

Healthwatch Hertfordshire Board Meeting
10 a.m. on Monday 14th December 2015, at
Douglas Tilbe House, Hall Grove, Welwyn Garden City, AL7 4PH

Present: Michael Downing (Chair), Geoff Brown (Chief Executive), Jean Brown, Meg Carter (arrived at 10:35), Brian Gunson, Virginia Kirri-Songhurst, Sundera Kumara-Moorthy, Steven Palmer, Sue Reeve, Michael Taylor, Mel Wood

Others: Monika Brzozowska-Neroth (HwH Officer presenting on Finance), Nuray Ercan (Officer, Minute taker), Caro Hart (Stakeholder Panel Chair), Paul Regan (HwH Officer, Tweeting), Keith Shephard (presenting on Strategy), Ruth Harrington (HCC Community Wellbeing Team)

Apologies: Marion Birch

1. Welcome, apologies and register of interests

Michael welcomed everyone. Apologies as above.

2. Minutes of 19th October 2015

It was noted that Kristy Thakur's name will need correcting.

[The minutes were approved as an accurate record.](#)

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

Legal submissions of reports and the annual accounts to the Charities Commission and Companies House have gone through. Geoff invited Board's questions on the Chief Executive's update.

Board discussed the cuts to Public Health's funding. Michael is looking to have a meeting with Jim McManus and Teresa Heritage to discuss this. Ruth clarified that this cut is circa 6%. As it is a national issue, it was raised with HwE in the summer to tackle, though HwE believe it might be more effectively challenged by local Hw.

Board commended Frankie, Youth Health Ambassador, for his excellent work with engaging young people, highlighting the youth website as being relevant and fit for purpose. It was noted that so far college engagement has taken place predominantly in East & North Herts and encouragement was given to try to address the balance, to also roll this engagement out in West Herts. Nuray's hard work at a strategic level around young people's services was also noted.

CAMHS and the Children's SCGs were discussed as areas to keep an eye on. Nuray confirmed that she and Frankie would be meeting with Kate Barker (Assistant Director for Maternity, Children and Young People's Commissioning, NHS E&NHerts CCG) to clarify how best to engage with the CAMHS Transformation process and will update relevant Board members after this meeting has taken place. Ruth updated Board on the big changes happening within Children's commissioning. There will be four heads of service, three of these will continue to have an operational role but will also be heading commissioning in each of the streams. The fourth person will have a strategic, performance and quality role.

Geoff clarified that the community engagement strand of the Praxis work is complete and has been very successful. The piece of work around complaints is not complete and will need further analysis in terms of demography. An interim Praxis report was requested, as a substitute for the meeting that was cancelled. Geoff confirmed that this will be circulated to Board later in the week.

Action: Geoff/Paul to circulate the interim Praxis report when available.

4. Chair's update

- **Hertfordshire Health and Wellbeing Board:** The Board will be meeting later in the week and will address refreshing the renewal of the Health and Wellbeing strategy. This will be going out for public consultation in the New Year. Michael will circulate his report.
Action: Michael to circulate his report on the Health and Wellbeing Board Meeting.

10:35 Meg arrived

- **HCC Scrutiny:** HwH involvement continues. Recently set up a special scrutiny topic group on which HwH was invited to sit, looking at the implications of the CQC report on WHHT. At Scrutiny's request, Frankie and Nuray will be presenting at this week's session on engagement with young people.
- **Integrated Care Partnership Board:** Michael has been attending Board meetings since the start of the year. The Board is moving to the public engagement phase where HwH will have a greater role. Alison Gilbert has met with HwH officers to discuss taking this forward.
- **Healthwatch England - Annual Report Launch:** Michael attended Healthwatch England's formal publication and presentation of their report at the House of Commons. Geoff will make contact to see if there is a forum at which local MPs attend for us to use to develop relationships.
- **Royal Free Hospital:** No update. Meeting was cancelled and will be rearranged.

5 Sub-groups and committees

a. MHLD SWG - the report was circulated prior to the meeting.

Ruth updated Board on the Viewpoint recommissioning. Currently HCC is carrying out a review of all their contracts, and Viewpoint, as will all other voluntary sector organisations across Herts, are affected. Viewpoint's contract ends in March 2016 and has sent out a letter to their members saying that their contract is coming to an end. This was prior to meeting with their contract manager. At this meeting HCC were looking to extend Viewpoint's contract for another six months, in line with a new service user voice tender process happening towards the end of 2016. The new contract will be awarded to a service user voice network and HCC is looking to organisations working in partnership to provide this going forward. HCC has since sent out a briefing to explain the situation and has also asked Viewpoint to circulate this to their members. Geoff thanked Ruth for arranging for Kristy and Cathy to meet with him to explain the situation.

Jean updated Board on the difficulties of engaging with the Crisis Care Concordat.

