

**Minutes of Healthwatch Cornwall Board meeting
Wednesday February 21, 2018, 10am
6 Walsingham Place, Truro**

Present:

Directors: -Margaret Abban (MA), Gareth Dix (GD), John Evers (JE), Jayne Howard (JH), Jon McLeavy (JM), Roger Sinden (RS), Amanda Stratford (AS),
Staff: - Celia Newcombe (CN), recording minutes, Natalie Swann presenting (GP survey initial results)

PART 1: In public agenda

- o **Welcome and Introductions:** JM welcomed everyone to the meeting. There were no members of the public expected or in attendance
- o **Apologies:** None
- o **Questions and comments from the public:** None
- o **Conflicts of Interest:** None declared
- o **Advising of any other business:** Organisational Development Advisory Group
- o **Minutes of the last meeting:** The unratified minutes of the meeting held on November 15, 2017 were approved and signed by JM as a correct record
- o **Actions/M Actions/Matters arising**

Action 1: See discussion re Organisational Development Advisory Group

Action 2: Staff meeting had been advised of the proposed staff and volunteer questionnaire

Action 3: Question re stakeholders being engaged in preparation of Healthwatch Publications to be discussed at next Healthwatch Cornwall Advisory Forum currently planned for March 28, 2018.

Actions 4: Altering the Articles of Association with regard to the length of service for directors and chair had been investigated. The process is confirmed - some further changes to the notification to Companies House are required and then sent when signed by JM.

NEW ACTION 1 CN/JM to amend Special Resolution and send revised Articles of Association to Companies House

CN will create a record of lengths of service for all board members, which will highlight necessary review dates.

NEW ACTION 2 CN to present the record to next board meeting



Action 5: The skills audit does not currently show any major deficiencies but gives good indications with regard to advertising for and appointing new directors given that GD confirmed his resignation at this meeting.

Action 6: 'Red' figures are still appearing on the financial report relating to 2017/18 which can cause confusion as there are no deficits - The finance committee has discussed this and for the 2018/9 financial reports this concern will be resolved and (Action 7) comments will be added.

Action 8: Rate and Review will be removed from future Risk Register reports.

○ **Finance report**

Finance report was received by the board. Plans to utilize the 2017/18 underspend this year including End of Life external research support, new laptops and office reorganisation were agreed.

○ **Draft Strategy discussion**

Draft 3 year strategy was discussed. All agreed it was useful to keep the document short and the infographics giving the Cornwall Context were useful. Key points for development :

- Cornwall context to include infographics with direct relevance to objectives
- Objectives should be more action orientated

New Action 3: AS to action the above and circulate new draft.

○ **Re-election of directors**

The vacancies resulting from the resignations of Nadia Hewitt and Gareth Dix will result in advertising for new directors. The board thanked GD for his input to the board's activities and his offer to continue to support the board despite his resignation - see report by RS.

NEW ACTION 4 Board to commence work on addressing director vacancies

○ **Directors reports**

- End of Life (JE) - various matters - Education sub-group - paramedics to be trained to give palliative medication. Healthwatch Cornwall research will be used by Cornwall Hospice Care. AS spoke about the HC End of Life conference plans, the use of Advanced Care Plan Cards. MA stressed the importance of including religious culture in the discussions.
- Social Prescribing (GD) - growth of social prescribing but issue of how private providers are being utilised and/or funded. JH added that the voluntary sector appreciates the attention on their services but their resources are not being commissioned or paid for by NHS or social services. There is hesitation in prescribing by Health and Social Care professionals due to doubts over sustainability. The development of 'social engineering' is obvious - getting people to do things for themselves.



JH cited Gloucester Arts and Culture community that is developing projects suitable for social prescribing and which the NHS and others are considering.

