

**Minutes of Healthwatch Cornwall Board meeting
Wednesday November 5, 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), Debbie Pritchard (DP), Jayne Howard (JH) and Maisie Parkin (MP: note taker).

Public attendees: Barbara Pendleton (BP).

JH chaired the meeting.

PART 1: in public agenda

1. **Welcome and Introductions:** The Chair introduced herself and welcomed everyone to the meeting and then the Board introduced themselves to MP as she is the new Business Administrator.

2. **Questions and comments from the public:**

There were no questions from the public. BP attended the meeting. She introduced herself and informed the meeting that she is a lay member at NHS Kernow. She is involved with championing the patient voice and with scrutiny. She commented on the strong links that CCG have with HC and the good working relationship with DP.

NHS Kernow has invited DP to attend future CCG meetings which she said she will be very happy to attend. BP informed the meeting that there are two opportunities to submit questions to CCG board meetings: by submitting written questions in advance or by attending and asking questions at the meeting. There is also an opportunity to comment at the end of the meeting.

3. **Apologies:** None.

4. **Minutes of the last meeting:** The minutes of the meeting held on September 3, 2014 were agreed and signed by the Chair.

5. **Actions/Matters Arising:** DP went through the Action Log. Actions still to be completed (1-8) in addition to the actions agreed at this meeting (9-14) are listed in the Action Log on page 5.

Action 24 (previous meeting). Identify accessible room for meeting with members of public with disability issues. DP informed the meeting that there is a low key arrangement with Fodders for a non-confidential room. JM says he is able to book a confidential room at DCH as and when required.

Handover of Chair. MR informed the meeting that when he tendered his resignation as Acting Chair, CJ went through to the last stage of the process of appointment as Chair. CJ attended the last meeting on September 3, 2014 (not as Chair). However, CJ has not been able to take



up the appointment so JH has now accepted the role as Chair. The Board approved the appointment by email.

JH formally thanked MR for all the work he has done with HC. MA then formally thanked MR for all his work particularly with financial matters. MR stated that he is happy to help with any future queries.

6. Conflicts of Interest: JH informed the meeting that she has completed her Conflicts of Interest information.

7. CEO Report:

- **Evidence and Research.**

- a) Access to GPs - As a result of our research into satisfaction of people with mental health issues and GPs, we have been informed that consideration will be given to improving the training around communication with young people.
- b) QSG - Feedback that they are taking HC reports seriously and that HC are having a good impact. More to follow up re: potential gaps in services.
- c) As a result of our research about Access to Services in East Cornwall, NHS England have re-promoted the Dental Helpline and are reviewing NHS dentist provision across the county.
- d) Out of Hours (OOH) Urgent Care survey has commenced and will be completed in December 2014. A further meeting will be held with NHS Kernow in December to discuss the findings and a stakeholder workshop on future Urgent Care services. BP stated that it is a work in progress re: provider for OOH interim period. DP stated that she will be attending the Urgent Care meeting on November 11 with JB, so will find out about interim provider then.
- e) Work is progressing on task groups on domiciliary care, dementia and the transition from children to adult services. NH raised concerns re: dementia and vulnerability around personal budgets. A query on how much is spent on personal budgets re: domiciliary care was raised by MR. DP stated that Disability Cornwall are looking at issues around personal budgets as a research project which will report back before year end.

- **Enter and View.** This had been delayed due to issues with volunteer availability and also because of problems with access to hospitals. There are visits planned in care homes and hospitals. There are plans to have a report by the end of the year. A separate Enter and View report was requested for the next meeting. **ACTION 9-JW**
- **Marketing and media.** There is training booked for staff and Board members on November 7, 2014.
- **Outreach.** There is now a drop in at RCHT and there has been positive feedback. Other drop ins at a community hospital are being arranged. There was a meeting with five volunteers about community engagement in local communities.



- **Representation report.** MP is now inputting information on the database. There will be a full report at the next meeting. The Representation Report form is to be amended following feedback. **ACTION 10-MP/DP**
- **Operational matters.** There has been a Business Rates reduction from £3297 annually to £561 annually, with a rebate of £2844.42. Rebate applies until 2017.
- **Policies and procedures.** Publication scheme is now available online.

DP attended Data Protection training and has more understanding of the process of storing data. Data controller is Cornwall Council.

