

**Minutes of Healthwatch Cornwall Board Meeting
Tuesday, 23rd January 2024, 10:00 am to 12:30pm
Truro Library**

Present:

Directors: Anna Pascoe (AP) – (Chair); Christine Hunter (CH), Deryth Stevens (DS), Tracey Camps (TC), Keith Judkins (KJ), Mike Wall (MW), Richard Williams (RW), Clive Acraman (CA)

In Attendance: Debbie Gilbert (DG), Helen Hambly (HH) for presentation

Part 1: In public agenda

1. Welcome and introductions

1.1 AP welcomed all to the meeting and outlined health & safety housekeeping. No new members so no introductions required.

2. Apologies

All present so no apologies.

3. Questions from the public

3.1 No formal questions or comments have been received via AP or DG. AP noted that the intention is to have more public engagement moving forwards.

4. Declarations of interest

4.1 No declarations of interest or comments for items on the agenda.

5. Minutes of the last meeting: 7th November and 1st December 2023

5.1 Minutes will be circulated when a format has been agreed. AP and DG hope to sign off in the near future.

6. Matters arising

6.1 AP requested a narrative of past actions on the action log with more explanation, as actions still not complete over past few months.

- 6.2 DG identified that the format of the document was undergoing an update and that the management team were working collectively to provide a complete and updated version at the next Board meeting.
- 6.3 DS suggested a triage system for the action log, MW supported this,
- 6.4 AP requested an audit trail with actions being delegated to team members early after each Board meeting.
- 6.5 AP proposed and Board agreed that the actions for internal use be **separated** from the Governance Action Log into an internal document.
- 6.6 DG asked if the Director's buddy system had been completed and was advised this is now complete.

7. Register of Interests

- 7.1 AP explained that this is an annual standing item to ensure it is regularly updated. She reminded everyone to complete their annual Declaration of Interests.
- 7.2 KJ asked if the completed Register of Interests is published on the website, AP confirmed this is the case and that the Business Support Manager will update it once all declarations received.

8. Board representation to groups/committees

- 8.1 DS confirmed she is happy to sit on the One Vision board as Deputy and on the Clinical Senate.
- 8.2 CA was happy to become Deputy on the PCCG.
- 8.3 CA confirmed himself and DG are now on the Safeguarding Adults Board, who have requested DG as lead.
- 8.4 KJ offered to speak on behalf of HC at the ICP. AP suggested DG to speak to the management team as this was thought helpful but would need a structured approach.
- 8.5 AP identified typos with Directors' names which need correcting.

8.6 AP requested DG to identify with staff who wants to be involved in the Comms & Impact meeting so meeting date can be set.

9. Staff presentation – research demographics report

9.1 HH presented a report compiled by the research team showing the work undertaken to identify demographics.

9.2 This has been presented to staff at a meeting in October and plans are in place to tackle the highlighted gaps.

9.3 HH was thanked for her comprehensive and informative presentation.

10. CEO Report

10.1 DG presented a summary of the Management Report, copies of which were given to the Chair and Directors.

10.2 AP commented that there was a lack of update on the maternity project and moving forward she would like to see this included.

10.3 DS suggested that moving forward a summary could be provided and a link to the full report given. AP seconded this as good for accessibility for the public.

10.4 AP asked that documents be circulated in advance so all directors have a chance to read and/or come back with any requests or questions

10.5 AP appreciated the Quarterly feedback in colour. She would like to see 'what next' included.

10.6 Directors discussed the issue of dentistry which is regularly in the top two themes in feedback. AP had the view that moving forward, we need to be giving guidance and what we are doing about this issue with quantification required moving forward. DG felt that we were missing demonstrating the impact, and DS asked how much impact HE were having.

10.7 DG to make contact with counterpart at HE for an introduction and best practice discussions.

11. Finance Report

11.1 AP confirmed that, from the finance meeting, it was agreed we should raise sales invoices 30 days before payment is due.

11.2 The Board agreed that the quarterly element of the quote was prohibitively expensive but that we agreed to fund staff training on Xero for relevant colleagues, the CEO and the BSM.

