

















Healthwatch Hertfordshire Board Meeting
10am on Monday 19th August 2019, at
Silver Court, Watchmead, Welwyn Garden City, AL7 1LT

Board Members: Eve Atkins, Meg Carter, Brian Gunson, Sundera Kumara-Moorthy, Carol O'Brien, Steven Palmer (Chair), Jayne Taylor, Michael Taylor (arrived 11:05)	
Executive Team: Geoff Brown (Chief Executive), Nuray Ercan (Head of Governance and Operations, Minute taker), Priya Vaithilingam (Head of Research and Engagement)	
Visitors/others: Leslie Billy (Viewpoint)	
Apologies: Alan Bellinger, Maryrose Brennan, Virginia Kirri-Songhurst	
<p>1. Welcome, apologies and register of interests Steve welcomed everyone present.</p> <p>Apologies as above.</p> <p>Meg informed the Board that she now the Joint Chair of PPG at Manor Street Practice in Berkhamstead.</p> <p>Action: Nuray to update the Register of Interests document.</p>	 HwH-CID-01 Conflict of Interest I
<p>2. Minutes of 13th May and outstanding actions The minutes were approved as an accurate record.</p> <p>Matters arising - West Herts Hospital Trust Redevelopment: The Trust submitted a bid within the time that they intended to. We have been asked for a meeting to look at next steps and Healthwatch's function and role in the interim.</p>	 HwH-30 Board minutes 13.05.2019E  HwH-SD-009 Outstanding Action
<p>3. Chief Executive's update Monitoring return, voice contract monitoring & compliments Geoff introduced the various documents and highlighted that it was a very busy quarter.</p> <p>It was suggested that signposting data / time is plotted on a graph over a 3 year period.</p> <p>Reasons for why signposting in quarter 1 is consistently higher than any other quarters were explored. Suggestions included: service changes, events falling in this period raising our profile and renewal/setting of NHS budgets.</p> <p>Action: Paul to gather missing website and social media data for Quarter 1 and circulate this to Board.</p> <p>Commissioners are happy with delivery and with what we are achieving.</p> <p>Geoff updated the Board on the following meetings from the period:</p> <ul style="list-style-type: none"> - East of England Ambulance Trust - very open about the challenges faced by the Trust and improvement plans have been put in place. Patient Transport issue discussed whereby the current funding of the service would not be sustainable in the long term - Public Meeting Urgent Care Centre overnight closure at QE2- Geoff facilitated this meeting. The process of engagement ends on 4th September. 	 HwH-32 PIR Quarter 1 July Return 2019Fi  HwH-33 Contract Monitoring Projects  HwH-34 Voice Contract Performance  HwH-35 Compliments Apr-Ju
<p>4. Chair's update Attended the two day Mount Vernon options panel. There are two main recommendations: to find a partner organisation for delivery and that it needs to be on</p>	

<p>a site that has access to accident and emergency service. The implementation of these will be a challenge.</p> <p>The leader of HCC has written to the government regarding Public Health funding.</p>	
<p>5. Finance In Alan's absence Geoff presented on the budget. He explained that the managements accounts were re-circulated as there were a few incorrect figures in the original.</p>	 HwH-36 Management Accou
<p>6. Policy sign off - none</p>	
<p>7. Enter and View report sign off - none</p>	
<p>8. Volunteer review update We have conducted a review the Community Ambassador Pilot. Community Ambassadors and Lead Volunteer Officers were all asked for their feedback and a report has been written by Alice for operational use. The paper brought to Board is for information and highlights the recommendations that have come from this report, which the Executive Team will assess and implement as appropriate.</p> <p>Board expressed the importance for regular review and were positive.</p> <p>The Volunteer celebration event was also discussed and Board also encouraged a review of the outcomes and effectiveness of this event.</p>	 HwH-37 Volunteer Review update 19.08
<p>9. Highlights from the Year: 2018/19 Contract Monitoring Data The document circulated is various contract monitoring data collated for the past year. This is a culmination of data from quarters 1 through to 4, 2018-19 which Alice has pulled together into one document. Where appropriate data has been represented in pie charts.</p> <p>Following discussion about signposting and continuing care Board requested a speaker. Action: To seek a speaker to give information about Continuing Health Care.</p> <p>The Board thanked the team for such an informative report.</p>	 HwH-38 Highlights from the Year 2018/19
<p>10. Dual Diagnosis Report Priya introduced the report as being a product from a piece of work which spans 2015 - 2018. A report was drafted in 2018 and Priya and Annabel have since edited the report and brought it up to date, with a hope that it can be published. Annabel further explained that the research was split into three main phases: 1. Gathering feedback, 2. Holding the services to account and 3. Monitoring the commitments.</p> <p>We have also followed up on asking for an update on training and awareness of staff on dual diagnosis. We have received a positive response but it will need further clarification for it to be incorporated into the report. Action: It was agreed that HPFT's response would be added to the report before being published.</p> <p>The meeting discussed the response from HPFT and would have liked to have seen the response from the Trust to include measurable changes using quantifiable data and requested that Geoff/Steve explore this at their next meeting with them. Action: Geoff to raise the report and ask for detail around training and awareness again at the next holding to account meeting with HPFT.</p>	 HwH-39 Dual Diagnosis Report V4

<p>Action: To raise the question about adolescent dual diagnosis provision at the next HCC Children and Young Peoples Services meeting.</p> <p>Board thanked Eve for championing the piece of work and also congratulated Priya and Annabel for such a well written report. Board signed the report off.</p>	
<p>11. Sub-groups and committees</p> <p>a. Internal Affairs sub-committee - see note of the meeting. The Business Continuity Plan has been updated to include feedback from the Internal Affairs sub-committee. It was noted that the Board signed the Business Continuity Plan off.</p> <p>b. External Affairs sub-committee - see note of the meeting.</p>	 HwH-40 Internal Affairs sub-committe  HwH-41 Business Continuity Plan 19.0  HwH-42 External Affairs SC Minutes 7  HwH-43 External Facing Projects Upd
<p>12. Any other business including questions from the public Eve rasied a concern about the feedback on the feedback centre being quite outdated. Also concerned about a 1 star rating which she will email Priya about.</p>	
<p>13. Closed Part 2 item - Visitors left the Board meeting.</p>	
<p>14. Population Health - Jim McManus, Director of Public Health at Hertfordshire County Council</p> <p>The Board noted their thanks to Jim for an informative presentation.</p>	 Population Health Management Slides

Next formal meeting of the Board: Monday 11th November 2019, 10am at Silver Court