

Healthwatch Hertfordshire Board Meeting
10 a.m. on Monday 15th May 2017, at
Douglas Tilbe House, Hall Grove, Welwyn Garden City, AL7 4PH

Board Members: Eve Atkins, Alan Bellinger, Meg Carter, Michael Downing (Chair), Brian Gunson, Virginia Kirri-Songhurst, Sundera Kumara-Moorthy, Steven Palmer, Mike Pym (left at 10:40am), Barbara Suggitt, Michael Taylor

Executive Team: Tom Barrasso (Policy & Partnerships Manager for agenda item 2), Geoff Brown (Chief Executive), Monika Brzozowska-Neroth (Resources Manager for Agenda item 8h), Nuray Ercan (Operational Manger, Minute taker), Paul Regan (Communication and Liaison Officer, for agenda item 8j & Tweeting)

Visitors: Roger Beeching, Helen Clothier, Natalie Rotherham (Head of Scrutiny Hertfordshire County Council for Agenda Item 2), Kristy Thakur (HCC Community Wellbeing Team - left at noon),

Apologies: Mobeena Khan

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

It is noted that Healthwatch Hertfordshire Board meetings will be Tweeted live.

1. Welcome, apologies, register of interests

Michael welcomed everyone. Apologies as above. No interests declared.

2. Scrutiny and working in partnership, Natalie Rotherham, Head of Scrutiny, Hertfordshire County Council

Natalie gave an overview of scrunity, how Hertfordshire County Council operates scrutiny specifically and then explore how the relationship between Healthwatch Hertfordshire can be strengthened.



HWH Scrutiny
Presentation May 20

Questions to Natalie included the following:

Q: How do you decide what issues to take on?

A: Mainly members bring issues to the Committee, who then decide if it should go on the work programme and whether it is a topic group, or a lunchtime seminar might be requested to gain more information.

Q: Is there parity of esteem between scrutiny functions and executive functions?

A: Approximately 90% of recommendations are accepted and implemented. The Executive report that comes back from the recommendations (from a topic group or a scrutiny) does look at issues very carefully. Rarely are the recommendations turned down.

Q: Is the topic group the beginning of the process?

A: It is a self contained activity, it gathers its evidence, comes to its conclusins, and makes its recommendations within the day. The report is then published which then goes to the Executive memebers for a response within two months. Six months after the scrutiny, it looks at whether the recommendations have been implemented and what the outcome is.

Q: The issue for scrutiny could be about services delivered by a third party/external organisations - how does scrutiny get outcomes from these?

A: In that instance scrutiny would be looking at the quality of the witnesses being heard. If leading players nationally and regionally can be brought along to provide evidence to support the scrutiny of the issue which can provide a further spotlight.

Q: How would Healthwatch Hertfordshire bring issues to Scrutiny?

A: It would be good if the regular meetings between the Chair of Healthwatch Hertfordshire and Chair of Health Scrutiny could also involve the Chair of Overview and Scrutiny. These issues could be brought forward by the Chair of Healthwatch at these meetings.

3. Minutes of 15th February 2017 & outstanding actions

The minutes were approved as an accurate record. Outstanding actions were highlighted.

4. Chair's update

a. Herts County Council Scrutiny

We have had involvement in the annual scrutiny of all the Trusts. Our relationship the scrutiny will continue as we have overlapping and complementary statutory powers. There is a new chair of overview and scrutiny.

b. Health and Wellbeing Board

At the end of this week an away day is being held.

c. Vascular services

We were invited to take part to assess where vascular services should be based in Hertfordshire. West Hertfordshire Hospital Trust withdrew at the last minute which left East and North Hertfordshire Trusts bid. Michael and Jane attended. In response to a query raised about whether the public were engaged in shaping the service and whether we should have made this representation, Michael said that on this occasion Commissioners viewed the involvement as representing the views of the public and had there been more time we could have encouraged consultation with patient groups within the county.

d. Sustainability and Transformation Programme Working Group

Has had its first meeting which went well and a programme of meetings are in the diary. Michael and Geoff will be meeting with Tom Cahill this week. The revised governance structure for the Sustainability and Transformation Programme was circulated. Concern was raised about the decision making process and governance. [It was agreed that this issue would be discussed at the next Board away day on 19th June.](#)

4. Chief Executive's update including monitoring return

Geoff introduced the item explaining that the Chief Execs report now comprises the contract monitoring return, which provides more information. Three key documents are provided: The standard Hertfordshire County Council performance assessment spreadsheet, the word document containing further information about projects and activity within the quarter and a list of compliments received. An interactive session to explain the various documents was scheduled by Nuray however due to lack of attendees was cancelled. If this is something Board feel useful we will provide at a later date.

Kristy Thakur, Healthwatch Hertfordshire's Commissioner provided answers to questions received via email from a member:

Q: When will Healthwatch Hertfordshire's contract be up for renewal/re-commissioning?

A: It was confirmed that Hertfordshire County Council has extended the Healthwatch Hertfordshire contract until 31st March 2018.

Q: Will it be by competitive tendering?

A: Hertfordshire County Council, Community Wellbeing Team are working on some ideas around the user voice contracts as a whole (Healthwatch Hertfordshire's contract is within this category).

These models are in development and will be looking at the governance around this. There will hopefully be a fuller update at the next Board meeting when these models have been through governance routes.

Kristy notified the Board that she will be going on maternity leave in July and Tim Napper is leaving the organisation at the same time, however Carolyn Gale will hold the Healthwatch Hertfordshire contract.

