

Healthwatch Hertfordshire Board Meeting  
10 a.m. on Monday 25<sup>th</sup> April 2016, at  
Douglas Tilbe House, Hall Grove, Welwyn Garden City, AL7 4PH

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

**Others:** Tom Barrasso (Policy and Partnerships Manager), Monika Brzozowska-Neroth (Resources Manger for Agenda item 7g), Nuray Ercan (Operational Manger, Minute taker), Caro Hart (Stakeholder Panel Chair arrived at 10:20am), Paul Regan (Communications & Liaison Officer, Tweeting), Keith Shephard (presenting on Agenda item 7e), Kristy Thakur (HCC Community Wellbeing Team), Priya Vaithilingam (Research and Information Officer for Agenda item 9)

**Apologies:** Marion Birch, Ruth Harrington, Michael Taylor

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

### 1. Welcome, apologies and register of interests

Michael welcomed everyone. Welcome to Tom Barrasso, Policy and Partnerships Manager. Apologies as above. No interests declared.

### 2. Minutes of 15<sup>th</sup> February 2016

The minutes were approved as an accurate record. Outstanding actions were highlighted. It is noted that Jean will attend the Strategy sub-committee for information.

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

Thanks were given to Officer team for their effort in preparing HwH for new ways of working.

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

Comment raised about the public's perception of HwH in its representative role and if there is an expectation that HwH comments on local health press news. Paul responded. Capacity issues will stop HwH from commenting on everything however work is being done to focus work in this area going forward and to raise public awareness.

Increasing HwH's position on National Policy to understand how this impacts on Hertfordshire at a local level. The strategy and this will make efforts more proactive.

### 4. Chair's update

**Commissioning Services in Cambridgeshire and the wider implications:** Royston services are commissioned by Cambridge and Peterborough CCG. The commissioning plan for older people's services collapsed and in collaboration with the CCG, CambsCC, HwCambs has organised a group to which HwH has been involved, represented by Michael. A learning event has been commissioned and will take place in May.

- **HCC Health Scrutiny of budget and post Francis follow up:** Recently participated. Concerns raised about quantity of information versus scrutiny of the topic. Impact of Public Health cuts was discussed and the impact of preventative services that HCC provide.  
*Action: Members who attended the last Scrutiny to consider how to take forward involvement in scrutiny and process and Priya to pull together a document to include points.*  
*Action: Michael and Geoff to meet with Seamus Quilty and Charles Weir to discuss points in document.*
- **ENHerts Trust. CQC inspection and Involvement Committee:** Achieved a rating of required improvement. The Trust is establishing an action plan to take forward the recommendations and setting up a body to monitor this.

- **Mental Health in Hertfordshire workshop:** Attended my Michael, Jean and Monika. Follow up to the presentation organised by Public Health last year on the economy of Mental Health in Hertfordshire. It indicates the continued involvement of Public Health identifying mental health as a main service area to be provided.

## 5 Health and Wellbeing Board update:

The Health and Wellbeing Board has produced its draft strategy 2016-20 which has gone out for consultation. Board agreed to convene an open Strategy sub-committee meeting to put a response together.

Action: Nuray to arrange a Strategy sub-committee meeting for Board to discuss a response to the Health and wellbeing Strategy 2016-20 consultation document.

## 6 AGM - Date to be decided

The AGM must be before the end of October. Two options put to Board: smaller meeting can be accommodated sooner, in July. A bigger event with speakers will take more resource and planning and could be arranged for September/October. After discussion it was decided that a bigger event later in the year was preferred and the AGM to take place at the same time or at the end of a Board meeting sooner.

Action: Michael asked Paul, Communications Officer to develop and progress arrangements for the event and AGM.

## 7 Sub-groups and committees

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

Jean thanked Nuray for her help and welcomed Tom to the SWG.

### b. Enter and View (QISC)

- The main update has been detailed in the Chief Executive's update paper.
- The Enter and View Halcyon Days Care Home and Greenbanks Care Home reports have been circulated for sign off. Board noted and approved the reports.
- Meg will be writing an overview report on key themes from Enter and View Visits to this provider.

### c. Transport - no update

### d. Representation sub-committee - Geoff talked to the paper circulated in Michael's absence.

Board was asked to approve the following recommendations:

1. HCT Equality and Engagement Forum - Jane
2. East and North Herts CCG Patient Network Quality - Jane / Priya
3. Social care co-production Board - Geoff

Board approved the above recommendations.

Date for the diary: The representative's get together will take place at Beales Hotel on Friday 8<sup>th</sup> July from 12pm.

### e. Strategy sub-committee - Please refer to paper circulated for more detail.

Brian and Keith presented the update paper circulated with the agenda papers. Board leads were agreed for the following priority areas within the Operational Plan: 'Social Care: Assessing the big picture' - Mel Wood, 'Our approach to using volunteers' - Sue Reeve, 'Exploring a more commercial approach' - Steven Palmer. Geoff and Michael confirmed that Board leads would now be sought for the following priority areas: 'Giving Young people a say', 'Transgender services and Giving voice to seldom heard and disadvantaged groups' (Eastern European Project in 2016-17).

Action: Caro to seek a lead for 'Giving voice to seldom heard and disadvantaged groups' strand of work at the next Stakeholder Panel meeting in June.

Brian thanked Keith for his contribution to the Strategy sub-committee, strategy document and operational plan and Keith thanked the Strategy sub-committee for their support.

Board agreed and adopted the principles set out on page 4 of the paper as the HwH approach to any emerging models in the county regarding a) devolution b) NHS 'footprint' areas.

**f. Stakeholder Panel** - The meeting in March did not take place however Caro, Paul and Tom have recently met to discuss flow of information into the SP and out again and how this fits into the work of HwH. Aim to treble the active membership over the next year. Considering creating an online resource using moodle for the SP members. The next meeting of the SP is on 10<sup>th</sup> June.

**g. Finance update - budgets and minutes were circulated prior to the meeting.** Steven and Monika invited questions. [The Treasurers report was noted and agreed.](#)

**8. AOB incl. questions from the public**

**Part 2 (Closed)**

**9. Comments and Complaints update: The paper is confidential due to potentially identifying organisations and individuals.**

Priya introduced the paper and invited questions.

**Next meeting: Monday 20th June 2016, 10am at Douglas Tilbe House**