

**Minutes of Healthwatch Cornwall Board meeting  
Wednesday 24 July, 2019, 10am  
Truro Community Library, Union Place, Truro, TR1 1EP**

**Present:**

Directors: Deborah Came (DC) (Guest Chair) Amanda Stratford (AS) Christine Hunter (CH) John Evers (JE) Roger Sinden (RS).

In Attendance: Spencer Woods (SW)

In Attendance for part: Adam Jose (AJ) (Cornwall Rural Community Charity), Michelle Hooker (MH) (Healthwatch Cornwall)

**PART 1: In public agenda**

1. **Welcome and Introductions:** DC welcomed everyone to the meeting.
2. **Apologies:** Received from Jon McLeavy, Margaret Abban. Babs Rousevell not present.
3. **Questions and comments from the public:** None.

AS highlighted that the current trend in questions submitted to the office tend to be media-led or about services with a lack of provision and that at present signposting enquiries are minimal. AS gave an example of the type of public question HC receives to the office:

Two members of the public contacted HC regarding the rumored service closure of Mevagissey Surgery. A formal notification letter had not yet been sent to patients and they wanted to know if HC could provide clarity. HC was able to obtain a formal notification letter from NHSESW and distribute to the individuals by email to share with the PPG. The letter had only just been sent to patients by the surgery by post, so HC was able to distribute this information to the general public in advance of the letter's receipt via their PPG and our website.

4. **Conflicts of Interest:** None declared.
5. **Advising of any other business:** AS wanted to talk about West Cornwall Health Watch's letter to NHSE.
6. **Minutes of the last meeting: 25 April 2019:** Minutes will be signed and ratified as a true record.
7. **Actions matter arising**



- Minutes were circulated to the board.
- AS spoke to staff at team meeting and brought an example of a public question to the board for item 3.
- RS attended staff meeting to discuss ODAG report and a final action plan was created - to discuss further in item 11.
- SW made amendments to the Representation List and circulated to the board.
- SW circulated dates and times of locality meetings to the board.
- AJ is attending the board meeting for item 9.
- AS circulated the final draft budget to the board.

## 8. Finance Report

Income and expenditure is now correctly phased on the report:

- AS offered the board reassurance that the CC funding has been invoiced for. The reason for delay in payment is due to a contract extension until the end of May to accommodate changes to the new contract which required a new PO number from CC.
- HWE funding is in.
- Safeguarding funding is delayed as the position has not yet been filled.
- MVP funding is in.
- VCP Year 1 funding has been secured and the KCCG funding is in. Additional CC funding is drawdown so will come in ad hoc.
- VCP Year 2 funding has yet to be secured but AS has had meetings with Cornwall Development Company.
- KCCG conference funding is in.
- AI Report funding is in.
- Further fundraising needs to be actioned.

Expenditure is over in some areas such as training as phasing has remained equally distributed across 12 months - two major training courses have been delivered in co-production and media skills. Ops costs are higher in Q1 because conference costs have been brought over from 18/19. Website costs have been more expensive than anticipated. Office running costs are high due to a double rent payment. New server will come out of contingency as more expensive than anticipated but essential. RS asked if the server has been through a procurement process and AS clarified that it was purchased through HC's IT support provider who have been through procurement. JE asked about the security risks of server migration and RS mentioned that a business continuity plan is in progress.

## 9. Presentation - Sage demonstration - Adam Jose, CRCC



AJ gave a presentation to the board about the Sage accounting software HC will now be using. SW will have access to the Sage portal enabling ad hoc reporting, both for the whole organisation or departmentalised, and the facility to check payments without contacting CRCC. This will save time for both HC and CRCC. JE asked if this time saved would be of cost benefit to HC. AJ confirmed that initially the cost of the license will offset the time saved however this could be reviewed in the future. AS added that it will free up CRCC to spend time on other aspects of the organisation.

## 10. Budget Approval

AS presented the budget which shows all core funding is either in or secured. Some further fundraising is required as is year 2 funding for VCP which may be met either through grants from Cornwall Development company or income generation from the project. The server is coming out of contingency - there is the option to move funds into the equipment budget however there is no benefit or financial implications to this. The board agreed the HC 2019/20 budget.

## 11. ODAG update

RS reminded the board that last year HC introduced hard copy staff and volunteer surveys. These were filled out anonymously and given to a former HC board member who analysed the data and sent back the results. RS admitted that the volunteer survey results from 2018/19 were not as comprehensive as hoped and the volunteer survey this year may not go ahead.

RS met with the team and SW following the last ODAG report to arrange an action plan, which is progressing. RS referred to the minutes of the last board meeting to highlight JM's comment questioning what would happen if the team doesn't like the approach. RS said that the handbook lays out the terms already however due to company culture they have not been carried out as formally as promised. RS worries that these cultural issues are embedded in the organisation and feels implementation will be the big challenge.

ODAG will report back to the board later this year with an evaluation of the EAP.

