

**Minutes of Healthwatch Cornwall Board meeting  
Wednesday May 17, 2017, 10am  
6 Walsingham Place, Truro**

**Present:**

Directors:-Margaret Abban (MA), Gareth Dix (GD), John Evers (JE), Jayne Howard (JH),  
Jon McLeavy (JM), Roger Sinden (RS), Amanda Stratford (AS),  
Staff:-Celia Newcombe (CN), recording minutes

Guest speaker: - Lou Farbus (Regional Head of Stakeholder Engagement  
Specialised Commissioning - NHS England South (Currently on secondment to Cornwall and Isles of  
Scilly Shaping our future))  
Staff attendees for presentation by Lou Farbus:-Jody Wilson, Stevie Kochnovicz

**PART 1: in public agenda**

- o **Welcome and Introductions:** JM welcomed everyone to the meeting especially Amanda Stratford, this being her first attendance as a board member. AS said that she, as Chief Executive Officer and a director, will at times have to make clear her position when contributing to meetings.
- o **Apologies:** None
- o **Questions and comments from the public:** No questions had been submitted before the meeting.
- o **Conflicts of Interest:** None declared.
- o **Advising of any other business:** None.
- o **Minutes of the last meeting:** The unratified minutes of the meeting held on February 15, 2017 were approved and signed by JM as a correct record.
- o **Actions/Matters Arising:**
  - i) Action 1 : Removed from list
  - ii) Action 2 : Complete
  - iii) Action 3: Distributed by Jody Wilson
  - iv) Action 4: Not yet complete
  - v) Action 5: Position declined by nominee. Nomination of a staff member and an HR expert to be pursued. Sub-Committee to be referred to as 'People' rather than 'HR' in future. **ACTION 1 GD**
  - vi) Action 6: Work in progress by Josie Purcell **ACTION 2 RS**



vii) Action 7: Review of People policies on-going with input of AS

**ACTION 3 RS/AS**

viii) Action 8: Code of Conduct work on-going

**ACTION 4 AS/RS**

ix) Action 9: Complete

x) Action 10: Complete

xi) Action 11: Complete

xii) Action 12: Complete

xiii) Action 13: Josie Purcell to review tone of voice in operation plan. A 'readers panel' to be coordinated to read through and constructively comment on final version.

**ACTION 5 JP**

xiv) Action 14: Further improvements in format and language of reports to enable better clarity to be worked on in a timely manner by Healthwatch and CRCC finance

**ACTION 6 JM/AS/SH**

xv) Action 15: Covered later on agenda for this meeting.

xvi) Action 16: See action 5

xvii) Action 17: work to be recommenced on Corporate Governance review

**ACTION 7 Board Working Group**

xviii) Action 18: Shaping the Future work shop set up and one meeting held

xix) Complete

o **Election of Chair**

It was proposed by JH and seconded by MA and JE that JM should be the new Chair of the Board of Directors. Accepted by board.

o **Directors Activity Reports**

JM explained that the reports to the board meeting by directors would usually be by exception reporting on items of potential impact on Healthwatch Cornwall that had arisen at any meetings they had attended. CN will coordinate and centralise all relevant paperwork, note what meetings the board members had attended during the interval between meetings and send reminders, if necessary, regarding representative reports. The board will negotiate by email any necessary extraordinary cover for meetings.

**ACTION 8 CN**

The board discussed the fact that the public are informed of Healthwatch Cornwall activity via the minutes of board meetings and that this was an excellent move forward.

AS proposed that each director should be allocated their own Healthwatch Cornwall email address which would be accessible via the web. This was agreed to be beneficial and will be set up a.s.a.p.

**ACTION 9 AS**

RS commented on attending KCCG without a coordinated approach regarding issues Healthwatch Cornwall want to address. AS and CN will work to bring together relevant questions and topics that are being raised by the public which will be put to the KCCG even if there is no Healthwatch Cornwall representative able to attend.

**ACTION 10 AS/CN**



MA asked for the board members to be sent updates re the current 'hot topics'. AS will set this up via the Operational Team.

**ACTION 11 AS**

JE will report back at the next meeting re the End of Life Strategy group which is currently quite active.

**ACTION 12 JE**

o **Operational Report:**

AS reviewed certain aspects of her formal report to the board.

- i) Partnership Boards - AS is working with Jody Wilson on a paper regarding experiential learnings relating to the contract work to date to be presented to commissioners at the next contract meeting. This will contain learnings and recommendations regarding changes to the original specification.

**ACTION 13 AS**

- ii) Enter and view policy - This has been requested by Charlotte Hill. A board working group will cover this topic in the next couple of months. It was agreed that the enter and view process needed to compliment any CQC processes and may have added value if reviews of the original visit are included.

