

Healthwatch Hertfordshire Board Meeting  
10 a.m. on Monday 17<sup>th</sup> October 2016, at  
Douglas Tilbe House, Hall Grove, Welwyn Garden City, AL7 4PH

**Present:** Eve Atkins, Alan Bellinger, Michael Downing (Chair), Geoff Brown (Chief Executive), Meg Carter (arrived at 10:26am), Brian Gunson, Mobeena Khan, Virginia Kirri-Songhurst, Sundera Kumara-Moorthy, Steven Palmer, Mike Pym, Michael Taylor

**Others:** Monika Brzozowska-Neroth (Resources Manager for Agenda item 6g), Nuray Ercan (Operational Manger, Minute taker), Sharon Meakin (Reception Administrator), Paul Regan (Communications & Liaison Officer, Tweeting), Kristy Thakur (HCC Community Wellbeing Team), Jo Wilkinson (Senior Administrator)

**Apologies:** Caro Hart (Stakeholder Panel Chair), Barbara Suggitt

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

### **1. Welcome, apologies, register of interests and process for election of Vice-Chair**

Michael welcomed everyone and introductions were made. Apologies as above. No interests declared.

It was noted that Caro, Stakeholder Panel Chair has a new job in Derby and has stood down from HwH activity. Sue Reeve, Vice-chair has also recently stood down as has Jean, MHL D SWG Chair. The Board's thanks for their efforts was noted.

Geoff explained the process for electing a Vice-chair as well as signing up as a Company member for new Trustees. Interested members should volunteer themselves and ask someone to second them. A secret ballot will then take place. All candidates should submit a brief summary of what they would offer to the role. All Board members new and old were encouraged to stand. All submissions must be in by next week.

### **2. Minutes of 15<sup>th</sup> August 2016**

The minutes were approved as an accurate record. Outstanding actions were highlighted. A Board / Team away day is being arranged for November. Details will be circulated shortly.

### **3. Chief Executive's update - the report incl. monitoring return and inspection was circulated prior to the meeting.**

A question was asked about the progress of the Sustainability and Transformation Programme (STPs). A complex picture is emerging. In Hertfordshire it is not as well developed than in other areas. The latest plans will be submitted to the DoH this week. It is anticipated that the STP will result in significant changes to how the NHS will work. Geoff will be attending an event this Friday where we expect that the plan will be circulated. HwH's role is to represent local needs and communities within the discussions to ensure plans are not only clinically led.

Pharmacies were discussed and the concern was raised about online ordering of repeat prescriptions from national companies could impact on smaller local pharmacies. This could potentially be at risk of closing thus losing them as a preventative resource.

It was highlighted that within Your care your future HwH has taken an independent facilitation role and a wish to reiterate this point within a future newsletter so it is clear that HwH was not part of the decision making process.

#### 4. Chair's update

1. **Board recruitment** - It is noted that the advertisement was very fruitful and led to the appointment of five new Trustees.
2. **AGM** - HwH had good attendance at its AGM last month. Thanks were given to the team for their efforts in organising it. Many compliments were received, particularly for Priya's presentation.
3. **Health & Wellbeing Board** - There was an away day and full Board meeting last week. Two matters discussed mentioned HwH's contribution - Frankie's involvement in Young People's Mental Health and also HwH's contribution was highlighted within the Adults Safeguarding report.
4. **East and North Herts Trust Involvement Group** - Attended the meeting last week. Chaired by the Chair of the Trust, Ellen Schroder.

#### 5. Hertfordshire Compact Agreement

The Compact is a written agreement between HCC and the local voluntary sector on how they will work together. The agreement was launched in June 2016. The agenda item is brought to Board to discuss and seek agreement to sign up to the agreement. Board asked to see the compact agreement and asked that it be brought back to the next Board meeting for a decision.

**Action: Tom to circulate the Compact Agreement to Board**

#### 6. Sub-groups and committees

**a. MHLD SWG** - see paper circulated for information

**b. Enter and View (QISC)** - see paper circulated for information

**Board approved** the move to step down the involvement of volunteers engaging in PLACE visits.

**c. Transport** - see update within Chief Exec's update paper

**d. Representation sub-committee** - Board is asked to approve the following recommendations:

1. STP Clinical Reference Group - Geoff
2. Princess Alexandra Oversight Group - Geoff / Tom
3. HCC Sensory & Physical Disability Steering Group - Priya
4. North Herts Health & Wellbeing Group - Michael T

**Board approved the above recommendations.**

**e. Strategy sub-committee** - see paper circulated for information

**Action: Strategy for HwH to be circulated to Board.**

**f. Stakeholder Panel** - see paper circulated for information

**g. Finance update** - the balance sheet and management accounts were circulated prior to the meeting.

Steven explained that HwH's financial year end being January is causing frustration as it is not in line with the traditional financial year. It was noted that contact monitoring will require reporting quarterly, this will include financial information so processes will need tightening up. Steven talked through the accounts. Michael thanked Steven and Monika for all their work.

**Action: Monika to ask our accountants what process is required to change financial year end.**

**h. Sensory and Physical Disability Service Watch Group** - see paper circulated for information

**6. HR update** - **Action: Geoff will circulate the Part 2 Paper of August's Board to update new Board members.**

**7 Meeting dates for 2017: 20<sup>th</sup> February, 24<sup>th</sup> April, 19<sup>th</sup> June, 21<sup>st</sup> August, 16<sup>th</sup> October, 11<sup>th</sup> December - [Agreed subject to any change to meet monitoring requirements](#)**

**8. AOB incl. questions from the public - none**

Paul circulated a chart reflecting activity on the website showing increased traffic following the publication of a blog post.

It was requested that the Complaints Report is circulated round to all GP surgeries in Herts.

**[Next meeting: Monday 12th December 2016, 10am at Douglas Tilbe House](#)**