

**Minutes of Healthwatch Cornwall Board meeting
Wednesday 21 November, 2018, 10am
The Health & Wellbeing Innovation Centre, Treliske, Truro**

Present:

Directors: Jon Mcleavy (Chair) (JM) Amanda Stratford (AS) Jane Howard (JH) Roger Sinden (RS) John Evers (JE) Margaret Abban (MCA).

In Attendance: Christine Hunter (CH) Babs Rounsevell (BR) Deborah Came (DC) Spencer Woods (SW).

PART 1: In public agenda

1. **Welcome and Introductions:** JM welcomed everyone to the meeting. JH delayed by a few minutes due to transport issue. Potential new Directors CH, BR and DC introduced.
2. **Apologies:** None
3. **Questions and comments from the public:** None
4. **Conflicts of Interest:** None declared
5. **Advising of any other business:** None
6. **Minutes of the last meeting: 12 September 2018:** Minutes will be signed and ratified as a true record subject to amendments agreed below:

Page1 AS to be added as Present.

Page3 "Peoples" to be amended to "People's"

Page4 "Peoples" to be amended to "People's"

7. Actions matter arising

- ASC Report draft was circulated to the board in advance of publication.
- Investigated cost benefit analysis of investing reserve sum. RS wants reserve policy for board to sign off; board agreed that a small proposal paper outlining this should be acceptable. JH said CAF account will automate this if HC becomes a CIO.
- Draft minutes were circulated by AS; SW or HP to be responsible moving forward.
- Research reports were circulated to board; to be circulated in future at written stage prior to designers working on it.
- Communications and IT Support brief in progress.
- Partnership Board workload demands reflected in risk register.



- Employee Assistance Program was accepted by board to be actioned.

8. Finance report

Income & Expenditure Budget comparison at 31.10.18 was discussed. AS presented a forecast review calculated from 6 month mark; JM acknowledged HC have made positive steps in planning for the future.

9. Organisational Development Advisory Group

ODAG has conducted all business and looked to the board for steering. JM would like there to be a deeper relationship between the staff and the board now that the team is complete and proposed mentoring. RS agreed board members would be effectively used. Three key areas of focus agreed: Team development, Board and staff group relationship, Mentoring.

10. Director's reports from public meetings attended - Items of potential impact.

JM attended SAB who are still interested to engage with HC regarding their engagement programme.

JM and AS attended regional Healthwatch meeting - Healthwatch Devon was discussed.

JE went to Social Prescribing conference on behalf of Duchy Health Charity. The conference was organised by Rachel Wigglesworth on behalf of CC.

Social Prescribing discussed as an issue, it was noted HC will facilitate 3 information events to be organised by Duchy for GPs. It was agreed HC's role was to ensure equality of access.

MCA is aware that Citizens Assembly is looking at Nursing Staffing throughout SW with help of individual HWs.

11. Operational Update including performance report and business plan

a. Cornwall Council

Continued to deliver contract within budget.

Process for Tender negotiation has begun for the contract for service post-March 2019. AS met with SC mid-October and is to circulate discussion paper to the Board. Waiting on SC's manager to get off leave to progress.



There is no benchmark or comms contract in place so it is difficult to ascertain if HC has improved profile however they have increased marketing (eg Truro P&R) and have been featured on BBC Spotlight.

b. Peoples Experience

Outreach and engagement is strong. Recent RCHT drop-in successful. HYS forms were gathered in Ophthalmology, Cardiology and Post Natal wards.

AS discussing with Healthwatch Cumbria about 'chatty van' for potential outreach project.

PB now have counsellors appointed.

Information Line service has been reviewed and offer being scoped.

c. Engaging with the System

AS met with Phil Confue from CPFT to discuss replicating the relationship we have with RCHT. HC to join their quality and governance committee and feedback monthly what we feedback we have found.

A number of voluntary sector organisations are looking to create a collaborative to enable commissioners to commission as the CCG and local authority would like. This is a long piece of work currently involving Chaos, Age Concern, Volunteer Cornwall and other organisations. HC's role is to ensure any collaborative considers public experience. AS to meet Jackie Pendleton about this.

HC has been approached by Maternity Voices Partnership to discuss potential of hosting partnership. AS will circulate further info to the board once received.

HC approached about commissioned work by Phil Confue to develop a patient experience programme. AS is preparing a proposal. MCA highlights that we need to be seen as independent.

d. Research

In research trends 80% of unsolicited feedback is negative and the provider with the highest percentage of feedback remains RCHT. As a result of this HC regularly meets with RCHT and has a good feedback loop which enables HC to track changes moving forward.



There is a good balance of feedback from across the county and has been uplift in the east of county (eg PL14) which was previously low.

MCA feels the colour scheme of the public feedback report is counter-intuitive (such as positive being blue, negative being green).

e. Organisational Readiness

New directors recruited.

Financial stability to be determined by contract negotiation.

JM feels more board time required to discuss HC structure - the way contracts are laid out needs revisiting so we can retain our independence plus take additional pieces of work. AS proposes half day working group following January meeting.

f. Peoples Readiness

HC's 360 appraisal system needs development, delayed by restructure. Staff skills audit to be conducted next quarter. Volunteer programme amber due to constraints of JW's workload.

12. Risk Register

It was noted that risks were being managed. RS asked if there has been any movement regarding staff dissatisfaction around HR processes, this is in progress between AS and SW. MCA flags up volunteers as a concern however this has been picked up in action plans.

13. End of Life video - Maggie's Story - and Healthwatch England video

Watched latest HE video and HC EoL video.

14. Review of Policies - Recruitment Policy

RS flags that there is no statement around "reasonable adjustment" and nothing about offenders having the opportunity to apply. JM flags there is no reference to "safer recruitment" policy.

If this is not in HC's equality policy then the information needs to be noted in the recruitment policy but otherwise this policy is endorsed by all. Draft to be circulated and agreed by email.

15. AOB



No other business.

16. Date of next meeting

TBD

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 - EOL
- 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:

ACTION	RESPONSIBLE
Draft minutes circulated within 2 weeks of meeting	SW
RS to meet with MCA and LP to discuss learning and development	RS
Reserve Policy paper needs creating and circulating to board in advance of investing reserve sum	Finance Sub Committee
AS to circulate proposals for commissioned work to the board once received	AS
Prepare brief for IT Support to recruit agency	SW
Recruitment Policy needs redrafting and circulating	SW
AS to circulate contract discussion paper	AS

