











**Healthwatch Hertfordshire General Meeting**  
**10am on Monday 19<sup>th</sup> November 2018 at**  
**The Sportsman Room, Birchwood Leisure Centre, Longmead, Hatfield, AL10 0RN**

**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-64 Conflict of Interests.docx
2	10:05	Minutes of 20 <sup>th</sup> August 2018 & outstanding actions	*Sign off*	Steve	 HwH-50 Board Meeting Minutes 20  HwH-SD-009 Outstanding Action
3	10:15	Chair's Update	Information	Steve	 HwH-52 Chairs report 19.11.2018.dc
4	10:25	Chief Executive's update including monitoring return, voice contract monitoring & compliments	Information	Geoff	 HwH-53 Qtr2 Contract monitoring  HwH-54 Voice Contract Performanc  HwH-55 PIR Quarter 2 October 2018 Retu  HwH-56 Compliments July-Se
5	10:35	Policy sign off • Safeguarding Policy	*Sign off*	Geoff	 HwH-57 Safeguarding Adult
6	10:45	Enter and View Report sign off	*Sign off*	Kumar	 HwH-58 Shephall Dental Surgery repo

19.11.2018

HwH-51

7 10:55 Finance

\*Sign off\*

Alan



HwH-59 Mgt  
accounts summary 2

8 11:05 Overview of Signposting (Apr-Sept  
2018)

Information

Priya



HwH-60 Overview  
of Signposting feed

9 Sub-groups and Committees - **Items are to note and provide an opportunity for members to ask any questions in relation to papers provided**

a. 11:20 Internal Affairs sub-committee

Information  
/ sign off

Geoff &  
relevant  
Board  
members



HwH-61 Internal  
Affairs Sub-committ

b. 11:25 External Affairs sub-committee  
- External projects update

Information  
/ sign off

Geoff and  
relevant  
Board  
members



HwH-62 External  
Affairs Subcommitte



HwH-63 External  
Facing Projects Upd

c. 11:30 Stakeholder Panel

Information

Kevin /  
Geoff

Verbal

10 11:35 'Workplace' - an online collaborative  
platform

Information

Alan/Paul

Verbal

11 11:45 Any Other Business including  
questions from the public

### Part 2 Agenda (Closed)

12 11:50

- HR
- Sub-committee sensitive items
- Service development plans - includes sensitive and commercial matters

Information

Geoff

13 12:15 Working lunch and speaker: Jenny Coles, HCC Director of Children's Services  
'Developments on 0-25 services'

Next meeting date: - 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.

05.11.2018

2

N.Ercan