


















**Healthwatch Hertfordshire General Meeting**  
**9:45 on Monday 20<sup>th</sup> August 2018, at**  
**1 Silver Court, Watchmead, Welwyn Garden City, AL7 4PH**

<b>Board Members:</b> Roger Beeching, Brian Gunson, Sundera Kumara-Moorthy, Steven Palmer (Chair), Jayne Taylor, Barbara Suggitt	
<b>Executive Team:</b> Geoff Brown (Chief Executive), Nuray Ercan (Operational Manager, Minute taker)	
<b>Visitors/others:</b> Linda McIntyre (Stakeholder Panel co-chair), Kevin Minier (Stakeholder Panel co-chair)	
<b>Apologies:</b> Eve Atkins, Alan Bellinger, Maryrose Brennan, Shanie Hutton, Virginia Kirri-Songhurst, Andrew Stenson	
<b>1. Welcome and apologies</b> Steve welcomed everyone present and handed over to Kumar to Chair due to the conflict of interest.	
<b>2. Re-election of Trustees</b> Geoff read out the two candidates nominated for re-election: Virginia Kirri-songhurst and Steve Palmer. This was signed by Board members recommending them. A vote was taken and Board unanimously agreed the re-election of Virginia and Steve.	 <b>Nomination of Candidates for Re-e</b>

**Healthwatch Hertfordshire Board Meeting**  
**10am on Monday 20<sup>th</sup> August 2018, at**  
**1 Silver Court, Watchmead, Welwyn Garden City, AL7 4PH**

<b>Board Members:</b> Roger Beeching, Meg Carter, Brian Gunson, Sundera Kumara-Moorthy, Carol O'Brien, Steven Palmer (Chair), Jayne Taylor, Barbara Suggitt, Michael Taylor	
<b>Executive Team:</b> Geoff Brown (Chief Executive), Nuray Ercan (Operational Manager, Minute taker), Priya Vaithilingam (Research Manager)	
<b>Executive Team:</b> Geoff Brown (Chief Executive), Nuray Ercan (Operational Manager, Minute taker), Priya Vaithilingam (Research Manager)	
<b>Visitors/others:</b> Leslie Billy (Viewpoint), Shanie Hutton (Commissioner), Linda McIntyre (Stakeholder Panel co-chair), Kevin Minier (Stakeholder Panel co-chair)	
<b>Apologies:</b> Eve Atkins, Alan Bellinger, Maryrose Brennan, Virginia Kirri-Songhurst, Andrew Stenson	
<b>1. Welcome, apologies and register of interests</b> Steve welcomed everyone present. There was a discussion about register of interests. It was agreed that a list of declared interests would be circulated with the agenda and Board could then declare any changes at the start of each Board meeting.  Brian declared a new interest. He is now a Trustee for Liver for Life and has resigned from The British Liver Trust. <b>Action:</b> Nuray to collate declaration of interests and circulate with the Board papers as standard good practice.	
<b>2. Minutes of 21<sup>st</sup> May and outstanding actions</b> It was requested that when listing apologies it is important to make a distinction from Board members and others. Also to run the minutes through spell checker. The minutes were approved as an accurate record, subject to the above changes being made. Outstanding actions were highlighted, and updates will be made to the spreadsheet for the next meeting.  Matters arising from the minutes/actions: Actions assigned to Officers who have left the organisation will be progressed by others in due course.	 HwH-35 Board minutes 21.05.2018.r   HwH Outstanding Actions 01.08.2018.c

