

Healthwatch Hertfordshire Board Meeting
10 a.m. on Monday 20th June 2016, at
Douglas Tilbe House, Hall Grove, Welwyn Garden City, AL7 4PH

Present: Michael Downing (Chair), Geoff Brown (Chief Executive), Jean Brown, Virginia Kirri-Songhurst, Sundera Kumara-Moorthy, Steven Palmer, Michael Taylor (arrived at 10:35am)

Others: Tom Barrasso (Policy and Partnerships Manager for Agend item 5), Jane Brown (Quality Manager for Agenda item 13), Monika Brzozowska-Neroth (Resources Manger for Agenda item 7g & 8), Nuray Ercan (Operational Manger, Minute taker), Marc Davis (Director of Pathways and Partnerships, The Princess Alexandra Hospital Trust for Agenda item 14), Carolyn Gale (HCC Community Wellbeing Team), Caro Hart (Stakeholder Panel Chair arrived at 10:25am), Paul Regan (Communications & Liaison Officer, Tweeting), Kristy Thakur (HCC Community Wellbeing Team), Priya Vaithilingam (Research and Information Officer for Agenda item 9)

Apologies: Meg Carter, Brian Gunson

These minutes are the formal record for the Board of decisions made.

1. Welcome, apologies and register of interests

Michael welcomed everyone and informed everyone that Mel has regretfully resigned from the Board as he is moving away. Michael has also recently been in communication with Marion who has also resigned. Recruitment plans are underway with interviews taking place on 16th & 17th August and members appointed at the AGM, which will take place on 23rd September. The AGMs theme will be research and complaints, launching the report.

Apologies as above. No interests declared.

2. Minutes of 25th April 2016

The minutes were approved as an accurate record. Outstanding actions were highlighted. It is noted that Jean will attend the Strategy sub-committee for information.

3. Chief Executive's update - the report was circulated prior to the meeting.

Geoff invited Board's questions on the Chief Executive's update.

Concern raised about 111 procurement nationally and asked if Healthwatch England had focussed on this. Geoff will liaise with Priya on this.

Geoff explained that Cambridge and Peterborough CCG commissioned an new model for older people and community services which was a very ambitious integration model. The contract was run by Addenbrooke's working with MH Trust in Cambs which failed and withdrew from the contract. Reviews to analyse the collapse have taken place.

Action: Geoff to circulate information and review reports to Board.

It was noted that HwH would keep a watching brief on Barnet and Chase Farms redevelopment through regular meetings and representatives.

Re working with other Hw and resolving differences, Geoff confirmed that there is a local protocol which addresses the management of crossborder issues. In addition there are conversations focussing on this and there would normally be an agreement made between Hw to identify which would take a lead on cross boarder issues/projects.

4. Chair's update

- **Healthwatch England Conference:** Attended on 9/10th June in Nottingham with Geoff and Tom. There were good quality discussions in smaller groups. Hw around the country are developing well. HwH is generally well advanced.
- **Health and Wellbeing Board:** Meeting attended last week which addressed its strategy renew, YCYF and the Better Care Fund. A development day is planned for later in June.
- **Cambridgeshire Older Peoples' Services Commissioning:** As above under Chief Execs update.
- **East and North Herts Trust Board:** Now receives notice of meetings. When meeting the new Chair next month will explore how HwH can have a voice at the Board.
- **West Herts Trust meet with the Chair:** Recently met with the new Chair, Prof. Steve Barnett.
- **Board recruitment:** As discussed under Agenda Item 1. Jean informed the Board that she will be relocating to London in the summer and Board may want to recruit to this vacancy also. Michael responded that she will be sorely missed and was instrumental in leading the development from LINK to Healthwatch.

Action: Vacancy person specification to be circulated to Board

5 Annual Report

Tom introduced the item and spoke to the outline circulated. Approval was sought for the structure/content and asked how Board would like to be represented within the annual report. It was agreed that the annual report will be sent to Board on Monday 27th June for comments and sign off by 28th June. The Board gave delegated powers to Michael as Chair to make decisions where there may be a difference in opinion. If possible an easy read version to be put together later.

