














Healthwatch Hertfordshire Board Meeting
10am on Monday 11th November 2019, at
Silver Court, Watchmead, Welwyn Garden City, AL7 1LT

Board Members: Eve Atkins, Maryrose Brennan, Meg Carter, Brian Gunson, Sundera Kumara-Moorthy (Chair, arrived 10:05), Carol O'Brien (left early - 11:35), Michael Taylor (arrived 10:15)	
Executive Team: Geoff Brown (Chief Executive), Nuray Ercan (Head of Governance and Operations), Alice Lovell (Team Support Officer & Volunteer Co-ordinator, minute-taker), Priya Vaithilingam (Head of Research and Engagement)	
Visitors/others: Joy Hale (East & North Herts Clinical Commissioning Group), Andy Holmes (East & North Herts Clinical Commissioning Group), Kristy Thakur (Hertfordshire County Council Community Wellbeing Team, arrived 10:10, left early - 11:35)	
Apologies: Alan Bellinger, Steve Palmer, Jayne Taylor, Virginia Kirri-Songhurst	
<p>1. Welcome, apologies and register of interests In Steve's absence, Kumar took over chairing the meeting and welcomed everyone present. Apologies as above.</p>	 HwH-CID-01 Conflict of Interest I
<p>2. Minutes of 19th August and outstanding actions The minutes were approved as an accurate record.</p>	 HwH-44 Board minutes 19.08.2019E  HwH-SD-009 Outstanding Action
<p>3. Chief Executive's update Voice Contract including monitoring return, & compliments Geoff introduced the various documents and highlighted that it was an especially busy quarter. Geoff explained that the majority of measures in the Voice Contract return have been rated green to be met by the end of the year. The measures that have been rated amber are due to a lack of available information resulting from staff absence. Quarter 2 was the busiest quarter for signposting that we have ever had; we will be monitoring this to ensure we can resource this effectively should the increase in contacts continue. Kristy confirmed that our contract has been extended for a year until March 2021. Commissioners are happy with delivery and with what we are achieving. We will also be further involved with the County Council's Co-production in the future, although the specifics of this have yet to be decided. In the coming year there will be discussions about the contract, and whether the outcomes currently required are as effective as possible for the future.</p>	 HwH-46 Voice Contract Performanc  HwH-47 Contract monitoring Projects  HwH-48 PIR Quarter 2 Oct Return 2019.xl  HwH-49 Compliments July-Se
<p>4. Chair's update Geoff let the group know that Steve had intended to give his update in Part 2 business, and so he would be doing this then in Steve's absence.</p>	
<p>5. Policy sign off - Equality & Diversity Geoff explained to the group that all suggestions following the Internal Sub-Committee's review had been written into the policy in green, with previously seen</p>	 HwH-50 Equality and Diversity Policy

<p>changes in red. An appendix has also been added to the policy with further clarifications on each of the Protected Characteristics listed in the Equality Act 2010.</p> <p>Action: To follow up with the Equality and Diversity trainer regarding feedback points raised by participants.</p> <p>The Chair thanked Jane and Alice for their hard work on the document since the Internal Sub-Committee. Board signed off the policy.</p>	
<p>6. Enter & View Report Sign Off - none</p>	
<p>7. Finance The picture is currently positive; we have been able to renegotiate some contracts, which has saved us some money.</p>	 HwH-51 Management Accou
<p>8. Signposting Half-Yearly Update Priya introduced the 6-monthly Signposting Update Report to Board. Priya highlighted that feedback received from the public through signposting is entirely unsolicited, which makes it quite unique - as a result, the feedback is what the public wants us to know, rather than information we have sought out. The average time taken to handle a signposting case has increased to 82 minutes, and the overall number of contacts for April-September 2019 is significantly higher than the October 2018-March 2019 period.</p> <p>Alice talked through each of the six themes set out in the report and the case studies. Board raised a question regarding the holding to account model, and ensuring that when trends relating to a particular service or issue are identified, they are raised in a timely manner. Geoff and Priya confirmed that this is standard practice.</p> <p>Board requested that the organisations Geoff and Steve feedback to from bi-monthly signposting reports be pressed for information on the action and learning they will be taking forward as a result of the patient feedback provided. Geoff agreed that this could be explored, but issues around patient anonymity would need to be considered carefully.</p> <p>Board thanked Priya and Alice for the high quality of the report and for their presentation.</p>	 HwH-52 Signposting Board F
<p>10. Sub-groups and committees</p> <p>a. Internal Affairs sub-committee - see note of the meeting.</p> <p>b. External Affairs sub-committee - see note of the meeting.</p> <p>c. Consider the recommendation to merge the Sub-Committees in 2020 The following discussion took place after agenda item 7 to observe a two minute silence for Remembrance Day:</p> <p>Kumar set out the reasons discussed in the External Sub-Committee for proposing the merging of the two sub-committees, including the Board's feeling that the workload of each committee has reduced enough to allow them to be combined into one, and that many agenda items overlap both meetings. The conditions for the merging of the sub-committees were highlighted again, including:</p> <ul style="list-style-type: none"> - Grouping related agenda items together in the new meeting - Maintaining the ability of the sub-committee to create Task and Finish Groups. 	 HwH-53 Internal Affairs sub-committee  HwH-54 External Affairs SC Minutes 2  HwH-55 External Facing Projects Upd

<p>Brian also raised an email he had sent about Board/Team/Volunteers developing a specialist subject expertise. After discussion, Meg raised the point that plans in this manner should be addressed as part of the meetings with Steve, and that this would include a review of the skills audit. In addition, Geoff raised some concerns about the demands of such a role on individuals.</p> <p>The Board agreed that the Sub-Committees should merge in 2020, subject to those conditions being met.</p>	
<p>11. Any other business including questions from the public</p> <p>Joy Hale from East & North Herts Clinical Commissioning Group expressed thanks for including her and Andy in the meeting and the inclusive approach of the Board overall.</p> <p>Michael raised a concern about the new Primary Care Networks, and the sustainability of the staffing of these.</p> <p>Action: To add an agenda item to the February Board meeting discussing how to support and work with Primary Care Networks in future.</p> <p>Maryrose expressed willingness on behalf of the Board to assist the Executive Team with any responsibilities in Steve and Alan’s absence.</p>	
<p>12. Closed Part 2 item - Visitors left the Board meeting.</p>	

Next formal meeting of the Board: To be decided.