

Minutes of Healthwatch Cornwall Board Meeting
Wednesday 30th January 2019
The Health & Wellbeing Innovation Centre, Treliske, Truro, TR1 3FF
10:00am - 5:00pm

Present: Directors:-Jon Mcleavy(Chair)(JM), Amanda Stratford(AS), Roger Sinden(RS), Deborah Came(DC), Margaret Abban (MCA).

In Attendance for part: Jackie Pendleton and Tryphaena Doyle from NHS Kernow.

Part 1: In public agenda

- 1. Welcome and Introduction**
- 2. Apologies:** John Evers, Christine Hunter, Babs Rounsevell
- 3. Questions and comments from the public:** None
- 4. Conflicts of interest:** None declared
- 5. Advising of any other business:** None
- 6. Minutes of last meeting: 21st November 2018:** Minutes will be signed and ratified as a true record.
- 7. Actions / Matters Arising:**
 - Draft minutes from this meeting to be circulated with appropriate papers within 2 weeks
 - RS has met with AS have and agreed focus for Learning and Development should be employee supervision/ induction and appraisal.
 - IT support tenders completed, SW reviewed and both tenders to progress to interview. Meetings with parties to take place in February.
 - Recruitment policy re-circulated. Board agreed to sign off.
- 8. Finance Report:**

Income & Expenditure Budget comparison was discussed. Board requested that a balanced budget continued to be presented, ensuring surplus at year end was minimal.

Board requested that their thanks to managers who now had oversight of their own budgets be minuted. The position of a balanced budget was one the Board were happy to be progressing towards.
- 9. Directors reports from public meetings attended - items of potential impact:**

JM attended the Safeguarding Adults Board Meeting - Nothing to report but it was important Healthwatch Cornwall were represented on this Board. The SAB are focussed on the national initiative to “Make Safeguarding Personal” Healthwatch Cornwall were bidding to deliver an element of user engagement in this.

JM attended the Health & Wellbeing Board review day. Healthwatch raised concerns over their role on the board. This was acknowledged by them and it has been added to the next meeting agenda

DC flagged personal interest and requested details of the next meeting to attend in the public gallery

MCA suggested CH to take over attendance for the Clinical Positioning Meetings. It was agreed the chosen person would need to have a medical background

The Board agreed that a list of public meetings and proposed attendees should be circulated and agreed at next meeting

AS and JM attended the Healthwatch Peninsula Network meeting
A great part of the meeting was focussed on the commissioning situation and funding in Devon.

Healthwatch England rep Ollie Grice confirmed that there would be £2.5k for each Healthwatch to participate in gathering peoples feedback on STP in their area. A further £2.5k was available to one local Healthwatch in each STP area to co-ordinate report and Healthwatch Cornwall would deliver this for CloS.

AS attended the Transformation Board meeting and further information on the progression of Integrated Care Partnership would be provided later in the meeting by Jackie Pendleton and Tryphaena Doyle from KCCG.

Healthwatch Cornwall will undertake a piece of work to gather patient experience on Delayed Transfers of Care (DTOC) to present to the Transformation Board in May.

AS attended alternatives the Citizen Advisory Panel with BR and the meeting had focussed on the role of CAP and its need to be more proactive in its activity. The Panel are not content with the level of information fed to them from the public or PPGs. A discussion had taken place about the development of a Virtual Citizen’s Panel and Healthwatch Cornwall was progressing this with a small working group with a working title of “Cornish Conversations”. This group was made up of CAP members including Frances Tippet Director of

Personalisation for NHS England. The group had met once and a bid for £75k to develop the panel had been submitted to the Wellcome Trust.

AS attended the Healthwatch England reception at Westminster where 100 HWs were represented

10. Operational Update:

a. Cornwall Council

AS presented an update on the contract for service negotiations post March 2019. Contract being presented to internal sign off in Cornwall Council on 15th February.

The contract has been presented with 3 budget options according to service levels

£304,000 has been provisionally agreed increased from the current budget of £300,000 with an increase in the Partnership Board contract appendix from £40k to £60k. This would allow for additional Partnership Board Officer to be recruited to enable further development

On behalf of the Board JM extended thanks to the HW team for their support during an uncertain time.

b. Mental health Conference

Jody Wilson (JW) is leading this conference. Confirmation has been given that Paul Farmer will be a keynote speaker and the conference will be held at the Atlantic Hotel Newquay on 23rd May 2019.

c. Research

The Public Feedback Report was discussed with YOY trend data now being valid. The board requested these trends be discussed at the next meeting with AS, and the research team.

d. Dentistry

HW to focus a research piece on dentist access. HW coverage on the BBC Spotlight was highlighted and the associated public feedback

MCA suggested a Dental Association member be invited to speak at a board meeting - it was agreed this should take place after the research has been conducted

RS asked if CCG has any responsibility in dentistry. AS to feedback

e. End of Life Research

AS updated on the latest progress with Maggie's story that is now being used within EOL training and Maggie will be receiving an official apology from RCHT.

f. Information Line

There will be updated opening times for the helpline with operational hours now being from 10am to 1pm Monday - Friday. This decision is based on call volume and staffing availability. Outside of these hours an answerphone will operate signposting to the website.

g. Performance Report

Most items in the Performance report had been covered. AS added that she was pleased at this stage of the year most goals were green and had been achieved. The Board shared this view.

h. Business Plan

The 19/20 draft Business Plan was discussed and approved by the board.

11. Maternity Voices Partnership Board

AS presented Maternity Voices Partnership proposal and the suggestion that Healthwatch host the board. The board agree to this contract in principle.

12. Risk Register

RS requested that a master index of all policies be circulated AS to restore all comments to black and simply highlight new comments on paper and add a key for public meeting.

13. Safeguarding Policy

JM has delivered training to the team which has already been utilised in calls. The policy had been reviewed and was agreed by the Board.

14. AOB: None

15. Dates of 2019 meetings to be circulated asap

Jackie Pendleton and Tryphaena Doyle from NHS Kernow joined the meeting to present the Integrated Care Partnership Briefing. Copies of presentation to be circulated with the minutes.

ACTION LOG:

ACTION	RESPONSIBLE
Draft minutes circulated within 2 weeks of meeting	AE
RS to meet with MCA to discuss learning and development processes and forward actions to LP	RS
AS to circulate proposals for commissioned work to the board once received	AS
AS to feedback on IT Support tender meetings	AS
AS to re-circulate contract discussion paper	AS
JM to investigate what role other HWs play in Health & Wellbeing Boards around the country	JM
MCA requested a deputy for clinical network meetings be agreed	ALL
The representation list to be reviewed and discussed with directors - proposed attendees should be circulated and agreed at next meeting	SW
AS to circulate a paper to the board summarising differences in the current contract for service to the proposed new contract	AS
Update Safeguarding Policy as reviewed and agreed at this meeting	SW
AS to feedback to RS on CCG responsibility for Dentistry	AS
AS will circulate the Maternity Voices contract draft	AS
2019 meetings to be circulated ASAP	SW