


**Healthwatch Hertfordshire General Meeting**  
**9:45am on Monday 20<sup>th</sup> August 2018 at**  
**1 Silver Court, Watchmead, Welwyn Garden City, AL7 1LT**

**Please note:** It will be assumed that reports will have been read prior to the meeting. Reports from subcommittees will only be taken as written reports and treated as items to note unless there is something specific to be agreed.





**General Meeting**

1	9:45	Welcome and apologies		Steve	
2	9:50	Re-election of Trustees:		Geoff	 <b>Nomination of Candidates for Re-e</b>
		<ul style="list-style-type: none"> <li>• Virginia Kirri-Songhurst</li> <li>• Steve Palmer</li> </ul>			

**Healthwatch Hertfordshire Board Meeting**  
**10am on Monday 20<sup>th</sup> August 2018 at**  
**1 Silver Court, Watchmead, Welwyn Garden City, AL7 1LT**

**Please note:** It will be assumed that reports will have been read prior to the meeting. Reports from subcommittees will only be taken as written reports and treated as items to note unless there is something specific to be agreed.

**Part 1 agenda (PUBLIC)**

1	10:00	Welcome, apologies, register of interests		Steve	
2	10:05	Minutes of 21 <sup>st</sup> May 2018 & outstanding actions	*Sign off*	Steve	 HwH-35 Board Meeting Minutes 21  HwH Outstanding Actions 01.08.2018.c
3	10:15	Chair's Update	Information	Steve	 HwH-49 Chairs report 20.08.2018.dc
4	10:25	Chief Executive's update including monitoring return & compliments	Information	Geoff	 HwH-37 Voice Contract Performanc



HwH-38 Contract monitoring Projects



HwH-39 PIR Quarter 1 July 2018 Return F



HwH-40 Compliments Apr-Ju

5	10:35	Policy sign off <ul style="list-style-type: none"> <li>Customer Care Standards</li> <li>Finance Procedures manual (Standing Instructions)</li> </ul>	*Sign off*	Geoff	HwH-41 Customer Care Standard - Mak HwH-42 Finance procedures manual
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6	10:40	Research Reports: <ul style="list-style-type: none"> <li>HwH Qualitative Review of Complaints Handling 2018</li> <li>Accessing GP services: Stockwell Lodge Medical Centre</li> </ul>	*Sign off*	Priya	HwH-43 WHHT Qualitative Review c HwH-44 Stockwell Lodge Accessing GP
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7	10:50	Enter and View Report sign off - none	*Sign off*	Meg	None
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8	11:00	Finance <ul style="list-style-type: none"> <li>Election of Treasurer - Alan Bellinger</li> </ul>	*Sign off*	Steve	HwH-45 Mgt accounts summary 2
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9	11:10	Away day	Agreement	Barbara	HwH-46 VB Board Away Day 2018.docx
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10 Sub-groups and Committees - [Items are to note and provide an opportunity for members to ask any questions in relation to papers provided](#)

a.	11:20	Internal Affairs sub-committee	Information / sign off	Geoff & relevant Board members	HwH-47 Internal Affairs Subcommittee HwH-48 Risk Log DRAFT v2.docx
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b.	11:25	External Affairs sub-committee	Information / sign off	Geoff and relevant Board members	Verbal
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20.08.2018

HwH-36

c.	11:30	Learning Disability Service Watch Group	Information	Barbara	Please refer to Contract Monitoring - Projects and Activities doc
d.	11:35	Sensory and Physical Disability Service Watch Group	Information	Paul	No update
e.	11:40	Stakeholder Panel	Information	Paul/Steve/Kevin	Verbal update
11	11:45	Any Other Business including questions from the public			

### Part 2 Agenda (Closed)

12	11:50	<ul style="list-style-type: none"><li>• Human Resources</li><li>• Contingency planning</li><li>• Finance and resources</li><li>• Representation review</li><li>• Project management</li></ul>	Information  *Sign off*	Geoff	Papers will be circulated via email by Geoff
13	12:30	Lunch and GDPR briefing	Briefing Trustees about responsibilities re GDPR	Priya / Nuray	

Next meeting date: - 19<sup>th</sup> November 2018

If you would like to see any papers embedded within this agenda please email: [info@healthwatchhertfordshire.co.uk](mailto:info@healthwatchhertfordshire.co.uk) stating the meeting date, agenda item, and paper number and we will have these sent to you.