

**Minutes of Healthwatch Cornwall Board meeting
Wednesday February 10, 2016, 10am
Large Room, Truro Community Library, Union Place, Truro**

Present: Jayne Howard (JH), Margaret Abban (MA), John Evers (JE), Gareth Dix (GD), Debbie Pritchard (DP), Nadia Hewitt (NH), Jon McLeavy (JM), Maisie Parkin (MP and note taker).

Public attendees: None.

PART 1: in public agenda

1. **Welcome and Introductions:** JH welcomed all attendees to the meeting.
2. **Questions and comments from the public:** None.
3. **Advising of any other business:** None.
4. **Apologies:** Roger Sinden (RS).
5. **Minutes of the last meeting:** The unratified minutes of the meeting held on November 18, 2015 were approved and will be signed off by JH at a later date.
6. **Actions/Matters Arising:** ACTION 2. Find out if there is a CRCC staff pay increase - no increase had been agreed nor is expected.
7. **Conflicts of Interest:** None.
8. **Risk Register:**

Risk 4: Impact of office move on function of HC - The Ops team has viewed a few offices and HC is seeking legal advice about making an offer on new premises as no contract renewal has been confirmed yet.
9. **CEO Report:**
 1. Healthwatch Cornwall Advisory Forum (HCAF) - the second meeting was positive. Volunteers have been recruited to collect feedback from Derriford Hospital, East and West Cornwall and St Austell.
 2. a) Self-harm and discharge - the report will be published in April.
 2. b) Care at End of Life - It was a fantastic event with lots of networking opportunities. Feedback has been positive. A report to capture comments/views from the event is in progress. HC is invited to the EOL Collaborative meeting on February 24 and will present the report. NHS Kernow has appointed an EOL commissioner.



2. c) GP access - Primary research has been completed; initial findings are that patients registered with practices using the telephone triage system are the most satisfied. The report will be anonymised and individual practices will receive a mini-report with the detail relating to their own practice. It was agreed that DP will send all draft reports to JE to check content.

There is a web-based GP consultation service called E-Consult being trialled with ten practices in Carrick, mostly for out of hours. HC has been approached about some commissioned work to evaluate the service.

2. d) Devolution - HC has promoted the survey. An extraordinary email has been sent about the provider engagement events on February 23 and 25, which HC is helping to facilitate. There are a number of public engagement events in March which it would be good for Board members to attend.

10. Chairs Report

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

- RCHT Staff Awards evening - it had been good to see the good work and initiatives from staff highlighted.
- HCAF meetings on December 16 and February 4 - very positive meetings, with lots of ideas and energy.
- Informal meetings with Chair of Health and Wellbeing Board and Chair of Health Overview and Scrutiny Committee.
- Health and Wellbeing Board, January 7 - items included an update on the Together for Families programme, Devolution, Suicide prevention and the Annual Public Health Report.
- End of Life Conference, January 29.
- Jon Rolls, RIO re business planning.

11. Budget Summary: There are some planned spends - outstanding balance of around £5000 to pay for the EOL conference and LHM, £7500 for hosting the Rate & Review website. There will be an allocation for reserves in next year's budget, to cover liability and business development and investment; reserves policy to be written. ACTION 1 - GD/JH. ACTION 2 - DP/JH.

12. Correspondence:

- There was an extraordinary directors meeting about the recent changes to HWE, who are now accountable to CQC. DP has written a letter on behalf of Healthwatch across the South West Peninsula about how this change may impact on independence, on local Healthwatch and HWE's role in lobbying parliament. The letter has been sent to HWE Interim Chair, HWE Acting National Director, the Health Minister and to CQC. The Board would like a copy of the letter. ACTION 3 - DP
- HC has received advance notice from the CQC about an inspection of SWAST in June.



13. Governance: There was discussion about terms of office for directors. There will be a full proposal at the next meeting. ACTION 4 - JH

14. AOB: MA has received a NICE directive on palliative care; there is no funding for alternative therapies as there is no evidence of effectiveness. Directive to be sent to HC. ACTION 5 - MA

15. Date, time and venue of next meeting: May 18, 2016, 10am - St Erme Community Centre

Meeting closed 11.15am.

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. Look at good practice re: reserves	GD/JH	
2. Allocate and set budget for 2016-17	DP/JH	
3. Send copy of letter on behalf of Healthwatch in the South West Peninsula to directors	DP	
4. Write proposal for Directors Terms of Office	JH	
5. Send NICE directive on palliative care to HC	MA	

