - perhaps a project management approach could be adopted by HCC <p>The Board thanked and congratulated Priya for such a wonderful piece of research and comprehensive report.</p> <p>The Board signed the report off subject to the above changes and additions being made.</p> | |
| <p>9. Finance</p> <ul style="list-style-type: none"> • End of year accounts 14months <p>Alan talked through the 14 month accounts. HwH has just closed a 14 month year. It is a difficult end of year position as it accounts for 14 months of costs against 12 months of revenue. The accounts are with the accountants and they have the date of the AGM. We are waiting to hear back from them.</p> <ul style="list-style-type: none"> • Budget for 2019-20 <p>The budget for 2019-20 has been updated to incorporate the costs for two further members of staff. A target of 25k has been set as a target for revenue generation.</p> |  HwH-22 Summary Accounts 2018 19 14  HwH-23 Summary accounts 2019 20.pc |
| <p>10. Overview of Signposting (October - March)</p> <p>Priya and Alice introduced and talked through the overview of signposting paper. The paper provides an overview of the intelligence collected through the signposting service as well as from the feedback centre from the website from over the last six months.</p> <p>It brings together the quantity and they type of intelligence we get from those different funtions. We use this information to inform research and engagement priorities.</p> <p>Within the signposting section, the data is driven by what is important to the public as the contact is unsolicited. The cases tend to be more complex and require a level of understanding of health and social care landscape that isn't always available to the public - which is where we add value.</p> <p>Alice talked through the numbers of contacts the main themes for the signposting sections. Priya talked through the comments made via the feedback centre.</p> <p>Within the feedback centre section, it is worth noting that the comments are specific to one service which is as a result of the way the data is collected - via solicited contact through the presence of a stall at the Hospital. Going forward we will be looking at getting a broader range of comments as well as trying to get comments to be less general and more meaningful.</p> <p>It was raised that the HwH signposting service is very often not as simple as signposting. The organisation deals with some very complex cases and individuals have often exhausted many other routes before contacting us.</p> |  HwH-24 Overview of Signposting Feeec |
| <p>11. Sub-groups and committees</p> <ul style="list-style-type: none"> a. Internal Affairs sub-committee - see note of the meeting. b. External Affairs sub-committee - see note of the meeting. c. Stakeholder Panel | |

| | |
|--|--|
| <p>A task and finish group was convened to explore the role of the stakeholder panel as part of HwH's governance. It was no longer functioning effectively but instead receiving information. Ion The task and finish group met and looked at this and felt strongly that there wan't a need now for the panel as more robust governance arrangements exist.</p> <p>The Board agreed to the disbanding of the stakeholder panel as part of the organisations governance arrangements.</p> <p>d. Comms task and finish group The comms task and finish group have had two meetings which focussed on finding out what we were doing in this area, how we were being measured in terms of success from the commissioners point of view and there was a recommendation to have some complementary indicators which the Board and Officer Team would like to see.</p> | |
| <p>12. Any other business including questions from the public</p> <p>HVCCG considered removing the phrase 'patient choice' from their constitution. HwH agreed to keep a watching brief on this.</p> | |
| <p>13. Closed Part 2 item - Visitors left the Board meeting.</p> | |

Next formal meeting of the Board: Monday 19th August 2019, 10am at Silver Court