RS is happy with joining Healthy Workplace in principal but felt actioning this should be postponed until other work is embedded first. AS agreed but felt there is a balance to be found between staff wellbeing and formal processes - HC already fulfils a lot of the criteria of Healthy Workplace and feels the formal processes will be integrated naturally. RS reiterated the need to meet the health and safety obligations of an organisation.



**12. Directors reports from public meetings attended - items of potential impact**

CH attended a JPCCC meeting where GP service closures were discussed. North Cornwall does not have a sufficient network to protect against closures. Camelford Surgery's partner is retiring in January which is a concern. Mevagissey Surgery was brought up and whether this will become part of the Kerrier area by virtue of the Veor Surgery takeover. Rock Surgery (part of Wadebridge and Camel Estuary Practice) is closing on the 26<sup>th</sup> July affecting a number of people. Morrab Surgery was mentioned as being negotiated. Mounts Bay Surgery is also being closed. RS expressed interest in the process that surgeries have to follow to close - CH confirmed that there is an application to NHSE that must occur, JE added that the contract is then handed back to NHSE to deal with. AS mentioned that the problem is exacerbated by fewer GPs coming to Cornwall on placement and large numbers of GPs in the county reaching retirement age.

**13. Presentation: Outreach activity 18/19 - Michelle Hooker, Healthwatch Cornwall**

MH gave a presentation to the board about the Outreach Activity Report 18/19. The board was impressed with the content of the presentation and the work which has been undertaken by the Outreach team.

**14. Operation update including CEO Report, Performance Report, Annual Report, Virtual Citizens Panel update**

AS showed the board the new website. The decision to change to a new platform was not discussed at board level but was instead brought down from HWE. The new platform is more cost effective, mobile friendly and easier to navigate than the old website.

AS demoed the new VCP platform which was funded by the KCCG and CC. The name Ask Cornwall has been chosen. There were arguments for or against using Healthwatch branding - the decision was made to use the colour scheme to give an implicit link but not other elements, for independence and future proofing. This is still in development.

The new Digital Research and Engagement Officer position will take the VCP forward and recruit through engagement and comms. The platform should be finished by September and ready for a soft launch with participants interested from discussions at Royal Cornwall Show. The pilot will be around new health and wellbeing board priorities and community hospital engagement. Through this HC can fine tune and launch formally in spring at the next HC conference, which will be around public engagement. The new



post will also moderate the platform - AS has slight concerns around resource but will manage as it grows. AS had explored the risk of the platform fostering negativity however has been offered reassurance by the developer, who have worked on other similar projects previously. JE asked if moderation for any third parties taking up the platform would be the responsibility of HC and AS explained not.

#### **15. Risk Register**

AS clarified that amber on the risk register is predominantly due to delays in progress, not an item that is going wrong. AS has spoken to Gareth Dix and he is willing to help with the 360 process. Capacity is an issue which will be eased by induction of new staff and work has been done with the team around prioritisation and taking on projects in a more structured way. Jo Smith is doing some back to work days and developing an organisational overview of workflow. AS questioned whether Shaping Our Future should be left on the register as feels HC has moved beyond concerns around reputation and identity - HC is seen in a supportive role. JE asked if this should be substituted for West Cornwall Health Watch and DC suggested the Virtual Citizens Panel.

#### **16. Review of policies - Freedom of Information**

RS noted that there are links within the document and has asked that we check they work. The policy had been reviewed and was agreed by the board.

#### **17. Any other business**

AS wanted to let the board know that Peter Levin from West Cornwall Healthwatch sent an open letter to Simon Stevens CEO of NHSE&I regarding integrated health and social care services. The letter is critical of the independent chair recruitment process. AS has reached out to NHSESW to let them know this is not from HC. AS to circulate the letter to the board.

#### **18. Date, time and location of next meeting**

**Wednesday 23<sup>rd</sup> October 2019, Truro Community Library**

#### **Acronyms:**

CC - Cornwall Council  
CRCC - Cornwall Rural Community Charity  
EAP - Employee Assistance Programme  
HC - Healthwatch Cornwall  
HWE - Healthwatch England



JPCCC - Joint Primary Care Commissioning Committee  
 KCCG - Kernow Clinical Commissioning Group  
 MVP - Maternity Voices Partnership  
 NHSE&I - NHS England and Improvement  
 NHSESW - NHS England South West  
 ODAG - Operational Development Advisory Group  
 PPG - Patient Participation Group  
 VCP - Virtual Citizens Panel

**ACTION LOG:**

ACTION	RESPONSIBLE
Draft minutes circulated within 4 weeks of meeting	SW
Further fundraising needs to be progressed	AS
RS to meet with SW to discuss action plan progress and business continuity plan	SW, RS
Staff survey needs to be actioned	SW, RS
Evaluation of the EAP needs to come to the next board meeting	SW, RS
360 appraisal process for AS needs to be progressed	JM
Check Freedom of Information policy links as discussed	SW
Update risk register with Ask Cornwall project	AS
West Cornwall Health Watch letter circulated to board	AS

