

**Minutes of Healthwatch Cornwall Board meeting
Wednesday 3 September 2014, 10am**

Large Room, Truro Community Library, Union Place, Truro

Present: Jon McLeavy (JM), Roger Sinden (RS), Margaret Abban (MA), Nadia Hewitt (NH), Mark Richardson (MR), John Evers (JE), Chris Johns (CJ), Debbie Pritchard (DP) and Sharon Davey (SD: note taker).

Mark Richardson chaired the meeting, and explained how the first public meeting of the Healthwatch Cornwall (HC) Board would run.

PART 1: in public agenda

1. **Welcome and Introductions:** The Chair welcomed everyone to the meeting and then the Board introduced themselves. MR formally welcomed CJ to his first meeting of the Board.
2. **Questions and comments from the public:**
Question. *What is the Healthwatch Cornwall Board position on the People's March for the NHS please - do you support it?* Response. It was acknowledged that the March is a campaign against such issues as PFI, privatisation. Following discussion the Board supported the patients' rights to march but felt there was a need to be apolitical in all of Healthwatch Cornwall's dealings with the NHS.
3. **Apologies:** None.

The Board approved the appointment of the new Healthwatch Cornwall Chair and Board Member, Chris Johns. Proposed by JE, seconded by MA. All agreed.

4. **Minutes of the last meeting:** The minutes of the meeting held on 27 June 2014 were agreed and signed by the Chair.
5. **Actions/Matters Arising:** All actions complete except:
 - ACTION 1. Audit costs. Is covered within HC budget for this financial year.
 - ACTION 5. A contingency for "Closing of Company" will be within next year's budget. **ACTION - DP/CJ?**
 - ACTION 7. Update February minutes, chair to approve. Still to action. **ACTION - MR.**
 - ACTION 8/9. Remove GC from bank mandate/request GC return online banking - delayed. Will be actioned when adding CJ to bank mandate. **ACTION - SH.**
 - ACTION 10. Training workshop on equality and diversity. Action in hand.
 - ACTION 12. Media training for Board. Training may be for HC Staff as well. Action in hand.
 - ACTION 19. Link CEO reports to the Operational Plan. Format of report to be agreed. **ACTION - DP/CJ.**
 - ACTION 20. Recruitment of Business Administrator. Placed advert in printed press for next two weeks (and online) due to earlier advert not proving fruitful.
 - ACTION 23. Web Platform: Software. It was noted there is only one provider currently offering the software, others organisations would have to quote for design. However, the



current HC financial control procedure prefers a choice of options. Agreed that these need amending to allow this issue to be addressed. **ACTION - MR/DP.**

- **ACTION 28.** Operational Plan. To be presented to November Board. **ACTION - DP.**
- **ACTION 32.** Board Representation. The current list will be reviewed **ACTION - CJ/DP.** Then it will be discussed at a workshop. **ACTION - BOARD.** The workshop will be held following a future Board Meeting - afternoon. 2015 Board Meeting dates to be circulated. **ACTION - SD.**
- **ACTION 33.** Access to Services Report. To be raised at November Steering Group. **ACTION - DP/MA.**

6. Conflicts of Interest: The Board agreed that the Conflicts of Interest Board List should be fully reviewed annually. In the meantime Board Members should advise the HC Administrator if there are any conflicts of interest relating to specific agenda items prior to a Board Meeting.

7. Activities Update (CEO Report):

- 1. Steering Group.** HC looking at independent workshop on urgent care, which will be chaired independently. In discussions with Andrew Abbott, NHS Kernow, who are organising their own workshops to prevent duplication. Suggested a meeting with NHS Kernow to agree a transparent process. **ACTION -DP/JE.**
- 2. Evidence and Research.**
 - a) An article was placed in the HC newsletter and press release on dental progress but little response.
 - b) 2/10/14 - GP meeting on mental health as follow on from research project. It is a consultation day to collect feedback and share good practice
 - c) Research project on Out of Hours (OOH) via postal survey about to commence. Discussion on sampling ensued but this is in hand.

8. Chairs Report:

- HC Annual Report. Final version has been sent to Healthwatch England and will form part of an overall national report being launched at a parliamentary reception in October 2014. It was acknowledged that HC has reached a milestone producing its first annual report, creating partnerships with other organisations, good work by the Steering Group and HC staff which is helping to raise the profile of the organisation. Copies of the Annual Report can be found on the HC website.

It was suggested that the Report could be launched at a public presentation - possibly the HC AGM. The AGM should include key stakeholders. A 1-2 page summary of the Annual Report would be a good briefing sheet for the AGM.

Printed copies of the Report should be circulated to relevant organisations. **ACTION - JP.** Board members to email ideas of relevant organisations. **ACTION - BOARD.** Agreed that



a press release should be issued summarising the main points of the Report. **ACTION - JP.**

- Handover of chair. This was CJ's first meeting of the Board. Agreed a meeting to discuss the transition was required prior to CJ chairing the November Board Meeting. **ACTION - MR/CJ.**

9. CEO report

4. Outreach Update. The Outreach Team have settled in and are working well.

10. Budget Summary: Budget comparison dated 31/7/14 could vary due to the timings of invoices.

Healthwatch Cornwall CIC accounts 2013/14. JM proposed the accounts were accepted and signed by the Chair, RS seconded. All agreed.