- RCHT board meeting - MA will be involved with the Monitoring Improvement Programme - more details to be provided to MA.
- Health and Social Care Overview and Scrutiny Committee - MA reported that discussions re non-emergency transport continue - consultation extended again and discussions re carers feeling uncomfortable in certain situations

NEW ACTION 5 Healthwatch Cornwall staff to look out for reports from carers

- Kernow Clinical Commissioning Group Board meeting: Issue of private providers not being managed. This creates issues of data protection and an inherent risk where providers are able to apply for and use NHS email addresses.
- Safeguarding Adults Board and development day - JM. A provider conference will be attended by JM in March.

○ Operation Report

- **GP survey** - Natalie Swann gave a review of the initial results from the survey which had resulted in over 2000 usable responses, 98% of which had been added 'on-line'. A top line report will be produced. Issues and recommendations relating to particular GP surgeries will be looked at in more detail and raised with those surgeries recognising the time frame of the survey and changes in place - this detail will not be in the main report. It was confirmed by JM that although integrated with KCCG and CQC this survey is owned by Healthwatch Cornwall and reflects a very positive way of working with these organisations.
- **'Operations' meetings attended** - list available covering full detail - focal issues were
 - ◆ Confirmation of funding for third year of contract
 - ◆ Appreciative enquiry re Mental Health to be scoped later this year (Tim Francis). Possibility of focus on services for younger people and broadening to services other than those of Cornwall Foundation Trust
 - ◆ Work around Shaping our Future project and the immediate 5 -10 year impact of potential changes. Round 3 consultation dates to be distributed by AS

NEW ACTION 6 AS to distribute round three dates

- ◆ Safeguarding - Public Scrutiny Committee - lack of public understanding.
- ◆ Accountable Care - helping the public understand
- ◆ Staff training - Impact assessment and training



- ◆ General Data Protection Regulation (GDPR) - implementation, implications to Healthwatch Cornwall and training required - need for a data protection officer - discussions with Healthwatch Devon.
- **Any other business:** Organisational Development Advisory Group
 - ◆ RS provided draft Terms of Reference, draft survey and report from the first meeting of the group. The group will have a flexible membership according to the tasks required of it. The initial survey will be of the staff that will be independently analysed to assure anonymity of respondents.
 - ◆ The proposals were accepted - another meeting to be held shortly. Results of the staff survey will be available for the May Director's meeting.

NEW ACTION 7 RS to present results of survey

The board thanked Gareth Dix for his dedication to the board and wished him good luck with his future projects.

Next meeting Wednesday May 23, 2018, 10am 6 Walsingham Place
N.b. this date is in the process of being changed

Acronyms:

CC - Cornwall Council
CCG - Clinical Commissioning Group
CIC - Community Interest Company
CPF - Cornwall People First
CQC - Care Quality Commission
CRCC - Cornwall Rural Community Council
CRM - Customer Relationship Manager
CSB - Children's Safeguarding Board
EOL - EOL
HC - Healthwatch Cornwall
HR - Human Resources
HWE - Healthwatch England
KCCG - Kernow Clinical Commissioning Group
LDPB - Learning Disability Partnership Board
NEST - National Employee Savings Trust



OPPB - Older Persons Partnership Board
 RCHT - Royal Cornwall Hospitals Trust
 SAB - Safeguarding Adults Board
 SAH - St Austell Healthcare
 STP - Sustainable Transformation Plan
 SWAST - South West Ambulance Service NHS Foundation Trust

ACTION LOG:

<u>ACTION</u>	<u>RESPONSIBLE</u>
1 Amend Special Resolution as agreed in meeting and send revised Articles of Association to Companies House	JN/CN
2 CN to present the record to next board meeting	CN
3 AS to action the developments to draft strategy and circulate new draft	AS
4 Board to commence work on addressing director vacancies	Board directors
5 Healthwatch Cornwall staff to look out for reports from carers.	HC
6 Distribute round 3 Shaping our Future dates	AS
7 Report results of staff survey to next board meeting	RS