<p><b>3. Chair's update - see paper circulated</b></p>	 HwH-49 Chairs report 20.08.2018.dc
<p><b>4. Chief Executive's update including monitoring return</b>  Geoff introduced Shanie Hutton, HwH's Commissioner to the meeting. Also Leslie Billy, Chief Executive of Viewpoint who we're working closely in partnership with on the Voice Contract.</p> <p>Geoff ran through all the documents. In addition there is a new Performance Monitoring document, based on one used by HwBucks. Most targets appear as green which indicates that the target for the quarter had been met. There are a couple which show as amber at present which require further discussion with the Commissioner about the measures.</p>	 HwH-37 Voice Contract Performanc  HwH-38 Contract monitoring Projects  HwH-39 PIR Quarter 1 July 2018 Return F  HwH-40 Compliments Apr-Ju
<p><b>5. Policy sign off</b></p> <ul style="list-style-type: none"> <li>• <b>Customer Care Standards Prolicy:</b> was discussed at the Internal Affairs sub-committee - updated sections are highlighted in yellow.</li> <li>• <b>Financial Intructions Manual:</b> form part of the Standing Instructions. This was also discussed at the Internal Affairs sub-committee.</li> </ul> <p><a href="#">The Board signed the above two Policies off.</a></p>	 HwH-41 Customer Care Standard - Mak  HwH-42 Finance procedures manual
<p><b>6. Research Reports:</b>  <b>HwH Qualitative Review of Complaints Handling 2018</b> - Priya talked through the summary of findings from the report and asked if there were any questions or comments.</p> <ul style="list-style-type: none"> <li>- Priya explained how the sample was chosen by the Trust and that the sample covered all services.</li> <li>- Board were interested in seeing the numbers each complaint scored which Priya confirmed she could incorporate into the next report.</li> <li>- Priya confirmed that most, if not all response letters contained an apology. Some identify learning also.</li> <li>- Serious incidents and safeguarding in relation to complaints was discussed and HwH's duty to raise these at the time. Priya confirmed that even if the complainant does not reference an incident as being 'serious' the Trust will review it and identify this through their investigation. Further to this, Jane has information that came out of this work that she can raise at QSG meetings.</li> <li>- Culture as a wider point will be continued to be raised at Chairs/Chief Execs quarterly meetings.</li> <li>- Board congratulated Priya for the report saying it was of a very high quality.</li> </ul> <p><b>Accessing GP services: Stockwell Lodge Medical Centre</b> - Priya talked through the recommendations within the report and asked for any questions or comments.</p> <ul style="list-style-type: none"> <li>- If possible to include carer support as an area for the practice to work on</li> <li>- E-learning platforms are not as good to deal with behaviour/culture issues compared to face to face team building</li> </ul> <p><a href="#">Action: Priya to add details of location of the Practice as well as the number of patients on their list.</a></p> <p><a href="#">The Board signed the above reports off.</a></p>	 <b>HwH-43 WHHT Qualitative Review o</b>  <b>HwH-44 Stockwell Lodge Accessing GP</b>
<p><b>7. Enter and View Report Sign off</b> - none at this time.</p>	

<p><b>8. Finance</b> Election of Treasurer - Alan has put himself forward to be Treasurer. <a href="#">This was agreed by Board.</a> The budget papers were noted and signed off.</p>	 <b>HwH-45 Mgt accounts summary 2</b>
<p><b>9. Away Day</b> - See paper circulated which includes actions to be taken from the awayday.</p>	 HwH-46 VB Board Away Day 2018.docx
<p><b>10. Sub-groups and committees</b></p> <p><b>a. Internal Affairs sub-committee - see papers circulated</b> <a href="#">The Board signed off the Risk log.</a></p> <p><b>b. External Affairs sub-committee</b> - Geoff gave a verbal report: There were two presentations (patient leadership and social prescribing) both potential projects for revenue generation, discussed Income generation and also an update on all external projects.</p> <p><b>c. Learning Disability Service Watch Group</b> - Barbara gave an update that the main work of the SWG currently is to look at the annual health checks. The group will next meet in October.</p> <p><b>d. Sensory and Physical Disability Service Watch Group</b> - <a href="#">no update</a></p> <p><b>e. Stakeholder Panel</b> - Last month Tom, Kevin and Steve met to discuss progressing the Stakeholder Panel. Kevin said that this meeting was positive and the Stakeholder Panel were finding it hard to meet its objectives. Geoff confirmed that Nuray would have strategic oversight of the Stakeholder Panel as it links to governance and would arrange a separate meeting to explore progressing this.</p>	 HwH-47 Internal Affairs Subcommittee   HwH-48 Risk Log DRAFT v2.docx
<p><b>11. Any other business including questions from the public</b> - The planned meeting with HwEssex has been postponed by them and will be on 21<sup>st</sup> September.</p> <p>GP practice mergers - how are HwH and the public made aware? The Primary Care committees do address practice changes, so HwH are aware of these. However some information can be sensitive and personal to a GP for example. It was agreed that we would raise with CCGs to see if and how information could be shared with patients at an appropriate stage.</p> <p>Significant national initiatives to reflect on are the 10 year Forward View and the Social Care Green paper in the Autumn.</p>	
<p><b>12. Closed Part 2 item</b> - the operational team and visitors left the Board meeting.</p>	
<p><b>13. Briefing Trustees about responsibilities re GDPR</b> - Nuray and Priya gave a presentation to Board about their responsibilities relating to GDPR.</p>	 GDPR for Board v3.pptx

**Next formal meeting of the Board: Monday 19<sup>th</sup> November, 10am - 1pm, Venue TBA**

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.