

















Healthwatch Hertfordshire Board Meeting
10am on Monday 19th November 2018, at
Birchwood Leisure Centre, Longmead

Board Members: Eve Atkins, Roger Beeching, Alan Bellinger, Maryrose Brennan, Meg Carter, Sundera Kumara-Moorthy, Steven Palmer (Chair), Jayne Taylor, Michael Taylor	
Executive Team: Geoff Brown (Chief Executive), Nuray Ercan (Operational Manager, Minute taker), Natalie Stone (Finance and Resources Manager), Paul Regan (Communications and Engagement Officer, Tweeting)	
Visitors/others: Leslie Billy (Viewpoint), Ken Moore	
Apologies: Brian Gunson, Virginia Kirri-Songhurst, Carol O'Brien	
<p>1. Welcome, apologies and register of interests Steve welcomed everyone present.</p> <p>Nuray talked through the conflict of interest paper. It was requested that all Board members update their register of interests as per the guidance within the paper. As agreed at the previous Board meeting a list of declared interests would be circulated with the agenda and Board would also declare any changes at the start of each Board meeting.</p> <p>A request was made to outline 'actual, potential and perceived' conflicts of interests within the paper.</p>	 HwH-64 Conflict of Interests.docx
<p>2. Minutes of 20th August and outstanding actions The minutes were approved as an accurate record.</p> <p>Matters arising from the minutes/actions: District councils activity formally assigned to Tom will now be taken forward by Paul. It was suggested that Board members are liaised with when progressing this.</p>	 HwH-50 Board meeting Minutes 20  HwH-SD-009 Outstanding Action
<p>3. Chair's update Steve added an update to the West Herts Hospital Trust section within his report. He attended a consultation meeting last week and the figure talked about there was 350million, which though more than some figures mentioned recently is less than the original figures of around £500 million and remains a concern. The CCG is taking the lead on this and have set up an options working group and we are trying to get representation on this.</p> <p>The hospital has just been fined £500,000 for not meeting its waiting targets.</p> <p>Steve asked for three Board members to form a task and finish group looking at the Communications Strategy. Eve, Alan, Steve and Kumar put themselves forward as well as Geoff. Action: Executive team to organise the first meeting.</p> <p>Steve complimented Priya on the quality of her presentation about our work on research to overview and scrutiny.</p> <p>Allied Healthcare have said that they will no longer be providing care services. A number of services are provided in Hertfordshire. Geoff will contact Adult Social care to find out the implications and the actions being taken to mitigate the risks to service users. Action: Geoff to contact ACS re Allied Healthcare issues.</p>	 HwH-52 Chair's Report.docx

<p>4. Chief Executive's update including monitoring return</p> <p>Geoff ran through all the documents. 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. The commissioners are happy with how we are performing against the Voice Contract measures.</p> <p>We had a meeting with Viewpoint last week to look at how we ensure there is consistency with our reporting and how we can work together in partnership within the Voice Contract.</p> <p>Number of website views and hits are different and a request was made to clarify this with the commissioner and get some consistency.</p> <p>The response on our work with Newton Europe is being chased this week and when the report is ready it will be provided to Board for sign off.</p> <p>We have had an email from Keving and Linda (co-chairs of the Stakeholder Panel) to say that they will be stepping down. We are currently reviewing the Stakeholder Panel and relaunching it in the New Year.</p>	 HwH-54 Qtr2 Contract Monitoring  HwH-53 Voice Contract Monitoring  HwH-55 PIR Qtr2.xls  HwH-56 Compliments.docx
<p>5. Policy sign off</p> <ul style="list-style-type: none"> Safeguarding Policy <p>A request was made to check that the process and procedure document explains what you would do when you recognise 'people who are unable to take their own decisions and /or protect themselves, their assets and their bodily integrity'.</p> <p>The Board signed the Policy off.</p>	 HwH-57 Safeguarding Policy
<p>6. Enter and View report sign off</p> <ul style="list-style-type: none"> Shephall Dental Surgery Report <p>Kumar gave some background on the dental enter and view process. Paul also added that we have sent out a survey to members within the last newsletter asking for experiences of dental charging.</p> <p>The Board signed the above report off.</p>	 HwH-58 Shephall Dental Surgery Repc
<p>7. Finance</p> <p>Alan presented the Management accounts. The projected year end deficit looks to be about 4k, which is a much better position than the once we estimated at the start of the financial year. The budget papers were noted and signed off.</p> <p>Action: Geoff to send an email Board to obtain formal agreement to the organic growth model, discussed at the sub-committees.</p>	 HwH-59 Mgt accounts summary 2
<p>8. Overview of Signposting (April - September 2018) - See paper circulated for detail. Geoff presented in Priya's absence. The half yearly report received gives analysis of our signposting service and includes a snapshot of issues, trends and themes. This is supplemented by feedback we have received from the 'feedback centre' on the website and scoring of services the public have used.</p> <p>Board highlighted that signposting is an area of great achievement for Healthwatch Hertfordshire and the operational team should be very proud of themselves.</p>	 HwH-60 Signposting update
<p>9. 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>Action: Board members interested in forming part of Brian's group looking at patient leadership to email Geoff.</p>	 HwH-61 Internal Affairs note.docx

<p>c. Stakeholder Panel - See update under Chief Executives update agenda item 4.</p>	 HwH-62 External Affairs Subcommittee  HwH-63 External Projects.docx
<p>10. Workplace - an online collaborative platform Alan and Paul talked through the idea. They have been looking at ways in which Board member can communicate between meetings. This a platform has been indentified which enables this. It was agreed that Paul would provide a demonstration at the Strategic focussed Board meeting and Board will undertake a trial period before a final decision is made on whether this is something we take forward and use on a regular basis.</p>	
<p>11. Any other business including questions from the public - Ken asked about whether there are standard rates that private dentists charge. We do not cover private dentistry however we could find this out.</p> <p>Ken also asked about the Physical and Sensory Group. Geoff responded that it has not met for some time as Paul had not been well. We are looking at whether it is the best way to engage with the community. There will be another meeting to discuss this.</p> <p>Stevenage has relaunched their talking newspaper.</p> <p>Ken asked about the health shuttle at the lister and cut in funding. Geoff responded: David Brewer has raised it as an issue with us.</p> <p>Ken also raised the lack of funding for small charities helping children's mental health resulting in many having to be dissolved and schools not having support for their children. Geoff asked Ken for more detail about this outside of the meeting.</p>	
<p>12. Closed Part 2 item - the operational team and visitors left the Board meeting.</p>	
<p>13. Working lunch and speaker: Jenny Coles, HCC Director of Children's Services 'Developments on 0-25 services' - see presentation.</p>	 025 Together Overview November

Next formal meeting of the Board: TBA