

**Healthwatch Hertfordshire Board Meeting  
10am on Tuesday 23<sup>rd</sup> November 2021,  
Virtually via Zoom**

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

<b>Board Members:</b> Eve Atkins, Alan Bellinger (Substitute Chair), Alex Booth, Meg Carter, Brenda Davies, Brian Gunson, Jan Taylor, Jayne Taylor, Michael Taylor, Neil Tester
<b>Executive Team:</b> Geoff Brown (Chief Executive), Nuray Ercan (Head of Governance and Operations),
<b>Visitors/others:</b> Christiana Ashare (Viewpoint), Joy Hale (ENH CCG)
<b>Apologies:</b> Leslie Billy (Viewpoint), Susan Ebanyat (HCC Commissioner), Sundera Kumara-Moorthy, Ted Maddex (HCC Commissioner), Ramone Nurse, Steve Palmer (Chair), Priya Vaithilingam (Head of Research and Engagement)

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

Alan welcomed everyone present. Nuray communicated apologies, as above. Alan reminded everyone that it is important to declare any personal and/or professional interests. Newly elected Trustees introduced themselves.

### 2. Minutes of 24<sup>th</sup> August 2021 and outstanding actions

The minutes were approved as an accurate record bar a typo under financial section which will be amended. The outstanding actions tracker was reviewed.

### 3. Chair's update

In Steve's absence Geoff highlighted points from his Chair's updates recently:

- Pressures on the system, long term sustainability of services eg. access to general practice and dentistry. Likely to be a tough winter ahead. We will be making commissioners and providers aware of the challenges, and getting messages out to the public on how best to access services will be a key focus for us.
- Our role in helping the system to work more effectively together.
- Concerns about vaccination of NHS staff and the impact.
- Linked to our recent scrutiny presentation, there is variation within services particularly within primary care and GP practices. It is key to encourage a broad range of views; Steve wrote a quote for the follow up to the Scrutiny and his message focused on this point.
- Re West Herts Hospital Trust redevelopment - has been featured in the HSJ. Meg updated that there has been a major delay in all the hospital redevelopment programmes and is not clear what the way forward will be currently. Jayne added that the multisorey car park has been commissioned and will be in use in the New Year.

### 4. Chief Executives update

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

Geoff updated that our contract has been extended until March 2023 with the same level of funding. It is a variation of the current contract and cites two specific activities: to conduct an Enter and View programme when possible and refers to social care co-production work.

Nuray introduced the various documents which report up to the end of June 2021. It has been a busy quarter. All measures within the Voice contract are green. Geoff has attended over 70 holding to account meetings, there are twelve projects being undertaken, signposting is busy as well as lots of communications activity taken place as per the report.

Nuray and Geoff responded to questions about the monitoring return.

Compliments were received about the quality of the information on the website.

Geoff updated that there have been a number of opportunities over the past quarter for HwH to work with the NHS/organisations and patients, these include:

- The Community Assembly which we chaired took place and looks to help build a shared ownership health and community issues
- Spoke at the National Patient Involvement Conference re Digital Exclusion and focussed on what the NHS can do to address this area.
- We chaired a meeting organised by the CCGs, between GPs and patients to explore issues around improving access to general practice
- We were witnesses at scrutiny looking at general practice and this afternoon will be speaking at scrutiny looking at the recovery for BAME communities after the pandemic
- South West Herts Care Partnership has invited us to talk about coproduction
- Improving race and ethnic equality in local healthcare

In Priya's absence Geoff reiterated messages contained in the launch email updating Board re this work:

- Thanked Board for their support and responses
- The project has been handled with a lot of sensitivity and acknowledges the complexity involved e.g. importance of HwH being independent, complexity around identity and race, working with multiple partners across different sectors, and with a different community focus. With this in mind, our involvement of key stakeholders in advisory roles has been crucial, as well building new relationships and maintain existing ones.
- There has been a lot of positivity towards the project and support from the community sector, NHS, Public Health, already which is great.

#### 5. Office relocation update

Nuray updated Board against the plans presented at the last Board meeting.

- **Premises:** Geoff circulated a paper that outlined premises that we had viewed. We have received a contract from Kings Court, Stevenage, our preferred option and this has been reviewed by our solicitors. We will be signing this shortly with a view of starting our contract with them from December.
- **Digitalisation of paper records:** All paperwork and personnel files have been digitised. Paperwork, sensitive or otherwise will be confidentially shredded.
- **Server and SharePoint:** We have been working with our IT provider to move us from the server to the cloud. This work is being done this Friday. In response to Neil's query re around the confidential data held on the server its disposal, Nuray confirmed that the server unit will be disposed via a commercial waste company. Additionally we have received advice to dismantle drives and deface these.
- **Telephony:** We are talking through options with our telephone provider - an update to follow.
- **Storage unit:** We have conducted an inventory and identified what we will need to keep. We are now contacting various charities and organisations to ensure that any unwanted/extra furniture/equipment can be donated and re-used. The short term plan is to downsize the storage unit. It was noted to contact recycling charities such as Emmaus.

[Action: Arrange an open morning for Board to see the new offices in the New Year.](#)

#### 6. Policy sign off - none at this time

#### 7. Report Sign off - none at this time

#### 8. Finance

Alan gave an overview of the budget and confirmed that the financial position looks good. The figures show the accounts up to the second quarter, end of September. It shows actuals and forecast to the year end.

Under non-staff costs and rent we will need to factor in an overlap of rent on the new premises costs.

#### 9. Board Advisory Committee

Alan updated that the committee focussed on discussed holding to account themes and the demand on services: primary care, dental health, ICS, social care, WHHT and PAH. The committee also heard about

the tremendous performance of the research, enagement and comms activity including various inequality strands.

Regarding the point that Kumar raised re HPFT - Eve and Geoff updated that we have acted on this point.

#### **10. Meeting schedule for 2022**

Nuray presented the draft schedule for meetings in 2022. Board confirmed that these should be taken forward and noted by Trustees.

Geoff updated that Board had agreed the following model - Board and Committee meetings will continue to be held virtually to encourage public attendance and strategy and away days will be face to face. Alice is co-ordinating a Board social which will also be held in person. If people have any hesitation or uncomfortable meeting in person let us know as this is not a requirement.

#### **11. Any other business including questions from the public - none**

Jayne updated on the approach to mandatory vaccination of staff. The consultation has now closed and all health are going to have to be vaccinated before ther beginning of April. They are hoping that this will encourage people to come forward to have their vaccines who have not so far. Hospitals a waiting to understand what is meant by 'front line' staff.

#### **12. Speakers from the Integrated Care System (ICS) - plans, progress and challenges:**

- Rt Hon Paul Burstow, Independent Chair of Hertfordshire and West Essex ICS, Chair Designate, Integrated Care Board
- Beverley Flowers, Director of Integration and Systems Transformation, Hertfordshire and West Essex ICS

Paul Burstow and Beverley Flowers talked to a powerpoint presentation (please see separate document).

Alan thanked Paul and Beverley for their excellent presentation and for answering Board's questions.

**Next formal meeting of the Board: TBC**