DP agreed to draft a protocol to address data protection and security of information issues with volunteers and with laptops. This will be presented to board at the next board workshop. **ACTION 11-DP**

DP issued the Service Level Agreement (SLA). Board asked about on-going costs for the Rate and Review tool prior to sign off of SLA. **ACTION 12-DP**

8. Chairs Report:

JH has had a couple of induction sessions. JH stated that there is nothing else to report as she is new in post.

9. **Budget Summary:** Currently positive variances. Underspend to be looked at with emphasis on increase in expenditure on research. JH meeting with SH this afternoon to discuss finances.-
ACTION JH/DP

Next year's budget - base budget to be looked at and discussed/reviewed. Draft budget for next Board meeting. Cornwall Council have confirmed that the budget is ring-fenced for 2015-16.
ACTION JH/DP

Budget/finances to be discussed at first workshop.

10. **Correspondence:** None.

11. **Operational plan (including Decision Making and Involvement Procedures):** Approved by the Board. Discussion around review of plan. DP has confirmed that she has reviewed with NH and this will continue with JH. There was discussion about Relevant Decisions and how the Board sits with the Steering Group.

12. Governance:

- **Board discussion on workshop topics.** The Board discussed having more informal meetings and have agreed on Board Development Workshops. Topics to be discussed at first workshop:



- a) Review roles of Board members or Directors, this to include new director to replace MR.
- b) Finance and next year's budget
- c) Policies and procedures

First workshop will be on December 10, 2014 at 2.00pm at Board Room, HC. NH and JE are unable to attend. Papers will be sent prior to the workshop so that NH/JE can have input and attendees can prepare. **ACTION 13-JH**

JM asked whether there will be a record of workshops and if there will be public access. JH stated that she can bring any issues to discuss at the Board meetings.

- **CPF proposal for partnership.** DP apologised for not having the papers ready in advance. Approved/agreed.

13. AOB:

Discussed lack of public awareness at today's meeting. Due to lack of staff and delay in minutes of previous meeting being approved/agreed. Issue now resolved. Papers will be available online and meetings will be promoted on social media and via e-newsletter. DP stated that public involvement is important as HC should be transparent as publicly funded and is an opportunity for questions and feedback.

There was discussion around website design. Some members gave feedback that site is not easy to navigate and access information re: Board meetings. HC is currently in consultation with a company re: re-designing website.

There was discussion about public accessibility of venues for meetings, particularly if using public transport. It was noted that questions can be submitted in advance.

BP gave positive feedback about the website and commented that she had not found any issues with navigating the site or accessing information. However, she also commented that she got information about the meeting being in public from a bulletin and not on the website.

Health and Social Care Complaints Procedure.

Healthwatch England is working on issues around complaints such as reasons why people will not make a complaint and whether they are happy with the process. There is a complaints network now in place in Cornwall, that includes SEAP and all complaints managers. The idea of having a single point of access for complaints, that could be Healthwatch Cornwall, has been raised. NH/MR suggested a piece of work for Healthwatch Cornwall that involved investigating why people in Cornwall may not complain. **ACTION 14-DP and Steering Group**

14. Date, time and venue of future meetings:

February 18, 2014, 10am. Venue TBC due to access issues regarding public transport.

Meeting closed 11.55am.



ACTION LOG:

<u>ACTION</u>	<u>RESPONSIBLE</u>	<u>COMPLETED</u>
1. "Closing of Company" budgeted in next year's accounts.	DP/JH	
2. Remove GC from bank mandate and add JH to HC bank mandate.	SH	
3. Update HC financial control procedure by adding new chair and JM to signatories.	JH/DP	
4. Board Representation. Review current paper. Discuss at future Board Workshop.	DP/JH/ BOARD	
5. Health and Social Care reports. Discuss at future Board Workshop possibility of HC acting as central location.	BOARD	
6. Review current HC policies through Board workshop.	JH and Board	
7. Create CD list of all HC policies for Board/Steering Group, to include templates as directed.	DP/MP	
8. Enter and View report for next Board meeting.	JW	
9. Full Representation report at next Board meeting.	MP/DP	
10. Draft protocol to address data protection and security of information issues with volunteers and laptops. To be presented to Board at next Board workshop.	DP	
11. Board to be informed of on-going costs for Rate and Review tool prior to Service Level Agreement sign off.	DP	
12. Workshop papers to be sent to Board members prior to first Business Development workshop.	JH	
13. Piece of work to investigate why people in Cornwall may not complain.	DP and Steering Group	

Meeting closed 12.10pm.

Acronyms:

HC - Healthwatch Cornwall

CJ - Chris Johns

SH - Sarah Howell

