

Healthwatch Hertfordshire Board Meeting
10 a.m on Monday 17th August 2015, at
Douglas Tilbe House, Hall Grove, Wewyn Garden City, AL7 4PH

Present: Michael Downing (Chairman), Geoff Brown (Chief Executive), Jean Brown (Board Designate), Meg Carter, Brian Gunson, Virginia Kirri-Songhurst (Board Designate), Sundera Kumara-Moorthy, Joan Manning, Steven Palmer (Board Designate), Sue Reeve, Michael Taylor, Mel Wood (Board Designate)

Others: Monika Brzozowska-Neroth (HwH Officer presenting on Eastern European Engagement), Nuray Ercan (Officer, minute-taker), Ruth Harrington (HCC Commissioner), Caro Hart (Stakeholder Panel Chair), Dianne Morrison (public), Helen Musson (public), Phil Redshaw (public), Paul Regan (Officer, presenting on Broadening Engagement), Keith Shephard (presenting on Strategy), Tim Sims (public)

1. Welcome, apologies and register of interests

Michael welcomed everyone. No apologies. It was noted that Kumar is a Trustee of POhWER and that Mel is a Public Governor of HPFT.

2. Minutes of 15th June 2015

The minutes were approved as an accurate record. It was noted that Jean Brown will be representing HwH on the HPFT Governors. This will be discussed at the next Representation Sub-committee and brought back to the next meeting of the Board for official sign off.

Overdue outstanding actions were highlighted:

Action: Board to communicate their bank details to Monika. If Board members do not anticipate claiming expenses they are asked to communicate this to Monika so she knows the position. It was noted that Brian will not be claiming expenses from HwH.

Action: Board Designate to each write a hundred-word biography for the website and send to Paul. An extension was sought to enable an authorisation process to be drawn up. Board agreed to receive this at October's meeting.

3. Chief Executive's update

The report was circulated prior to the meeting. Questions and points raised as below:

Sue asked what is happening with the feedback from the representation celebration event. Geoff highlighted that there were two areas of input from that meeting which will be addressed. The first was specific issues that people raised around support they felt they needed going forward in their roles and the second from more general table discussions. Detail will be addressed at the representation sub-committee in September and an update will be brought back to Board in October.

It is noted that Kumar will continue to get in contact with the person coordinating the recommissioning of patient transport services at Cambridge and Peterborough CCG.

Regarding the review of WHHTs governance structures, Kumar asked that when key developments occur at Trusts, Board members are informed as soon as accordingly possible. Geoff will raise this with them if this has not been put through the proper process.

Sue requested that Board receive a brief report on complaints/issues received about services so that Board can have a better overview of what is being raised by people. Brian added that it would also be useful to know about good practice and compliments so that this can be encouraged.

Action: Board to receive a report on complaints/compliments on a six monthly basis.

Meg built upon information regarding Enter & View - QISC is pleased to have been asked to do some work with HCT and will be consulting with commissioners to do some Enter and View visits. After undertaking research and meeting with QISC members, Meg clarified that it would not be possible to look at intermediate care specifically but would be working with HCT around related issues, as suggested by Board at a previous meeting. QISC has also had a request from HCT to support them with a new project they have capturing patient stories.

Brian raised that HVCCG would like HwH involved in the sexual health consultation process.

Steven asked how the detail of meetings with the commissioner (HCC) get reported back to Board, other than through highlights within the Chief Executive's Report. Geoff highlighted that Ruth Harrington HCC will be attending the Strategy Sub-committee Meeting next week, to explore strategy from a commissioner's perspective. From this will come a clearer picture of what is needed. There are also a range of issues to be discussed about how HwH's services are to be monitored, which are still very much at an early stage. More information about how this is developing will be presented at the October Board Meeting. Ruth added that HCC is using LGA documentation on how HwH is monitored.

