

Healthwatch Hertfordshire Board Meeting
10 a.m. on Monday 15th August 2016, at
Douglas Tilbe House, Hall Grove, Welwyn Garden City, AL7 4PH

Present: Michael Downing (Chair), Geoff Brown (Chief Executive), Meg Carter (arrived at 10:07am) Brian Gunson, Virginia Kirri-Songhurst, Sundera Kumara-Moorthy, Steven Palmer, Sue Reeve, Michael Taylor (arrived at 10:43am)

Others: Monika Brzozowska-Neroth (Resources Manger for Agenda item 5g), Nuray Ercan (Operational Manger, Minute taker), Carolyn Gale (HCC Community Wellbeing Team), Alice Lovell (Team Support Assistant, Obeserver), Paul Regan (Communications & Liaison Officer for Agenda item 8 & Tweeting), Priya Vaithilingam (Research and Information Manager for Agenda item 7), Jo Wilkinson (Senior Administrator for Agenda item 6)

Apologies: Jean Brown, Caro Hart (Stakeholder Panel Chair)

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

1. Welcome, apologies and register of interests

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

2. Minutes of 20th June 2016

The minutes were approved as an accurate record. Outstanding actions were highlighted. It was agreed that going forward outstanding actions would also reflect upcoming sub-committee reporting deadlines.

3. Chief Executive's update - the report was circulated prior to the meeting.

Geoff explained the reason for this months abridged report as being because a new template will be worked up in line with areas of commissioner monitoring and invited Board's questions on the Chief Executive's update.

The financial state of the NHS and Hertfordshire was raised. Geoff responded saying there has recently been a significant shift in the messages given to Hw. It was agreed that the Strategy sub-committee would take this up at their next meeting.

Action: Strategy sub-committee to put financial pressures and messages to the public on their next agenda for discussion.

4. Chair's update - Please refer to Michael's paper

Michael informed the Board that Trustee recruitment is underway with interviews taking place on 16th, 17th August and 2nd September. Seven applications have been received. Successful candidates will appointed at the AGM, which will take place on 23rd September.

5. Sub-groups and committees

a. MHLD SWG - no update

b. Enter and View (QISC) - The update has been detailed in the Chief Executive's update paper. Awaiting a response from Gold Care Homes.

c. Transport - no update

d. Representation sub-committee - In Michael's absence Geoff gave a verbal update. The Representation sub-committee met on 26th July and started to analyse feedback from the Representative's event. Further information to be submitted to the next meeting of the Board. Board was asked to approve the following recommendations:

1. Pharmaceutical Needs Assessment Steering Group -Tom

2. Stevenage Health and Wellbeing Group - Michael D to take over from Mel in the interim
[Board approved the above recommendations.](#)

e. Strategy sub-committee - no update

f. Stakeholder Panel - no update

g. Finance update - budgets and draft Annual Accounts were circulated prior to the meeting.
Steven explained that the Annual Accounts circulated are draft and the Resources sub-committee will meet later today to review and finalise. He asked for any comments to be put forward so these could be incorporated into discussions later. Michael thanked Steven, Monika and the sub-committee for all their work.

6. HR update - two papers were circulated prior to the meeting

Draft Training and Development proposal - Sue asked for Board agreement to the policy before then sharing with the Officer Team for their input in terms of developing the procedure and implementation. [Board approved the proposal.](#)

Volunteer review proposal - Jo has done a thorough review of volunteering within the organisation, taking on information from individuals within the team and Board, as well as lots of desktop research into National best practice and other Hw practice. Jo and Sue have produced recommendations held within a conclusions summary report and presented this to Board, which reflects the analysis done on the detailed review paper. The overall aim is to develop and implement a HwH volunteer plan so we use the valuable resource of volunteers in a very efficient way to help deliver on our strategy. Sue and Jo invited questions. [Board approved the proposal.](#)
[Action: Jo to circulate the full review report, for Board's information.](#)

7 Complaints report - please refer to the report circulated for more detail.

Priya introduced the draft report and talked through local feedback, aims, methodology and results and recommendations. She explained that the piece of work was conducted in response to local feedback from our signposting service as well as Healthwatch England's 'Suffering in Silence' report published in 2015.

Priya thanked Paul for styling/formatting the report. He has also put together a flow chart with key information which can be used going forward and promoted to the public. A cut down/easy read version will also be produced.

Board commented the reports strength and robustness of the methodology. The AGM in September will launch the report. Michael thanked Priya on behalf of Board.

[Board provisionally signed the report off pending further comments to be submitted by the end of the week. Michael \(Chair\), Sue \(Vice chair\) and Geoff \(Chief Exec\) will approve on behalf of Board.](#)

8. Bus stop promotion update

Due to generally having 6% recognition around the county and a 1% recognition in Welwyn Garden City it was decided to do some bus stop advertisements. 11 bus stop posters were displayed through WGC for four weeks. HwH now has 6.6% recognition in WGC. 604 people were interviewed on the piece of work, of this number 98 people said they'd seen the poster campaign. Of this 98%, only 21% were aware of HwH.

[Action: Paul to circulate the top sheet with break down of results.](#)

9. AOB incl. questions from the public

[Next meeting: Monday 17th October 2016, 10am at Douglas Tilbe House](#)