Action: Tom to circulate the annual report to Board on 27th June for comments and sign off by 28th June.

6. Governance documents: Geoff talked to the following documents:

1. **Persons of significant control:** Legal advice has been taken and a statement, the document circulated, has been drafted to reflect legislative changes. Board approved the document.
2. **Standing instructions:** Have been revisited in the light of changes in the organisation. Geoff highlighted the Trustees Code of Conduct section. New financial procedures are being produced and the Standing Instructions will be revised to reflect the new procedures when agreed. Financial procedures will be provided separately for Board sign off and incorporation. It is proposed that the revised Standing Instructions are worked to and Board to raise any comments on them via email to Nuray and Geoff.
3. **Scheme of delegation:** Updated to reflect new sub-committees. Will be updated to reflect new financial procedures.

Board signed off the above documents in principal and agreed to raise any comments via email.

7 Sub-groups and committees

a. MHLD SWG - the report at the meeting.

Jean and Sue raised the issue of cuts affecting carers and people with learning disabilities that Roma Mills from Carers in Herts has raised awareness of due to a letter being sent to CinH members. 2.2 million reduction to in house day services. Board were concerned that there was a lack of consultation or communication about this.

Action: Michael to write to HCS to raise concerns about the impact of the cuts to services and lack of consultation.

b. Enter and View (QISC) - The update has been detailed in the Chief Executive's update paper.

c. Transport - no update - Monika's activity is detailed in the Chief Executive's update paper.

d. Representation sub-committee - Michael talked to the paper circulated.

Board was asked to approve the following recommendations:

1. Welwyn & Hatfield Locality CCG Group - Chris Kitchin
2. North Herts Dementia Alliance - Tom
3. Carers Performance and Planning Group - Tom
4. CQC NHS external co-production group - Virginia
6. Luton and Dunstable University Hospital NHS Foundation Trust Patient and Public Participation Group - Tom to represent if appropriate
7. W3R Dementia Action Alliance - Virginia

Board approved the above recommendations.

Date for the diary: The representative's get together will take place at Beales Hotel on Friday 8th July from 12:30pm.

e. Strategy sub-committee - Please refer to paper circulated for more detail.

f. Stakeholder Panel - Caro updated Board. Graham Phillips gave a presentation on the role pharmacies play within communities at the last SP meeting. The SP recommends that HwH take a watching brief of the services that are commissioned in this area. Also heard from Priya on the complaints project.

g. Finance update - budgets and minutes were circulated prior to the meeting.
Steven and Monika invited questions. [The Treasurers report was noted and agreed.](#)

8. Eastern European project update

Geoff introduced the paper. Monika has done lots of work with the Uni of Herts to progress the project and anticipates the first phase to commence in July. The project is moving from the planning to the active phase. Board thanked Monika for her work on the project.

9. Dental Access Report - Please refer to the paper circulated for more detail.

Priya introduced the report, highlighting the objectives, methodology, outcomes, resulting recommendations and next steps. Feema, PH has put forward a proposal to QISC to include the Enter and View Programme going forward. She invited questions. Board were very positive and thanked Priya for her work on the project.

[Board formally agreed the recommendations.](#)

10. AOB incl. questions from the public

Two comments noted via Twitter:

- Re HCS cuts - member really concerned about day services, really important for her son and feels that he already doesn't spend much time there
- Re Pharmacy - Graham Phillips has sent a link to the PSNC Community pharmacy in 2016/17 and beyond document - available upon request.

14. Speaker session: Mark Davis, Director of Pathways and Partnerships, The Princess Alexandra Hospital NHS Trust - Development of Care Models in East Herts and West Essex - [Powerpoint presentation available upon request.](#)

Next meeting: Monday 15th August 2016, 10am at Douglas Tilbe House