4. Chair's update

- **Healthwatch England Conference:** Attended with Paul Regan, held in Manchester over two days. It was very business-focussed and presentations were very detailed about what difference Healthwatch is making. HwH were presented with a national award for our work on the GP Access project.
- **Regional meeting:** Attended by a mixture of Chair's and Chief Exec's in the Eastern Region. Heard two presentations: CQC and Healthwatch England's public relations department.
- **Evolution of the Board:** Val has officially now sadly resigned due to family commitments. HwH however has recently recruited new Board members. Michael thanked Sue, Michael T and Kumar who took part in the interviews. These new candidates are still Board members designate, due to the fact that constitutionally Board members cannot be coopted. This will formally happen at the AGM. However, a Treasurer can be coopted. New Board members were encouraged to participate as much as possible and were asked to think about undertaking representative roles.
- **Princess Alexandra Hospital issues:** Michael and Geoff met with the Chair and Chief Executive. The issue is that it is a medium-sized district general hospital which is very busy and overwhelmed in its A&E department. Herts patients account for 40%. The Chief Executive was keen to involve HwH. It has had a visit from CQC which has reported positively about its approach to patients but there may be concerns about the long-term viability of the hospital.
- **Local Health & Wellbeing Group:** Michael represents HwH on the Stevenage Health and Wellbeing Group. Public Health has allotted each of the district councils a budget to spend on Public Health-related projects. In Stevenage, it is the Health and Wellbeing Group which decided what this is spent on. It is important that HwH is represented in all the other nine districts of the county due to these bodies now having a significant role in developing

projects relating to health and wellbeing. Jean/Virginia and Kumar confirmed that the St Albans and Hertsmere Health and Wellbeing Groups respectively, are engaged in this way.

5 Sub-groups and committees

a. MHLSD SWG - see papers circulated prior to the meeting. Additional points highlighted are as follows:

- Jean attended the HPFT AGM.
- Crisis Care Concordat is a countywide partnership, being led by the Police Commissioner and includes all services involved with emergency situations in terms of people with mental health and learning disabilities. HwH is involved and will be working with Carers in Herts and Viewpoint to create a means of reviewing how it is operating from a service user perspective.
- Michael confirmed that he has written to the Chair of East and North Herts NHS Trust but has not had a response yet.

b. Enter and View (QISC) - The main update has been detailed in the Chief Executive's update paper. The Enter and View follow up visit report in relation to Westgate House has been circulated for sign off. **The Board formally approved the reports.**

c. Transport - The Chief Executive's Report covers the update from the patient transport group. PTS has been granted a seat on the quarterly monitoring exercise and have attended one meeting so far with the next being in October. Monika, as representative will report back about this at the next Board meeting in October.

d. Representation sub-committee - The Representation Sub-committee held a get together to thank representatives on 30th June at Beales Hotel which was very positive. Table discussions and survey feedback is being analysed and will be addressed at the next sub-committee meeting in September. Headline comments include: timeliness of receiving papers, quantity of papers to read, varying expectations on representatives depending on the group and how this impacts on contributing and clarifying with organisations what is expected of HwH representatives role is at the outset. Board was asked to approve the following recommendations:

1. East and North Hertfordshire NHS Trust Care Environment Committee - **Keith Shephard**
2. Learning Disability Partnership Board - **Andrew Smith**
3. Dacorum Support at Home Advisory Board - **Edith Glatter**

Board approved the above recommendations.

e. Strategy sub-committee - Brian Gunson as Chair of the Strategy Sub Committee introduced the progress report on strategy development circulated with the agenda papers, and handed over to Keith Shephard to present the paper.

The Board welcomed the indicative wording on vision, mission, strategic areas of focus ('what' and 'how'). Moving towards a tighter programme of work will require the ability to say 'no' to requests for involvement in work that falls outside of the final framework, and priority areas.

An invitation will be extended to all Board members to attend a strategy development whole day event on 2nd September, designed by the Sub-committee, and involving the operational team. This event is to:

- develop and test the strategy framework
- consider what we understand by the term 'making and impact', and 'measuring success'
- consider organisational/business development needs over the life of the strategy

- propose a set of organisational values, and explore what those values mean for day-to-day working, internally and externally.

The final proposition will be considered by the Board on 19 October, following a brief period of stakeholder consultation.

Action: Keith to contact Board members with the details of the strategy development day.

