

**Minutes of Healthwatch Cornwall Board meeting
Wednesday May 18, 2016, 10am
St Erme Community Centre, Truro**

Present: Jayne Howard (JH), Margaret Abban (MA), John Evers (JE), Gareth Dix (GD), Debbie Pritchard (DP), Nadia Hewitt (NH), Jon McLeavy (JM), Roger Sinden (RS), Stevie Kochnowicz (SK, staff) and Sam Gillick (SG, staff).

Public attendees: None.

PART 1: in public agenda

- 1. Welcome and Introductions:** JH welcomed all attendees to the meeting and welcomed Healthwatch Cornwall's new Research and Evidence Officer Sam Gillick.
- 2. Questions and comments from the public:** None.
- 3. Advising of any other business:** None.
- 4. Apologies:** None.
- 5. Minutes of the last meeting:** The unratified minutes of the meeting held on February 11, 2016 were asked to be amended and will be signed off by JH at a later date once these have been made. JH asked if amendments to minutes could be please be advised when they are sent around shortly after the meeting.
- 6. Actions/Matters Arising:** Actions have been completed.
- 7. Conflicts of Interest:** None stated. It was agreed that the register of interests should be sent around to the board annually as a conflict relates to the situation at the time which it is announced, but the register would relate to activities all year round.
- 8. Risk Register:**

Risk 1: The re-launch/refresh will be in the Summer rather than Spring.

Risk 3: HC contract is with legal services and should hopefully know by the end of May. The only revisions made to the contract were those provided by DP and JH. It was noted that HC had not yet been paid for the month and that for now we have the reserves to cover the month, but after that it could be a potential risk. Historically this has been paid before June 1, but a statement should be added that if the funder is at fault that reserves are held.

Risk 4: The contract for new offices at Walsingham Place is with the solicitors who are checking that there are no standing breaches against the property so that HC does not incur them otherwise they are happy. Millers have agreed that HC can pay on a month by month basis until we move.



Risk 6: New staff has been advertised and hired with SG starting recently, a new Outreach Officer starting at the end of May and advertising is underway for an Administrative position to cover the new work we are taking on for partnership boards.

Risk 7: Possibly a risk around current strategic targets and not cascading these down to staff. Strategic objectives need to be refreshed with targets either being raised or lowered and made SMART specific. The next action to take following the workshops is to sit with the staff and some board members to do a refresh.

9. CEO Report:

1. Healthwatch Cornwall Advisory Forum (HCAF) - Volunteers have agreed to do targeted outreach events to gather patient experiences.
2. a) Self-harm and discharge - the report is still to be written.
2. b) Care at End of Life - On May 13 there was a roundtable meeting with Simon Chapman from the National Palliative Care Council (NPCC) in Cornwall during Dying Matters week hosted and organised by HC and Chaired by Sarah Newton. This was a very useful meeting and showed that the NPCC has done a lot of work around this and has guidance groups.

DP has since then attended a strategic group for End of Life care and moving forward with HC recommendations.

2. c) GP access - This work and report has been completed and it has been noted that some surgeries like Wadebridge have changed their booking systems.

Kernow CIC has asked if we can provide an evaluation of the e-Consult pilot for Carrick this year and next year on commission. The board discussed that this could be a good way of testing whether this was inside/outside of HC's contract and whether we can charge for this work. The issue of intellectual property with this work was brought up and found that it would be their work and up to them whether it would be published, but that if there was something HC should report on then we could.

2. d) St Austell Healthcare - Work has just been finished for outreach events and questionnaires and is being collated now.

2.e) Patient Flow - This work has been started to look at emergency departments. It was requested by RCHT, but patients have been feeding back about this as well so it is not a commissioned piece of work.

