

**Minutes of Healthwatch Cornwall Board meeting
Wednesday November 18, 2015, 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), 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:** Staff cost of living pay increase.
- 4. Apologies:** Nadia Hewitt (NH), Jon McLeavy (JM), Roger Sinden (RS).
- 5. Minutes of the last meeting:** The unratified minutes of the meeting held on August 18, 2015 were approved and will be signed off by JH at a later date.
- 6. Actions/Matters Arising:** None.
- 7. Conflicts of Interest:** None.
- 8. Risk Register:**

Risk 1: Visibility of HC - There was a Development Day in October.

Risk 2: Risk of reputation of using Rate and Review - DP is meeting with an agency worker about a sales and marketing role for the Rate and Review tool. There has been interest from some providers about Rate and Review.

Risk 3: Loss of HC contract for current CIC and 4: Loss of local Healthwatch in Cornwall - These potential risks were split as requested by RS. DP and JH attended the quarterly contract monitoring meeting with CC; there was a review of HC in October and CC has met with NHS Kernow to share the review.

Risk 5: Impact of office move on function of HC - To be discussed as an agenda item.

9. CEO Report:

2.b) End of Life Event: Organised for January 29, 2016 and will be both a public and professional focused event, with support from NHS Kernow and the EOL Collaborative. The art exhibition and public event have been booked.



There will be speakers during the morning; PCH, RCHT, GPs, Social Care and Hospices will be invited to attend. Felicity Warner, Soul Midwife will be the keynote speaker. The afternoon will include a workshop for professionals to discuss EOL and solutions.

HC is unable to get any speakers from the North-east where good EOL practice has been demonstrated, as it is too far to travel. It was suggested that professionals from the North-east could produce a DVD as an alternative option.

2.c) Pharmacy survey: The report has been published and was featured on BBC Radio Cornwall. HC has been in contact with Georgina Praed about our recommendations.

2.e) GP access: Research is underway.

2.g) Continuing Health Care: HC has received a response to our report from NHS Kernow. DP is yet to look at the response; CHC is also to be discussed at Overview and Scrutiny Committee.

2.h) Orthotics: There is new national NHS guidance (draft) which HC can share with providers. HC is filming at the end of the week for a BBC Spotlight report. Current issues include long appointment waiting times, delays to equipment and lengthy referral process.

8. DP and RS have worked on a Staff Development Policy which includes a staff application process using a scoring system by DP and a director. The policy will be circulated to the Board.

10. Chairs Report: Meetings attended with DP -

- Quarterly contract monitoring meeting with Charlotte Hill and Lynne Davey from CC
- Meeting with Trevor Doughty, Jim McKenna and senior officers from CC, which will continue as a quarterly catch up
- Quarterly meeting with Jeremy Rowe, Councillor and Chair of HWBB

The new CEO at CC will be announced soon.

11. Budget Summary: There is a significant variance. However, there are planned spends which will reduce the variance including Rate and Review Sales and Marketing role for minimum of four months, HR support and the EOL conference. The variance for ENPs is due to outstanding invoices not received.

Directors were reminded to submit their travel claims. After a suggestion that the expenses form was put on back of representation report, it was agreed that the form should be sent with a monthly reminder to claim expenses. **ACTION 1 - JW**

12. Correspondence: None.



13. Governance:

- **Proposal for changes to Steering Group** - The proposal was approved after it was agreed to change the name of the group to Healthwatch Cornwall Advisory Forum (HCAF). The HCAF will meet on December 16 in shadow form to establish the Terms of Reference and Decision Making Process.
- **Office Move** - The Board approved the proposal and agreed to delegate the decision regarding office move to DP within the set criteria and budget; including fully disabled access and general accessibility such as public transport links. Operational needs were noted.
- **2016 meeting dates** - One change to the proposal before it was agreed by the Board; August 17 changed to September 7 as availability in August is limited due to summer and school holidays. Venues are to be confirmed, as the future of the library is uncertain.
- **Data Protection Policy review - to cover home working** - Approved.
- **Staff conflict of interests** - After discussion, it was agreed that an internal staff conflict of interests form would be completed by staff on appointment then reviewed annually, with any changes to be updated.

14. AOB: Staff cost of living pay increase - Historically, pay increases have been in line with CRCC. It was agreed that as there is no cost of living rise this year, JH will find out if CRCC is planning on increasing pay before a decision is made. It was suggested that pay review and increase is included in the staff handbook. **ACTION 2 - JH**

Date, time and venue of next meeting: February 10, 2016, 10am - Large Room, Truro Community Library, Union Place, Truro, TR1 1EP

Meeting closed 11.45am.

Acronyms:

HC - Healthwatch Cornwall
CC - Cornwall Council
EOL - End of Life
ENPs - Expert Network Partners
CHC - Continuing Health Care
HWBB - Health and Well Being Board
CRCC - Cornwall Rural Community Council
PCH - Peninsular Community Health
RCHT - Royal Cornwall Hospitals Trust
JW - Jody Wilson, HC Volunteer Development Officer



ACTION LOG:

<u>ACTION</u>	<u>RESPONSIBLE</u>	<u>COMPLETED</u>
1. Expenses form monthly reminder	JW	Yes
2. Find out if there is a CRCC staff pay increase	JH	Yes