6. Acronyms, abbreviations and explanations

We have had feedback about accessibility of papers produced for meetings, with regard to acronyms, abbreviations and lack of explanations. To enable papers to be fully accessible a request was made to both Board and the staff team to bear this in mind when producing papers.

7. Reviewing Policies

Healthwatch Hertfordshire is required to systematically review policies and governance documents. Relevant sub-committees have reviewed these policies and where appropriate made amendments. These policies are brought to Board for sign off.

Board approved the following Policies:

- Standing Instructions
- Persons of Significant Control
- Enter and View Policy and Procedure
- Whistle Blowing Policy
- Equality and Diversity Policy
- Disclosure and Barring Service

8. Sub-groups and committees

a. Mental Health Service Watch Group - see paper circulated for information

b. Learning Disability Service Watch Group - see paper circulated for information

c. Enter and View (QISC) - see report circulated for an update

Meg introduced the item and drew attention to the work on Dentist surgeries - reports are brought to Board for sign off. **Board approved the following reports:**

- Church Road Dental Practice Report
- Knightsfield Practice Report
- Ivory Dental Clinic Report

The next round of Dental visits will take place in St Albans and Harpenden.

Meg raised the 6th June Volunteer Event to thank existing volunteers and showcase recent work to review our approach to volunteering. The event will launch various new volunteering roles within the organisation. Everyone was encouraged to attend.

d. Transport

The Clinical Commissioning Groups have indicated a new invitation to tender date being September with a view to commissioning a new patient transport contract. A session on eligibility criteria took place last week, at which Healthwatch Hertfordshire had representation.

Helen Clothier told us of a patient story. Michael encouraged her to get back in touch with Healthwatch if she does not get a response to her letter.

Geoff suggested that we provide Board members with comment cards to take out with them to collect patient stories.

Action: Board to be furnished with comment cards.

e. Representation sub-committee - see update circulated

Board approved the following appointments:

- Hertfordshire Partnership Foundation Trust's Stakeholder Reference Group - Tom
- Learning Disabilities Mortality Review Programme Steering Group - Barbara
- Urgent Care Centre Working Group (West of the County) - Meg
- Dementia Action Alliance Representation
 - North Herts Dementia Action Alliance - Jane
- AgeUK Hertswise Steering Group - Steve
- Strategic Quality Improvement Group - (focus is entirely on care homes) - Jane
- Multi-Agency Monitoring meeting (focus is entirely on care homes) - Jane
- Hertfordshire Community Trust Customer Service Transformation Programme Steering Group - Jane
- Hertfordshire Partnership Foundation Trust Single Point of Access Reference Group - Tom

f. Strategy sub-committee - see paper circulated for information

g. HR sub-committee update

Geoff and Barbara updated the Board on items from the last meeting. The volunteering review reflects a change in approach that is being adopted where we will look at volunteering in the round and match people's skills and interests to the different roles available and put in a more formal training package. Jo Wilkinson, who has a great wealth of expertise is putting a wealth of information together for us.

At the last Board meeting the Learning and Development Policy and Procedure was signed off. As a first stage of implementation Alan is going to meet with us to work out a standard learning and development package for the team.

For the team an event is being arranged to focus on values and behaviours and we are looking to doing something similar for the Board. This is partly in response to some feedback we have had recently about to what extent we fulfil the values we are committed to.

It was suggested that we look at whether our governance arrangements are as streamlined and effective as possible and to reflect on where decisions are made. The June Board meeting may provide an opportunity for us to take stock to evaluate efficiency.

Action: Healthwatch Hertfordshire governance arrangements to be discussed at the June Board away day.

h. Resources Sub-committee - see papers circulation for information

Steven introduced the agenda item and updated Board that the Eastern European project is nearly at an end. It is hoped that from March 2018 we can realign our financial year to being April - March ideally with a view of creating a 14 month report.

i. Sensory and Physical Disability Service Watch Group - see paper circulated

Geoff raised that he and Priya will be meeting with Tom Johnson to discuss overlap/duplication between the Healthwatch Hertfordshire group and the County Council's group.

j. Stakeholder Panel - see paper circulated

Paul spoke to the papers circulated and highlighted that the roles and responsibilities document has been updated to include more detail around electing a Chair and adding a Vice Chair role.

Board approved the Stakeholder Panel Roles and Responsibility document.

k. Sustainability Transformation Programme Working Group - Update given under Chair's report

I. Contract and HwH Tendering Agreements (CTA) working group

Steve updated the Board that we are at the information gathering stage. The team have been tasked with a timesheet exercise and the working group will use this information to guide them.

9. AOB incl. questions from the public -

Q: What progress has been made in obtaining alternative funding?

A: This is dependent on what the model is going forward (see item 4 above).

Q: When will we get our annual priority survey to fill in?

A: This is an interesting idea. There is no reason why we couldn't contact our members to find out what they feel are the key issues for them at the moment. It was decided to include a question on priorities within the newsletter.

Action: Include priorities question to membership within the newsletter.

The comms and engagement strategy is brought to Board for approval. There will be a action plan which will sit underneath this. Geoff suggested that the strategy is approved in principle and any amendments be communicated to Paul for incorporation outside the meeting. **Board agreed to the strategy in principle.**

Following a Part 2 discussion on office accommodation the Board agreed to waive the normal tender process in relation to the proposed move because of the need for an urgent decision to be made.

Next meeting: Monday 21st August 2017, 10am, Venue to be arranged