

**Minutes of Healthwatch Cornwall Board meeting
Wednesday May 20, 2015, 10am
Large Room, Truro Community Library, Union Place, Truro**

Present: Margaret Abban (MA), Nadia Hewitt (NH), John Evers (JE), Debbie Pritchard (DP), Jayne Howard (JH), Gareth Dix (GD), Jody Wilson (JW and note taker).

Public attendees: None.

JH chaired the meeting.

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:** Formal process for minutes.
4. **Apologies:** Jon McLeavy (JM), Roger Sinden (RS), Maisie Parkin (MP)
5. **Minutes of the last meeting:** The minutes of the meeting held on February 18, 2015 were proposed as an accurate record by JE, accepted by all Board members and signed off by JH. The minutes will be circulated with the papers in future, in addition to circulation at draft stage following meetings. ACTION 1 - MP
6. **Actions/Matters Arising:**
 - Representation - Develop system of reminders for meetings and paperwork (ACTION 2) - Ongoing and in progress due to MP's workload; to be completed when additional admin support is in place.
 - Contact HWE around Healthwatch scrutiny of private sector health and social care (ACTION 3) - There is no official line but HWE is aware. There is no remit for HC to scrutinise wholly privately funded health and social care services. All agreed this is a grey area. Any issues HC become aware of can be passed on to CQC.
 - Book appointment with landlord, Miller Commercial to discuss access requirements for HC (ACTION 4) - Completed and is on the agenda item 13.
 - Contact ST, Care Right Now around his proposals for a multi-agency meeting on whistleblowing (ACTION 5) - Completed and ST is attending the Board workshop following the meeting.
7. **Conflicts of Interest:** None.
8. **Appointment of Vice-Chair:** MA was appointed as Vice-Chair - proposed by NH, seconded by JE.
9. **Risk Register:** The Risk Register was updated on April 27, following DP's consultation with RS. The Board looked at the new potential risks -



3. Risk of reputation of using Rate and Review - no issues raised.
4. Loss of Healthwatch Cornwall contract -
 - Evaluation is due for completion at the end of June.
 - NH has sent DP ideas about the exit strategy; DP will propose a paper to the Board.
 - CC has indicated a different process of commissioning HC is likely; no further information has been provided. It has been indicated that CC may ask HC for additional responsibility.
 - Refresh of HWB document discussed; currently in draft stage and to be circulated to the Board after approval.
 - Amendments to Control Procedures, Action Taken or Required - 'Plan for closure, rebidding and strategic direction' to be added; 'Parliamentary candidates' to be changed to 'MPs' **ACTION 2 - DP** **ACTION 3 - JH/JE**

The Board agreed to amend the following potential risk as a result of item 13:

5. Office accessibility and space -
 - Amendments to Control Procedures, Action Taken or Required - 'Board to plan criteria for alternative office location by October 2015' to be added.

It was agreed that the Risk Register will be reviewed at each meeting. **ACTION 4 - MP**

- 10. Care at Home update:** There has been good media coverage on BBC Radio Cornwall and BBC Spotlight and positive feedback from care providers following the release of the Care at Home report on May 18. No contact from CC as yet; they have twenty days to respond. JMCK, Cabinet Member for Health and Social Care will be holding a framework meeting this week - HC has been invited to attend by some framework providers although no formal invite by CC has been made. On the whole, JMCK has been supportive of HC's research. NHS Kernow sent a positive response to the report's recommendation for integration. DP will attend the next OSC with MA on May 26.

BBC Radio Cornwall has been supportive. DP spoke about HC's findings including individual stories and HC's recommendation for an integrated health and social care service for care at home. CC's response quoted that it was an interim report and that there were unsubstantiated claims. DP clarified that it was a final report and was able to respond positively. Cornwall Partners in Care commented in support.

BBC Spotlight gave a good, balanced report with interviews from paid carers and HC Volunteer JJP. There was a brief discussion about HC being involved with a programme like BBC's Inside Out. This is a possibility as there are people who gave their care at home stories who are willing to get involved in media.

There was discussion about the content, format and style of the report and the process leading up to the final report. The task group were heavily involved in producing the report which has been acknowledged. The format and style of HC reports is being reviewed and a new template is being designed, based on the HWE Annual Report.



