









**Healthwatch Hertfordshire Board Meeting
10:00am on Monday 11th November 2019 at
1 Silver Court, Watchmead, Welwyn Garden City, Hertfordshire, 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	 HwH-CID-01 Conflict of Interest I
2	10:05	Minutes of 19 th August 2019 & outstanding actions	*Sign off*	Steve	 HwH-44 Board minutes 19.08.2019  HwH-SD-009 Outstanding Action
3	10:15	Chief Executive's update including: <ul style="list-style-type: none"> Voice Contract including monitoring return and compliments 	Information	Geoff	 HwH-46 Voice Contract Performanc  HwH-47 Contract monitoring Projects  HwH-48 PIR Quarter 2 Oct Return 2019.xl  HwH-49 Compliments July-Se
4	10:25	Chair's Update	Information	Steve	Verbal
5	10:35	Policy sign off <ul style="list-style-type: none"> Equality & Diversity 	*Sign off*	Geoff	 HwH-50 Equality and Diversity Policy I
6	10:45	Enter and View Report sign off			None
10.10.2019			1		A.Lovell

11.11.2019

HwH-45

7 10:45 Finance

Sign off

Alan



HwH-51
Management Accou

8 11:00 Remembrance Day - 2 Minute
Silence

Break

9 11:10 Signposting Half-Yearly Update

Information

Priya



HwH-52
Signposting Board F

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. 11:50 Internal Affairs sub-committee

Information

Geoff &
relevant
Board
members



HwH-53 Internal
Affairs sub-committ

b. 12:00 External Affairs sub-committee
- External projects update

Information

Geoff and
relevant
Board
members



HwH-54 External
Affairs SC Minutes 2



HwH-55 External
Facing Projects Upd

c. 12:10 Consider the recommendation to
merge the Sub-Committees in 2020

Sign off

11 12:10 Any Other Business including
questions from the public

Part 2 Agenda (Closed)

12 12:15 Chair's Update

13 12:25 HR

14 12:35 Lunch

1pm Close

Next meeting date: TBA (Board Schedule for 2020 is currently being decided)

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

10.10.2019

2

A.Lovell