Action: Nuray to ensure time is allocated to strategy discussions on the October meeting's agenda.

f. Healthier Lifestyle Working Group - Joan proposed that the working group convene a meeting to decide a way forward.

g. Stakeholder Panel (SP)

Caro updated the Board and gave an overview of developments from the last Stakeholder Panel meeting. Going forward the emphasis is on a two way conversation: to build the SP to be critical friends objectively weighing up initiatives but also talk about issues affected by local communities. Crucial to this, is the membership of the SP which Paul is actioning. The last meeting heard reports about local initiatives which worked well.

h. Finance update

Kumar gave an overview of undertakings since becoming the Interim Treasurer in April. Firstly, to successfully set up internet banking, which is well underway, and that he will be shortly writing the procedure. Secondly to draw up and develop a procurement process which has started and will be handed over to the new Treasurer to complete and bring to the next Board; and thirdly to help the HR sub-committee to implement the pension scheme which is poised to also go live.

With reference to the Budget paper, Kumar highlighted that the budget is for the whole calendar year, the 'actuals' reflect what has been spent to date for a six-month period. The 'variance' reflects what has been spent.

Saffing is an area with underspend, there are two reasons for this: HwH lost Jenny in Spring and her post has not been recruited to as yet and, due to the strategy development, HwH has put on hold other recruitment. HwH anticipates, post-strategy, to potentially see projected recruitment costs being fulfilled.

6. Governance update

Sue, working with Nuray and Sharon, is producing a framework for the Board's business cycle so that through the year the Board will have a programme for knowing what essential business is required and that it is known in advance. Work on this has already started. Chairs of Sub-committees will need to be liaised with about when reports are anticipated for Board's sign off. The first draft will be presented to the October Board Meeting.

Sue, as HR sub-committee Chair will shortly be meeting with Michael to discuss Board training and development days.

Sue encouraged Board members to attend the NCVO's Trustee Conference.

Action: Sue to circulate details of the NCVO conference to the Board.

7. Eastern European Project proposal

HwH has been looking to do some work with the Eastern European community, particularly starting with the Polish community, as there are a number of issues that HwH is aware of relating to their health and social care and their use of services within Hertfordshire. Cuts in Public Health funding

mean that a HwH led project will focus more on establishing the health and social care needs of the community rather than fit around the Public Health agenda.

More information on the impact of the project was asked for and it was suggested, within the aims, to include using what is discovered to make a positive impact on the community. Also to draw out the learning so that it can be used with other groups/projects. Monika confirmed that the aim would be to develop a model that could be used to engage with other minority groups also. The Board was in agreement with the aim of the project but more details of the costs were requested before final agreement.

8. Broadening Engagement

There is a significant piece of research HwH is undertaking at the moment, in partnership with POhWER, around complaints processes. It is still felt that more views are needed, to have enough evidence to take back to those providers and commissioners to back up the points HwH has already heard about from the small numbers that have been engaged so far. The expectation is that those views will be replicated across the wider community, but the project will need a stronger evidence base if more can be done in obtaining these views.

The paper circulated previously highlights four options to do this and was presented to the Board for decision. Option 1 would be for members of staff to go out and talk to people in town centres; option 2 is to bring forward the work around broadening engagement and promoting awareness of HwH, which would build upon the good practice recommended by HwE and adopted by HwLancashire, who engaged an organisation called Praxis; option 3 is to commission a market research organisation to get feedback solely about complaints, and option 4 is to not do anything.

After discussions, which included various Board members points and questions as well as encouragement from the commissioner, Board agreed to option 2. Taking account of the need for a reasonable amount of urgency to get the engagement underway, as well as points raised about what the process should be for ensuring Board's involvement in who is selected to do the work, it was agreed that the Chair, Vice Chair and Brian should meet with Geoff, Paul and Priya to do this.

Action: Michael, Sue and Brian to meet with Geoff, Paul and Priya.

9. AOB

Michael moved formally that Steven Palmer becomes Treasurer of HwH. This was seconded by Michael T and the Board formally agreed it. It was noted that Steven will become a signatory on the HwH current bank account at Lloyd's Bank.

Next meeting: Monday 19th October, 10 a.m at Douglas Tilbe House.