

Healthwatch Hertfordshire General Meeting
9:45a.m. on Monday 20th November 2017, at
1 Silver Court, Watchmead, Welwyn Garden City, AL7 4PH

Board Members including new members: Eve Atkins, Alan Bellinger, Roger Beeching, Maryrose Brennan, Michael Downing, Andrew Stenson, Barbara Suggitt

Executive Team: Geoff Brown (Chief Executive), Nuray Ercan (Operational Manger, Minute taker), Paul Regan (Communication and Engagement Officer, Tweeting)

Visitors/others: none

Apologies: Carol O'Brien

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

It is noted that Healthwatch Hertfordshire Board meetings will be Tweeted live.

1. Welcome, apologies, register of interests

Michael welcomed everyone. Apologies as above.

2. Election of Trustees for 2017 - 2020

The following candidates are standing for election:

- Roger Beeching
- Maryrose Brennan
- Carol O'Brien
- Andrew Stenson

Michael formally put the above appointments to the board. Barbara seconded and Michael Taylor voted by proxy in favour of the candidates being appointed. [Trustees unanimously agreed to the above appointments.](#)

3. Any Other Business - Important business notified to the Chair before the start of the meeting - none

Healthwatch Hertfordshire Board Meeting
10a.m. on Monday 20th November 2017, at
1 Silver Court, Watchmead, Welwyn Garden City, AL7 4PH

Board Members: Eve Atkins, Alan Bellinger, Roger Beeching, Maryrose Brennan, Meg Carter, Michael Downing, Virginia Kirri-Songhurst, Sundera Kumara-Moorthy, Steven Palmer (arrived at 10:10), Andrew Stenson, Barbara Suggitt, Michael Taylor (arrived at 11:15)

Executive Team: Geoff Brown (Chief Executive), Tom Barrasso (Strategy and Partnerships Manager), Nuray Ercan (Operational Manger, Minute taker), Paul Regan (Communication and Engagement Officer, Tweeting),

Visitors/others: Sarah Clemerson, Carolyn Gale (HCC Community Wellbeing Team), Victor Boulter (arrived at 10:13)

Observers: Linda McIntyre (arrived at 10:09 Stakeholder Panel Co-Chair), Kevin Minier (arrived at 10:07 Stakeholder Panel Co-Chair)

Apologies: Carol O'Brien

1. Welcome, apologies, register of interests

A special welcome was said to newly elected Board members. Everyone introduced themselves. Apologies as above. No interests declared.

Geoff went through the procedure of getting back in the building if anyone needed to leave.

2. Minutes of 11th September 2017 & outstanding actions

The minutes were approved as an accurate record. Outstanding actions were highlighted.

Action: Michael confirmed that he would try to ask Lord Toby Harris to talk at a future Board meeting.

3. Chair's update

- **Healthwatch Hertfordshire participation in Clinical Commissioning Group consultation meetings** - joint consultation meetings to engage service users in hearing views about cuts to services. Geoff and Michael have facilitated and Chaired nine Healthier Future events around the county. A press release was drafted by HwH but not subsequently issued. We will be meeting with both Clinical Commissioning Groups this afternoon to discuss the issues in the press release.
- **Hertfordshire County Council Scrutiny - Healthwatch Involvement** - we've continued to be involved and have made a presentation at Health Scrutiny. Overview and scrutiny engagement has now commenced. HwH presented to Overview and Scrutiny last week which was received really well and continues to develop this relationship.
- **Issues from meetings with Health & Hertfordshire County Council** - Had a meeting with Jim McManus, Director of Public Health who was very open with regards to issues at present, which was very encouraging.
- Michael advised Board members that when they are meeting with outside bodies they should always remember in what capacity they are there and ensure that when expressing opinions it is explicitly said that they are personal views so that it is clear to the audience.

Receiving late papers for Boards and committees was discussed and it was agreed that this issue should be kept as a watching brief.

4. Chief Exective's update including monitoring return

Geoff introduced the item explaining that the Chief Execs report comprises the contract monitoring return, also provided to Carolyn our Commissioner. Three key documents are provided: The standard Hertfordshire County Council performance assessment spreadsheet, the word document containing further information about projects and activity within the quarter and a list of compliments received. The update was noted, no questions were received.

5. Reviewing priorities for 2018-19

Geoff introduced the item and provided context. He explained core commissioned activities would continue as standard. The priorities focusses the organisation on priorities to put more resource into, beyond the everyday core areas. After discussion, Michael suggested that HwHs priorities for 2018-19 in health and social care should be 1. Mental health, 2. Income generation, 3. Sustainability and Transformation Partnerships and the transformation of the relationship between health and social care 4. Patient and Public Involvement & Engagement, 5. Primary Care. [The Board took a vote and agreed to this proposal.](#)

The executive team will work up projects based on these areas of priority.

