

**Minutes of Healthwatch Cornwall Board meeting
Wednesday November 16, 2016, 10am
St Erme Community Centre, Truro**

Present: Jayne Howard (JH), Margaret Abban (MA), John Evers (JE), Gareth Dix (GD), Jon McLeavy (JM), Roger Sinden (RS), Stevie Kochnowicz (SK, staff), Jody Wilson (JW, staff), Josie Purcell (JP, staff), Sam Gillick (SG, staff), Jackie Pendleton (JPn)

Public attendees: Rob Norrington (RN)

PART 1: in public agenda

- 1) **Welcome and Introductions:** JH welcomed all attendees to the meeting and member of the public Rob Norrington (RN).
- 2) **Apologies:** Nadia Hewitt (NH).
- 3) **Questions and comments from the public:** No questions had not been submitted before the meeting.
- 4) **Conflicts of Interest:** None declared.
- 5) **Advising of any other business:** Confirmed that the remaining policies and procedures being reviewed that were not on this meeting's agenda will be brought to the next meeting.

6) **Sustainability and Transformation Plan Presentation**

Presentation attached as an appendix to these minutes.

- a) Chair thanked JPn for the presentation and opportunity to learn more about the plans.
- b) Board commented that STP should be more upfront and clearer about the tough decisions to be made and potential impacts.
- c) SG commented that HC findings showed people went to the Emergency Department if they did not have anywhere else to go or if there was an emergency rather than going there as the first access point.

ACTION 1: JPn to see if information can be released to HC before November 28

ACTION 2: JPn to send engagement dates to HC

ACTION 3: JPn to ask if HC can be part of any PR at the time

ACTION 4: JPn to send HC links to outcome measures and to see if these are on a clinician basis.

- 7) **Minutes of the last meeting:** The unrati ed minutes of the meeting held on September 9, 2016 were approved and signed as a correct record.



8) Actions/Matters Arising:

a) Actions:

- i) Action 1: Register of Interests (RoI) not yet added to the website.
ACTION 5: SK to add RoI to the website.
- ii) Actions 2-5: Completed
- iii) Action 6: The Children's Safeguarding Board is going through a review and their role will change significantly. At present HC doesn't need to sit on the board, but this may be reviewed at a later date.
- iv) Action 7: The interns report is still in draft form and needs approval before being sent to the board.
ACTION 6: JW/JE/SG to complete draft and distribute to the board.
- v) Action 8: Template letter has been drafted. So far we have been contacted by CRCC, Nightlink and Pentreath.

b) Matters Arising:

i) Safeguarding Adults Board:

- (1) A Learning Disability Partnership Board (LDPB) member was present and raised issues around cuts. JW and JM working on showing what HC's role actually is.
- (2) Cornwall People First (CPF): Issue brought up regarding HC contractual obligation to work with other organisations on the partnership boards, but with the funding being cut for CPF how can HC do this especially when HC cannot do all the elements that they did?
 - (a) To be discussed with Charlotte Hill as part of HC contract management
 - (b) RN asked if HC publishes an acronym buster - Yes HC does.
- (3) Asked organisations to let HC know about the Small Services Review.

9) Chairs Report:

a) Meetings attended since last Board meeting:

- Peninsula Healthwatch meeting, Plymouth
There was considerable frustration from all Healthwatches about the STP process and plans for public engagement.
- Meeting re STP Communication and Engagement plans
- HC Grant Review meeting
All on track. HC raised concerns regarding the Partnership Boards and in particular the issues relating to Cornwall People First and their future
- KCCG Patient Reference Group
Focus on the STP engagement plans.
- Older People's Partnership Board
Good meeting, well-received and lots of interest in its continued development.
- Health and Wellbeing Board

b) Chair advised that Debbie Pritchard, the CEO, had left HC and thanked her for her contribution over the last three years. Recruitment for a new CEO was underway.



10) Operational Report:

- a) i) Patient Flow: A response has been requested to HC reports. Although NHS Kernow are co-ordinating, HC should find out the RCHT contact that requests should go to. HC to advise that the report will be published by the end of next week whether or not a response has been received.

ACTION 7: SG to find out management contact for RCHT official requests.

Board congratulated the HC team on the work and activity that has been taking place at a time of limited capacity.

11) Financial Report:

- a) Budget comparison:

- i) The second tab of the Excel document was missed by many members and not printed off as a consequence.

ACTION 8: SK to make sure tab two of the budget comparison is added as a separate document.

- ii) HR: known to be overspent.

- iii) Training: Although overspent, this included two development days which should be partially allocated to Board expenses. Training opportunities are still open to staff.

- iv) Office Running Costs: Overspent mostly due to the office move which hadn't previously been budgeted for, legal costs and some miscoding of finances. These expenses should settle now that the initial one-off costs have been paid. However, running costs for 6 Walsingham Place will be higher overall than Mansion House as HC now have to pay for utilities and higher rent.

(1) Have challenged over the Council Rates, but these will apply until the next financial year.

- v) JM agreed to go through the budget every month with Finance and to explain this to the board.

ACTION 9: JM to go through the budget on a monthly basis.

- b) JM has gone through the petty cash system with SK. Finance would welcome a meeting with Celia Newcombe (CN) and SK to explain the budget and coding further.

Action: SK/CN to set up meeting with finance.

- c) **RN** asked how HC are funded and if HC overspent would this be pulled up? HC are publicly funded with money being allocated through local government - this would be through a contract with Cornwall Council.

- d) Between now and the end of the year HC should start receiving funding for the Partnership Boards and from the E-Consult project.

12) Approval of Annual Accounts:

- a) Proposer JM. RS seconded. Accounts approved.

