

Healthwatch Hertfordshire Board meeting  
12pm on Monday 16<sup>th</sup> June 2014, at

Rhodes Art Centre, 1-3 South Road, Bishop's Stortford, CM23 3JG

**Present:** Marion Birch, Geoff Brown, Michael Downing, Nuray Ercan (Minutes), Brian Gunson, Valerie Harrison, Sundera Kumara-Moorthy, Bernard Lloyd, Michael Taylor, Sarah Wren (Chairman)

**Apologies:** Meg Carter, Errol John, Martyn Macphee, Joan Manning, Sue Reeve

**Public:** Andrew Mabey

### **8. Feedback centre and website development**

HwH would like to make the HwH website more interactive and useful to the public as well as enabling HwH to gather views and experiences of services from local communities. Jenny has recently attended a system demonstration given by Social Media Partnership and thought it was really impressive as it would extend HwH's reach whilst also making it easier for people to give their comments. There are three elements to the system: the actual website, the ability to conduct data mining, and also the use of a widget for use on partner's websites. It can lead to income generation as it promotes partnership working. HwBirmingham and Hws in the South West are already using it, are extremely impressed and have had no problem recruiting partners to sign up to use the widget and sharing the purchase cost. Jenny handed out an outline of the proposal and asked for Boards feedback.

[The Board agreed to go ahead with the purchase in principle.](#)

### **10. Chairman's verbal update**

Sarah informed the Board that the HWB' Board Development session was cancelled. There is a new Chair of Overview and Scrutiny.

Sarah and Geoff went to the new treatment centre, previously known as the Surgicentre. The treatment centre is redeveloping but they are still suffering from many GPs failing to commission their services.

Sarah has met with Collette Wyatt-Lowe and Cllr. Richard Roberts to discuss HwH's responsibility to report issues around adult care and children's services and vice versa.

Sarah will attend a HWB Board meeting later in the week and on the agenda is the Better Care Fund and looking at the overall HWB Board's strategy.

### **11. Questions on the Chief Executive's update**

There is a new format for the report. It is more thematic in its approach and provides more context for why activities are being taken up.

## **12. Initial report on work looking at access to GP's in Bishop's Stortford area**

Sarah congratulated the team for all their work over the last month. A great deal of work has been done to respond to feedback HwH has been getting about obtaining GP appointments. The team decided to focus on the Stort Valley and villages' area for this piece of work because it was the area HwH heard the most from. The team has surveyed as many people as possible about GP access in various locations around the town at various times of the day/week to enable the widest involvement. The survey was also available online. In total nearly 1,000 people have been surveyed. In addition the team are conducting focus groups to get more information from harder to reach groups. The surveys are currently being inputted and will be analysed to form a report with recommendations by early August. Early findings are outlined in the paper Jenny distributed. It was proposed that NHS England is invited to a meeting to hear the findings and ask what they will do to help HwH ensure that action results. Also a letter to be sent to every GP surgery and pharmacy to ask that they assess themselves against the results of HwH's findings.

## **13. Reports from sub-groups/committees**

- a. MHLD SWG update - [see Chief Executive's update](#)
- b. Enter and View update - [please see agenda item 3](#)
- c. Transport update - [information embargoed at present](#)
- d. Representation update

Geoff thanked the representation group for their work. There are a number of locality CCG groups which HwH needs representation on and Board were asked to consider whether they would like to offer themselves as potential representatives for the positions available.

It was recommended by the representation subcommittee that Joan Manning be offered the opportunity to represent HwH on areas of opportunity around nutrition/diet to utilise her extensive skills in this area. It was also recommended that Bernard Lloyd should represent HwH on HVCCG Board for the next year. [Board agreed & signed off on the above two points.](#)

Further actions need addressing in relation to WHHT, HPFT representation which Geoff will discuss with the representation group and then send an email to the board later to update everybody.

- e. Stakeholder Panel - will be communicated via email

## **9. AOB and questions from the public**

Sarah welcomed Andrew to the meeting. Andrew has attended primarily as an interested member of the public but also because he works for Monitor. Monitor has a duty to protect and promote the interest of patients so a lot of the work Monitor is involved in is around meaningful engagement with patients. Opportunities for future joint work will be considered by the officer team.

**Date and time of next meeting: Monday 18<sup>th</sup> August 2014, 10am-1pm, Waltham Cross TBA**