6. Governance and structure

Michael introduced the item and Geoff talked through the slides. This item is about our structure and how we run our business going forward. Board were happy with the revised committee structure/model and proposed that this change was implemented in the New Year.

[Action: Board to inform Geoff and Nuray which subcommittee\(s\) they would like to join.](#)

7. Concordat

The Concordat is a way for health organisations, HwH and scrutiny working together. The underlying message is 'no surprises' and sets expectations. Geoff proposed that HwH make a commitment to continue to support this. [Board agreed to sign up to the revised Concordat.](#)

8. Sub-groups and committees

a. Mental Health Service Watch Group - see paper circulated for information.

b. Learning Disability Servie Watch Group - see paper circulated for information.

c. Enter and View (QISC) - see report circulated for an update.

Board were asked to approve the following reports:

- Russell Avenue Dental Practice and Implant Centre
- The Hertfordshire Centre for Dentistry
- 21 Dental

Positive feedback was received from Board with regards to the reports. It was recommended that details entered on Herts Help are checked as well as NHS Choices. [All three reports were signed off by Board.](#)

d. Transport - The new quality review meetings have not been reconstituted yet, as a new provider is in place until March 2019. Communications are being sent to Kumar as the main contact at HwH.

e. Representation sub-committee - see update circulated

[Board approved the following appointments:](#)

- West Essex/Herts strategy End of Life group - Virginia
- Comms/HWB strategy working group - Paul

- HCC Access to Services in Hertfordshire - suggest Priya to make connections
- Hertfordshire Public Health (Officer) Board - Priya

f. Strategy sub-committee - see paper circulated for information

g. HR sub-committee update - To be covered in part 2

h. Resources Sub-committee - see papers circulation for information

i. Sensory and Physical Disability Service Watch Group - last meeting took place in at Herts Wheelchair Service and had good attendance. The meeting discussed priorities for the group going forward and also discussed HwH priorities. The topic the group wish to focus on next is access to primary care. The meeting had a presentation from Sense. The next meeting will be convened in February.

j. Stakeholder Panel - The next meeting is on 4th December.

k. Sustainability Transformation Partnerships Working Group - the last meeting discussed the extent to which HwH has involvement within the Sustainability Transformation Partnership. Earlier in the day we met with the Programme Director, Peter Cutler.

l. Contract and HwH Tendering Agreements (CTA) working group - no update

9. Proposed Board meeting dates 2018

The meeting dates proposed below were agreed:

- **Monday 19th February**
- **Friday 6th April (General Meeting & Election of Trustees)**
- **Monday 21st May**
- **Thursday 28th June - Annual General meeting and Strategic Board meeting**
- **Monday 20th August**
- **Monday 19th November**
- **Monday 17th December - Strategic Board meeting**

10. AOB incl. questions from the public -

Paul asked Board's contribution to blogs. He will send a communication to Board later this week with tips and offers of support.

Questions via twitter:

Q: Have you received the quality impact assessment on Nascot Lawn?

A: We have not seen the final version that was provided to the finance committee, however we did see a previous draft version at a quality subcommittee earlier.

Q: Who hold the Clinical Commissioning Groups to account?

A: NHS England.

Q: Are you asking the general public their priorities for Healthwatch Hertfordshire's focus?

A: Yes, last months question of the month on the website asks the public what areas of interest they would like us to focus on. In the next newsletter we will ask for areas of interest within the chosen five priority areas. We will be asking for detail and focus for projects.

Q: What progress has been made in promoting Healthwatch Hertfordshire in the media?

A: Community Ambassadors in their role are promoting Healthwatch. Posters are being printed to be distributed. We have a piece about us in Many Magazine in Wheathampstead and surrounding areas. We also release press statements and are invited on the radio such as 3Counties.

Q: What were the issues raised at your meetings with Health Scrutiny in the last year?

A: We did a presentation to Health Scrutiny last year. These meetings are a two way process, they raise issues with us and us with them. We can provide this outside the meeting.

Q: What are you doing to work with Cancer Alliances?

A: We can explore this though our approach is to work in partnerships with organisations that have particular specialisms so as not to replicate of other organisations.

11. Closed Part 2 item

12. Comfort break and lunch

13. Signposting presentation by Priya Vaithilingam, Research Manager



HwH-83

Signposting model I

Next formal meeting of the Board: Monday 19th February 2018, TBA

Next Board away day/strategic focussed closed meeting: Monday 11th December, Music Centre, Hatfield