- 11. Operational plan sign off:** The Operational Plan was approved - proposed by GD, seconded by JE.
- 12. Planning for the future:** A sub-group with JM, NH and DP was formed to work on the exit strategy at the next Board Workshop, with feedback on progress at the next meeting. Another sub-group to look at the strategic plan, timescale and progress will be discussed at the next Board Workshop. JE expressed an interest and DP suggested involvement from GD.
- 13. Premises and DDA compliance:** DP met with the agent, Miller Commercial who indicated that the property owner may not agree to make adjustments for an accessible building. After discussion about whether HC will continue after the current contract ends in March 2016, it was agreed that in either circumstance HC will serve notice on the tenancy in October 2015. The Board will look at requirements for new premises. Criteria were discussed around a year ago with the previous CEO; Board members will look for correspondence relating to the previous criteria, for the Board to use as a basis. **ACTION 5 - BOARD**
- 14. CEO Report:** Issues discussed from the report:
- End of Life report - Has been well received with positive feedback from a number of stakeholders and support for future work. Main outcome is a possible conference or focus day.
- Pharmacy survey - Is now live and being delivered by outreach. The research supports the Urgent Care report. The survey focuses on the use of and perception of community pharmacies.
- There was discussion about the new OOH service which will be provided by CH from June; PS is the lead. Engagement events will be held by CH to collect feedback about potential changes to the current service. AA had previously committed to keeping HC involved and informed; it was agreed that HC will contact AA as HC has not been consulted, particularly about the tender specification. HC will arrange a meeting with PS and KL, who is the lead for engagement events. **ACTION 6 - MP**
- Enter and View - There are four reports to be published on the website. There is no need for reactive E&V at present. There may be future activity to support the pharmacy research. As HC's relationship is not positive with some GP practices, activity will focus on pre-visits from a HC Volunteer who is a retired GP and possibly from outreach rather than E&V. Activity is considered for contacting care homes about accessing GP appointments as some GP practices use the triage system and will only talk to the patient, not care home staff. Some GPs will not carry out home visits so this has an impact on staff and capacity.
- 15. Chairs Report:** JH met with VW from CFT; possible merger with PCH is no longer on the agenda.
- 16. Budget Summary, formal noting change to Budget 2015-16 and allocation of underspend from 2014-15:** There is an underspend of around £32,000 from 2014-15 which CC has confirmed that HC can keep. There are recommendations for two fixed term contracts - an additional



administrator due an increase in phonline activity and data entry and a marketing assistant for marketing support and Rate and Review promotion. The recommendations were approved - proposed by MA, seconded by JE.

There was discussion about using some of the underspend for an office move or improvements. As it was agreed that HC will give notice in October 2015, there are no plans to consider improvements. RS had requested that HC go through the process of finding out the cost of adapting the premises for accessibility and how much HC and the property owner are willing to contribute. This information can be used to demonstrate reasons for an office relocation.

- 17. Correspondence:** Cornwall Mobility has invited HC to join 'The Friends of Cornwall Mobility'. MA declared her interest. Acceptance was proposed by JH, seconded by NH and agreed.

HC has formally written to the Director of Commissioning, NHS England to raise the issue that healthcare professionals are not reporting any concerns about the condition of a care environment. This resulted from the concerns about Penberthy care home. There has been no response as yet.

- 18. Governance:** Delegation for 'sign off' of research reports has been given to DP, the Steering Group, the Chair, MA and JE; the Board will be consulted if there are any contentious or problematic issues.

19. AOB:

Formal process for minutes - For a quicker turnaround to publish the minutes on the website, the following process was agreed:

- Draft minutes will be sent to JH to amend then circulate to the Board for amendments
- A quorum of at least four Board members will approve the unratified minutes within a week for publication
- The minutes will be ratified at the next meeting

Formal process for SG minutes - There was discussion about the minutes being verbatim notes rather than minutes. It was suggested that a summary version of the minutes is published on the website, to be discussed with the SG Chair, JJP and decision made. **ACTION 7 - MP/DP/JJP**

The Annual Report will be sent to the Board for amendments in mid-June before being sent to HWE.

- 20. Date, time and venue of next meeting:** August 19, 2015, 10am in the Large Room, Truro Community Library, Union Place, Truro, TR1 1EP.

Meeting closed 11.45am.

Acronyms:

HC - Healthwatch Cornwall



HWE - Healthwatch England
CQC - Care Quality Commission
ST - Steve Turner
CH - Cornwall Health
HWB - Health and Wellbeing Board
JMCK - Jim McKenna
CC - Cornwall Council
OSC - Overview and Scrutiny Committee
JJP - Jeremy Preedy
SG - Steering Group
OOH - Out of Hours
PS - Peter Stokes
AA - Andrew Abbott
E&V - Enter and View
VW - Vicky Wood
CFT - Cornwall Foundation Trust
PCH - Peninsula Community Health



ACTION LOG:

<u>ACTION</u>	<u>RESPONSIBLE</u>	<u>COMPLETED</u>
1. Future minutes to be circulated with papers	MP	Yes
2. Propose Exit strategy paper to the Board	DP	
3. Circulate approved Refresh of HWB to the Board	JH/ JE	Yes by MP
4. Amendments to be made to Risk Register	MP	Yes
5. Look for correspondence relating to office premises criteria	Board	Yes
6. Arrange meeting for DP with PS and KL from Cornwall Health to discuss the new OOH service.	MP	Yes
7. Decision about publishing a summary version of the Steering Group minutes on the website	MP/DP/JJP	Yes