11. Correspondence: None.

12. Risk Register

- Item 4. Reputation. Duplication of work being undertaken by other agencies will continue to be a challenge. Need a more considered and open approach with organisations to share relevant data. Previously the Liaison Meeting encouraged health agencies to report on current projects. The Health and Well Being Board was envisaged to cover this but seems to have a more strategic role.
JSNA - Public Health presented data but lacked any public consultation. HC now working with them to improve this.
Agreed at a future Board Workshop need to discuss the possibility of HC being a central location to hold all health and social care reports. **ACTION - BOARD.**
- Item 5. Visibility. The current Acting Chair has not always been able to respond to media requirements in absence of Chief Executive Officer. This should be improved with new Chair now in place.
- Item 7. Governance. Reduce rating to green now new Chair in place.
- Item 8. Cashflow. Reduce rating to yellow as cashflow issue been resolved.

13. Governance - Healthwatch Cornwall Policies:

Currently working on Freedom of Information Policy - which includes a publication scheme and will be presented to November Board. **ACTION - DP.**

Some of the HC policies have been in place for 12 months and require reviewing. Agreed to look at list and report back to list. **ACTION - DP/CJ.**

It is envisaged that copies of all policies will be put onto a CD and passed to Board and Steering Group members. **ACTION - DP.**

14. AOB

Office Access. The Cornwall Mobility Centre has produced a report on access to the main HC office. Unfortunately it is not possible to make the offices more accessible for wheelchairs.



However some minor improvements have been suggested. The lease at Mansion House is until mid-2016.

It was agreed to hold all Board Meetings in an accessible building. **ACTION - ADMIN.**

Concern was raised over accessibility for members wishing to visit the HC office. Could a room be made available at short notice for meetings?

It was agreed to:

- a) Proceed with in-house improvements. **ACTION - DP.**
- b) Identify an accessible room with disabled access to meetings with the public. **ACTION - DP.**
- c) Meet at the individual's home or nearby if more appropriate.
- d) Contact the landlord to flag the lack of disabled accessibility to the office. **ACTION - DP.**

15. DATE, TIME AND VENUE OF FUTURE MEETINGS.

5 November 2014, 10am in the Large Room, Truro Community Library.

Meeting closed 11.55pm.

At future Public Board Meetings it was agreed to ask members of the public to complete a feedback sheet which details their views on venue, Board Meeting papers, conduct of meeting, HC website. **ACTION - ADMIN.**



ACTION LOG:

<u>ACTION:</u>	<u>RESPONSIBLE</u>	<u>COMPLETED</u>
1. Ask Healthwatch England if they have been approached and responded re. People's March for the NHS.	DP	Not actioned
2. Ask the individual who made the initial enquiry re. People's March for the NHS if they have any personal health or social care issues they would like to pass to HC.	DP	Not actioned
3. "Closing of Company" budgeted in next year's accounts.	DP/CJ	Not yet actioned.
4. Chair to approve February Board minutes.	MR	Not yet actioned
5. Remove GC from bank mandate/ask GC to return online banking and add CJ to HC bank mandate.	SH	Not yet actioned
6. Training workshop on equality and diversity.	DP	In place
7. Media training for Board and HC Staff.	JP	In place 7.11.14
8. Agree format that links CEO reports to the Operational Plan.	DP/CJ	To be actioned
9. Updated HC financial control procedure.	MR/DP	Not yet actioned
10. Operational Plan. Present to November Board.	DP	Actioned
11. Board Representation. Review current paper. Discuss at future Board Workshop.	DP/CJ/ BOARD	To be actioned
12. Organise dates and venues for 2015 HC Board Meetings.	SD	Completed
13. Access to Services Report. Will be raised with Steering Group in November.	DP/MA	Not actioned. Workplan currently in place that prevent further work on this topic currently.
14. Meet with NHS Kernow to discuss urgent care workshop.	DP/JE	Completed in CEO report.
15. Obtain printed copies of HC Annual Report.	JP	Not actioned this year. Will consider for next.
16. Provide details of where HC Annual Report printed copies should be distributed.	BOARD	To be advised



17. Distribute Press Release summarising HC Annual Report.	JP	Not actioned
18. Health and Social Care reports. Discuss at future Board Workshop possibility of HC acting as central location.	BOARD	Future action
19. Present new policies to November Board.	DP	Decision making procedure
20. Review current HC polices and report back to Board.	DP/CJ	Not actioned
21. Create CD list of all HC policies for Board/Steering Group.	DP	MP to action Nov
22. Hold HC Board meetings in accessible location.	ADMIN	Actioned
23. Proceed with in-house office improvements.	DP	Actioned
24. Identify accessible room for meeting with members of public with disability issues.	DP	In hand
25. Contact Landlord of Mansion House to discuss lack of disabled access to HC office.	DP	Not yet actioned
26. Create feedback sheet to members of the public to complete following Board Meetings.	ADMIN	Actioned

Meeting closed 12.35pm.

Acronyms:

JP - Josie Purcell

SH - Sarah Howell