2.f) Discharge and transfer of care from Community Hospitals and Treliske - This work will revolve around speaking to patients who have had delays in care and discharges, but also looking at the staff voice which will be quite powerful. Currently decisions are



being made as to HC staff availability to attend and hourly reporting when doing 12 Hours in the Emergency Department at Treliske. Board asked whether HC will have access to hospital data such as their triage system and whether we can correlate our data with theirs for which information is on-going with this.

3. Volunteers - Involvement in activities such as outreach and representation at meetings has increased from the volunteers with lots of support around the St Austell work in March/April and engagement in doing regular drop-ins in East and West Cornwall.
4. Outreach - Currently there is limited operational staff capacity, but a new Outreach Officer is set to start at the end of the month.
5. Marketing and Communications - HC have had good coverage for the End of Life work we have done in the West Briton and on Radio Cornwall.
6. General points raised by the board:
 - a. Service level agreements and what is happening with the negotiations with partners - Current contracts have been terminated, but there was a meeting to discuss future work with more limited funding based on a quarterly meeting of intelligence sharing and extra work with organisations done on an individual basis. All involved were still keen to promote and engage with HC.
 - b. Governance - Are we confident that these are the partners we need to work with or would this expand to include others on a spot purchase basis? Also the contracts would be on an on-going overview basis.

10. Chairs Report

JH reported that she had attended the following events/meetings:

- Jim McKenna - infrequent and informal meetings
- Health and Wellbeing Board - discusses strategies.
- Peninsula Forum - was useful
- Isles of Scilly Peer Review - their challenges are very different from ours
- Jon Rolls, RIO re business planning/development days - insightful and provided items to think about.

- 11. Budget Summary:** There were some underspends in a number of areas and volunteer expenses are down. A partner has not given invoices for the last two quarters so that may be a future impact. There will be a significant increase in office running costs due to moving offices. Board agreed that it would be helpful if 6 months into the year there was a budget review and possible changes made. Budget was approved, but would be reviewed again after the business planning had been completed. Clarification was given around evaluation costs, which were to do with HC's external evaluation, and around ring-fenced money, which includes money that is in reserve.



12. Correspondence:

- HC received a letter from the accountants and Companies House asking for new information and who has significant control. Question was asked whether this would be DP or the Board? **ACTION 1: Letter to be sent around by DP and discussed by the Board.**

13. Governance:

- Directors' terms of office -
 - a) It was agreed that the following clause be added to the articles of association:
23.2
a) Directors will be appointed for an initial term of three years
b) Directors may be re-appointed for a further three-year term.
c) Directors are not normally expected to serve more than two three-year terms but the Board reserve the right to re-appoint Directors for further terms in circumstances where this is deemed desirable.
 - b) Directors who were originally appointed in or before April 2013 are re-appointed for a further three-year term.
 - c) The term of office for all other Directors shall be deemed to have started from the date of their original appointment. A schedule for review and/or re-appointment to be drawn up and circulated to all Directors. **ACTION 2: DP/JH to create a schedule.**
- Holiday entitlement for staff - DP has seen that the government recommendation for holiday entitlement is 28 days and HC currently states 27. Board agreed to change to 28 days. **ACTION 3: DP to amend holiday leave.**

14. AOB: None

15. Date, time and venue of next meeting: September 7, 2016 Large Room , Truro Community Library, Union Place, Truro, TR1 1EP

Meeting closed 11.20am.

Acronyms:

HC - Healthwatch Cornwall
HWE - Healthwatch England
CRCC - Cornwall Rural Community Council
CC - Cornwall Council
CIC - Community Interest Company
CQC - Care Quality Commission
SWAST - South West Ambulance Service NHS Foundation Trust
EOL - End of Life



LDPB - Learning Disability Partnership Board

ACTION LOG:

<u>ACTION</u>	<u>RESPONSIBLE</u>	<u>COMPLETED</u>
1. Send the Board letter for significant control	DP/SK	Yes
2. Amend holiday leave to reflect changes to 28 days	DP	Yes
3. A schedule of Directors' terms of office to be drawn up and circulated to all directors.	DP/JH	Yes