The Hertfordshire Year of Mental Health and communications about this was discussed.

b. Enter and View (QISC)

- The main update has been detailed in the Chief Executive's update paper.
- The Enter and View Pinelodge Report and PLACE overview report has been circulated for sign off. Board approved the reports.
- An additional report on Ernest Gardiner Care Home was circulated at the meeting. Meg asked Board to let Jane have any comments on the report by 21st December, at which point it will be assumed that the report will be signed off, and published.
- The Enter and View Monitor's get together took place on 7th December. It was very successful and Meg thanked Jane, Paul and Geoff on behalf of QISC for all their efforts.

Action: Board to let Jane have any comments on the Ernest Gardiner report by 21st December.

c. Transport - the report was circulated prior to the meeting.

Kumar added that the sub-committee had taken a step back in recent months, after being involved very heavily up to the service provider being appointed. However, the sub-committee is looking to reconvene in the New Year as the contract would have been in place for six months and to review concerns.

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

1. HCC Scrutiny Topic Group reviewing progress at WHHT - **Michael Downing**
2. End of Life Care - **Virginia Kirri-Songhurst**

Board approved the above recommendations.

Geoff raised the following urgent representative opportunities which have come onto the agenda since the Representation sub-committee last met:

1. Joint HCC and Essex CC Scrutiny Topic Group looking at Princess Alexandra. (Ideally this would be a Board member residing in East Herts.)
2. Diabetes and Stroke Pathways group (across Herts).

Action: Geoff to circulate details of the Topic Group & Diabetes and Stroke Pathways group to Board, for nominations.

e. Strategy sub-committee - Brian Gunson, as Chair of the Strategy Sub-Committee, introduced the report and handed over to Keith Shephard to take Board through the paper and associated appendices. Board considered the report of the Strategy Sub-committee from their meeting on 30th November.

Strategy 2016-2020

Keith Shephard reported on consultation feedback, which covered the following points (in addition to the appended letter within the Board report (from E&NH NHS Trust):

- Whole system sustainability (as distinct from HwH sustainability)
- Being as specific as possible on outcomes
- Being explicit about equalities
- Referencing the gypsy and traveller community
- Working with and representing voices in the whole system (including link to Stakeholder Panel)
- A cluster of service issues in respect of dual diagnosis, mental health, drugs and alcohol

The Strategy will now be finalised and taken forward as set out in the report.

Operational Plan

The revised wording of Strategic Objectives set out in the paper was agreed. The next steps as set out in the paper were noted, and agreed.

Comments:

- Importance of relationship mapping for representation, profile and strategic influence. This will be considered through the SSC
- The value added through volunteering, framed in financial terms and linked to sustainability
- Understanding Mental Health, and where HwH can best engage
- Recognition that 'saying no' is sometimes necessary, and requires a systematic approach, backed by a culture shift
- HwH overarching 'watchdog' role and how it can best represent users and communities, alongside other representative groups giving voice
- Add non-emergency patient transport to the Operational Plan (under SO2)

It was agreed:

14.12.2015

That the Strategy Sub-Committee be authorised to:

1a) make final adjustments to the 2016-2020 Healthwatch Hertfordshire Strategy by 31st January 2016.

1b) Finalise the Healthwatch Hertfordshire Operational Plan 2016/2017, in conjunction with the office team, by 31st January 2016

2) That Steven Palmer be appointed to the Strategy Sub-committee

f. Stakeholder Panel (SP) - The last SP meeting considered draft operational plan. The SP came up with suggestions, particularly around equalities. Caro highlighted that the SP has been attended by new people giving input from a wide range of perspectives however consistency of attendance is an issue. To address this, from the New Year the SP will be working on publishing a work programme for the year. Standing items have already been created to include the current work of HwH and emerging issues from members. This was welcomed by Board.

Action: Paul to circulate the SP work programme when available.

g. Finance update - budgets and minutes were circulated prior to the meeting.

Steven highlighted that he will be working with Monika to represent the budgets to make it more accurately reflect capacity and plan spend more accurately. Referring to variance, Steven highlighted the underspend on staffing, explaining that this is being addressed as HwH will shortly be recruiting to vacant posts. Overspend on legal and professional fees and on the website was also referenced and explained.

Steven and Board thanked Monika for pursuing the issue of bank charges with Lloyds Bank, who has now agreed to refund amounts going back to September 2014.

The Treasurers report was noted and agreed.

6. Governance update

This is a framework for the Board's business cycle so that through the year the Board will have a programme for knowing about required essential business ahead of time. The document is a working document and may be added to throughout the year. Sue proposed that Board accept this version as a guide for Board and sub-committees and to start using it to inform agendas. If there are any additions to be made to the cycle, these can be sent to Sue and Nuray for incorporation. Sue thanked Board and Nuray for their input.

7. Proposed meeting dates for 2016

Board approved the following meeting dates, 10-1pm, DTH:

15th February, 25th April, 20th June, 15th August (Sue to Chair in Michael's absence), 17th October and 12th December

8. AOB incl. questions from the public - none

Next meeting: Monday 15th February, 10 a.m. at Douglas Tilbe House.