**ACTION14 CN TO SET UP WORKING GROUP MEETING**

**ACTION 15 WORKING GROUP TO DISCUSS**

- iii) Priorities

From the list in her report AS spoke about development of

- a) operational plans
- b) on-going embedding of CRM
- c) policy and procedure reviews - updates now being an operational matter. AS will pass the policy regarding vexatious behaviour to JM for review. All policies and procedures will be uploaded to website

- iv) Operational Plan- AS presented her initial draft template to demonstrate how it can be used. The template was approved and its development will continue to be reviewed at the September board meeting. AS will investigate the setting up of secure files which could be accessed via the website which can be referred to from the business plan. Only final documents should be published to avoid confusion. JM thanked AS for this significant piece of work - it was agreed that a board working group will explore further developments. The planned team day will go through the plan in more detail.

**ACTION 16 AS**

o **Shaping our future**

Lou Farbus updated the board about the work she is currently involved with on the project.

o **Financial Report:**

- i) Finance sub-committee now established (JM, AS plus Sarah Howell of CRCC).
- ii) Committee will work on an improved presentation of the data in finance reports.
- iii) Healthwatch Cornwall has performed well and hit targets.



- iv) The reserve will be carried forward - this includes a three month contingency.
- v) Budget report was accepted by the board and will become the final 2017/18 budget.
- vi) The 2016/17 financial statement was accepted and will contribute to the year-end Accountants report.
- vii) JM wished to record the board's thanks to Sarah Howell for her work on the accounts.

o **Sub-committee progress**

- i) People
  - a) On-going work regarding appointing members
  - b) Draft Terms of Reference to be available to board at next meeting
- ii) Finance
  - a) - One minor change to Terms of Reference as presented by JM
  - b) - Debit card procedure now adopted and staff training now to be completed.

**ACTION 17 RS**

o **Risk register**

- i) AS and JM will review and send out to members via email. Steps with regard to managing risk need to be updated/added.
- ii) It was agreed that some of the larger issues will be in the Operations plan; this needs to remain a separate report.

**ACTION 18 AS/JM**

o **Correspondence**

There was no correspondence to be discussed.

o **Any other business**

- i) Register of interests - some updates required. CN to resend to members for updates
- ii) AS had discussed the boards questions with Jackie Pendleton and verbally reported her response
- iii) Skills audit for board. As the board is now complete in terms of numbers it was suggested that a board working group should examine any significant gaps and whether there was a need to recruit someone with those relevant skills.

**ACTION 19 CN**

**ACTION 20 BOARD WORKING GROUP**

- o **Date, time and venue of next meeting:** September 13, 2017 10am - Healthwatch Cornwall Office, 6 Walsingham Place, Truro

Public Meeting closed 12.40pm.

**Acronyms:**

CC - Cornwall Council  
CCG - Clinical Commissioning Group  
CIC - Community Interest Company  
CPF - Cornwall People First



- CQC - Care Quality Commission
- CRCC - Cornwall Rural Community Council
- CRM - Customer Relationship Manager
- CSB - Children’s Safeguarding Board
- EOL - End of Life
- HC - Healthwatch Cornwall
- HR - Human Resources
- HWE - Healthwatch England
- KCCG - Kernow Clinical Commissioning Group
- LDPB - Learning Disability Partnership Board
- NEST - National Employee Savings Trust
- OPPB - Older Persons Partnership Board
- RCHT - Royal Cornwall Hospitals Trust
- SAB - Safeguarding Adults Board
- SAH - St Austell Healthcare
- STP - Sustainable Transformation Plan
- SWAST - South West Ambulance Service NHS Foundation Trust

**ACTION LOG:**

<u>ACTION</u>	<u>RESPONSIBLE</u>	<u>COMPLETED</u>
1. Language of risk register, strategy and work plan to be in line with values - assist Josie Purcell if required	GD	
2. People sub-committee membership	RS	
3. Review people policies	AS/RS	
4. Complete people code of conduct	AS/RS	
5. Review tone of voice in operation plan and support a readers panel	JP	
6. Review format and language of finance reports to enhance clarity	JM/AS/SH	
7. Recommence work on Corporate Governance Review	Working Group	
8. Coordinate and centralise board member’s representative attendance, reports and paperwork	CN	
9. Arrange set up of board members Healthwatch Cornwall email addresses	AS	
10. Coordinate suitable questions and topics for discussion at KCCG	CN/AS	
11. Hot topics list to be sent to board members by Operations Team	AS	



12. Report back re End of Life Strategy group activity at next board meeting	JE	
13. Prepare paper relating to partnership boards to present to commissioners	AS/JW	
14. Set up Board Working group meeting	CN	
15. Confirm Healthwatch Cornwall Enter and view policy	Working Group	
16. Develop business plan	Working Group	
17. Draft Terms of Reference for People sub-committee to be available for next full board meeting	RS	
18. Review risk register and steps for managing risk to be sent out to board members by email	AS/JM	
19. Send latest register of interests to board members to update	CN	
20. Skills audit for board and discussion re any significant gaps and resolutions if required	Working Group	

