

Agenda  
Healthwatch Cornwall Board Meeting  
November 16, 2016

**10am, St Erme Community Centre, Truro TR4 9BD**

This is an “in public” meeting. There is an opportunity for members of the public to bring matters of interest or concern to the attention of the Healthwatch Cornwall Board in item 2. Intention to do so should be notified to Healthwatch Cornwall by November 8, 2016. We will note matters raised and reply after the meeting.

The meeting will then proceed to the Part 1 agenda, as shown below, which people are welcome to observe.

**Part1: In public agenda**

1. Welcome and introductions	5 mins
2. Apologies	1 min
3. Questions and comments from the Public	10 mins
4. Conflicts of interest	2 mins
5. Advising of any other business	2 mins
6. Sustainability and Transformation plans	30 mins
7. Minutes of meeting held September 7, 2016	5 mins
• To be signed by chair if agreed as a true record	
8. Actions/Matters arising	5 mins
9. Chairs report	10 mins
10. Operational update	10 mins
11. Finance report	5 mins
12. Approval of annual accounts	5 mins
13. Risk register	10 mins
14. Correspondence	5 mins
15. Update re Chief Executive Officer (CEO) recruitment	10 mins



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| 16. Discussion concerning paper on whether the new CEO should be appointed as a Director of the Board | 10 mins |
| 17. Presentation re Customer Relationship Manager (CRM)   | 20 mins |
| 18. Establishment of sub-committees   | 5 mins  |
| 19. Policies and procedures   | 10 mins |
| 20. AOB   | 5 mins  |
| 21. Date, time and venue of next meeting  | 5 mins  |

End of part one

Part 2 confidential matters