11.3 AP asked for an extract from the Xero management accounts software rather than manual entries into an Excel document.

11.4 KJ commended MW for clarifying the cashflow process.

11.5 DG confirmed that all owed monies had been paid.

11.6 DG presented a proposal document to the Board, which included a rationale for the principles of a risk register. After discussion it was agreed that DG will complete an updated version which AP requested before the next quarter. DG confirmed that, subject to feedback from MT/Board, a draft would be ready.

11.7 AP felt that the previously planned risk workshop with the Board may well be helpful before to support and guide the process. DS said that in terms of external factors it would be helpful to know how to mitigate risks. KJ suggested a draft copy sent around the Board. DG was happy to share but would request help/support if required.

12. ODAG Report

12.1 TC gave an overview of the items discussed at the meeting. The group discussed terms of reference and TC took feedback but she is not recommending amendments to the Board at the moment.

12.2 TC and DG to discuss the direction that ODAG is taking,

- 12.3 The item from last year's workplan on external accreditation was removed. TC explained the group felt that it was not something that is high priority right now but could be something for the future.
- 12.4 Staff presented ideas of themes of future meetings. TC will collate and consider so there can be a reset with focus on positives.
- 12.5. Core and PB contracts were brought up by staff representatives and DG explained the work/meetings that had taken place.
- 12.6 TC will present updates/future work via email.
- 12.7 Previously the BSM has presented the HR report but handed to TC as there is no longer requirement for BSM to attend Board meetings.
- 12.8 It was agreed the HR report should be reviewed to ensure it is fit for purpose.
- 12.9 TC confirmed all appraisals were completed in last 12 months and that the BSM had expressed a desire to return to matching appraisals to the training budget so this could be reviewed at the end of Q2.
- 12.10 DS confirmed from her notes that previously, agreed appraisals were completed earlier in the year. DG advised that discussions were being held with the management team around accuracy/validity of previous appraisals and a reset now that she is in post as CEO. She is keen to introduce SMART targets.
- 12.11 TC thought training needed to be identified at appraisals and 1-2-1's and was very supportive of SMART targets.
- 12.13 KJ stated that now we have a CEO in place we have to look at the Board pushing things that the CEO has already in place.
- 12.14 KJ was keen to ensure all aspects of how someone does their job is considered including wellbeing and ensuring an open process.

12.15 DG informed the Board of the Stop, Start and Continue training set for 31/01/2024 is taking place at Truro Library for all staff, covering many areas including staff feedback and wellbeing.

12.16. AP confirmed the Board's willingness, with all their breadth/depth of knowledge, to step up and support DG, and felt it was acceptable to offer their expertise but agreed with KJ that DG could go to Directors as/when needed.

12.17 DG thanked the Board and would seek support as required.

13. Maternity/KMPV

13.1 DG apologised that a report was not presented in the Board pack. She confirmed that a meeting has been arranged with Liz Cahill, the lead commissioner at the ICB and updated the Board about the retendering process.

13.2 AP gave an overview of her meeting with Liz Cahill.

13.3 AP and DG to meet to plan next steps.

14. Policies for review

14.1 AP and KJ to meet with DG to discuss updates and progression.

15. Any other business

15.1 DS wondered if a client and/or provider story, relating to HC, could be provided twice a year. AP confirmed that it was an item on the Comms and Impact group agenda as to how we can involve their narratives. AP and DS are mindful that the public are not coproducing things as they'd like so this would be part of future work.

16. Date and time of next meeting

16.1 Next Board Meeting will take place 10.00 – 12.30 Tuesday 30th April, venue to be agreed.

Acronyms

BSM – Business Support Manager

CEO – Chief Executive Officer

Comms – Communication

FGPSC – Finance & General Purpose Sub Committee

- HC – Healthwatch Cornwall
- HE – Healthwatch England
- HR – Human Resources
- ICB – Integrated Care Board
- ICP – Integrated Care Partnership
- KMVP – Kernow Maternity Voices Project
- ODAG – Organisation Development Advisory Group
- PBs – Partnership Boards
- PCCG – Primary Care Commissioning Group
- SMART – Specific, measurable, achievable, realistic and timebound