- b) Robson Reed and Layton: Need approval and signature of letter of representation. MA proposed. JM seconded.

13) Risk Register:

- a) New risks of capacity and leadership.

- b) Additional Risk: How do we negotiate the independence of HC? This issue recurs often and the perception by others that we have lost our independence. Decision on a control procedure will be held for discussion.



- c) Remove Risk 3,4 and 6
ACTION 10: SK/CN to remove risks from future register.
- d) Consideration to be given to the technical language of the register and the inclusion more of people within HC, their development, morale and valuing them.
ACTION 11: JH and GD to consider.
- e) Need to consider the values throughout HC and whether these could be reflected in the risk register.
ACTION 12: GD to consider this risk.

14) Correspondence: None

It was agreed that correspondence included letters, emails, social media and any of the feedback methods via the HC website. Social media is monitored by JP and communications to the board would be passed on appropriately.

15) Update re Chief Executive Officer (CEO) Recruitment:

HC has had six applications to date and the closing date is today. The interview process will be discussed in Part 2 Confidential matters.

16) Discussion concerning paper on whether the new CEO should be appointed as a Director of the Board:

This was not currently part of the job description or part of HC. Noted that MA felt this was a Part 2 discussion. Issue was raised as to the accountability of the CEO and who this would be to.

Board agreed that the directorship should be contingent on being a CEO at HC and if they left this post then they would cease to be a director, but that they could reapply at the end of their employment.

Consensus that the decision needs to be made before the appointment of a new CEO. Vote: six voted and all agreed that the CEO should be appointed as a director.

17) Presentation re Customer Relationship Manager (CRM):

SG stated that info management has degraded over the past year and that the current IT system supporting this has deficiencies. The CRM would not only change how the information from the public is managed, but other practices would also be changed.

The issue of HC independence would need to be considered as since HW England is a committee of the CQC would the information then also be shared with them? The information would be anonymous, but there is no definitive way as to how this would be pulled through.

When we have finished the trial of this system we can stop using it if it does not suit HC needs.

RN asked if there would then be a worry about data collection systems and categorisation of this through the CRM. SG agreed to discuss this after the Board meeting.



Vote: JM proposed and MA seconded in favour of piloting the CRM. Board also approved formal delegation to SG to sign the agreement with HW England.

ACTION 13: SG to start the implementation of the CiviCRM

18) Establishment of sub-committees:

Vote: Board approved the sub-committees.

JM to head the Finance and Funding Sub-Committee

RS to head the People (Staff and Volunteers) Sub-Committee

ACTION 14: JM and RS to convene the sub-committees

19) Policies and procedures:

Agreed that the Human Resources (HR) advisor should have sight of all HR policies. For example, Disciplinary, Recruitment and Selection and Grievance Policies.

All policies and procedures need consistency in style. JP volunteered to set the style guidance.

ACTION 15: JP and GD to go through all policies and set a standard style.

Agreed that HR policies should go out for consultation to staff.

ACTION 16: SK/JH to send HR policies to staff.

The code of conduct is often referred to in the Disciplinary Policy, but HC does not currently have one.

ACTION 17: JM to look at the Code of Conduct.

The current proposed HR policies can be agreed by email before the next Board meeting and picked up in the sub-committee.

Freedom of Information (FOI) Policy: Charges for this need to be checked and whether HC can charge flexibly based on the work involved. Previously this would be looked at by JP and the CEO and the CC FOI department was used.

ACTION 18: JP to send information to JE

Influencing Function: Accepted by Board.

Safeguarding Policy: Has been updated in line with the Care Act and no significant impact on staff. Reviewed dates on the document need to be changed. Vote: Accepted by Board.

20) AOB: None

21) Date, time and venue of next meeting: February 15, 2017 10am - Healthwatch Cornwall Office, 6 Walsingham Place, Truro

Public Meeting closed 12.50pm.



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
- NEST - National Employee Savings Trust
- SAH - St Austell Healthcare
- CSB - Children’s Safeguarding Board
- SAB - Safeguarding Adults Board
- STP - Sustainable Transformation Plan
- CCG - Clinical Commissioning Group
- RCHT - Royal Cornwall Hospitals Trust
- CRM - Customer Relationship Manager
- LDPB - Learning Disability Partnership Board
- CPF - Cornwall People First
- OPPB - Older Persons Partnership Board

ACTION LOG:

<u>ACTION</u>	<u>RESPONSIBLE</u>	<u>COMPLETED</u>
1. See if STP information can be released to HC before November 28	JPn	
2. STP engagement dates to be sent to HC	JPn	Y
3. Ask if HC can be part of any STP press releases at the time	JPn	
4. HC to be sent links to outcome measures for the STP and to see if these are on a clinician basis.	JPn	
5. Add the Register of Interests to the website	SK/CN/	
6. Distribute Intern’s report once the draft has been completed	JW/SG	
7. Find out the management contact for RCHT official requests	SG	
8. Make sure tab two of the budget comparison is added as a separate document.	SK/CN	
9. HC budget to be gone through on a monthly basis.	JM	



10. Closed risks to be removed from future register.	SK/CN	Y
11. Technical language of the register and the inclusion more of people within HC, their development, moral and valuing them to be considered.	GD/JM	
12. Need to consider the values throughout HC within the risk register	GD	
13. Start the implementation of the CiviCRM	SG	Y
14. The Finance and HR sub-committees are to be convened.	JM/RS	
15. All policies and procedures for HC to be set a standard style.	JP/GD	
16. All HR policies to be sent to HC staff for consultation.	SK/JH	
17. HC Code of Conduct to be developed.	JM	
18. Current FOI policy and procedure to be sent to Board.	JP/JE	

