

**Minutes of Healthwatch Cornwall Board meeting  
Wednesday November 15, 2017, 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

**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:** None
  
- o **Minutes of the last meeting:** The unratified minutes of the meeting held on September 13, 2017 were approved and signed by JM as a correct record
  
- o **Actions/Matters Arising:**
  - Action 1: Question received from member of public was sent to MA and a reply sent from operations team to the person who submitted it
  - Action 2: As Human Resources Service Level Agreement is now set up the proposed People Sub Committee will not be required. Instead an ad-hoc sub-group will concentrate on developing an annual questionnaire and discussions for staff and volunteers to enable examination and development of the organisation's culture. RS and will present outline details to the next board meeting. RS would like to include one nomination each of the staff and volunteer teams. AS will speak to the next staff meeting about this project. MA asked to be included.

**ACTIONS 1 AND 2 AS and RS**



Action 3: The subject of stakeholders being engaged in ensuring HC Publications are accessible will be covered in the next HCAF meeting as there was insufficient time at the previous meeting.

**ACTION 3 AS**

Actions 4 and 5: Two way flow of information to/from meetings where Healthwatch Board members were representatives has been started and will be further developed and continued keeping in mind the need for notification of questions prior to some meetings.

Action 6: Service level agreement sent and received.

Action 7: Doodle invitation sent and responses received

o **Re-election of directors**

Current Articles of Association show no guidelines with regard to permitted length of service or number of terms. JH remembered this being discussed at a previous meeting. CN and JM to check minutes and arrange for Articles of Association to be confirmed and amended.

**ACTION 4 CN and JM**

GD announced his decision to resign from his board responsibilities due to his developing role in his new work. His final meeting will be in February 2018 and he said it had been a very positive three to four years for him and he felt HC was now in a good position.

JM wished to record the board's thanks for GD's commitment and for his unique contribution to the board's activities which will be missed. The position will be advertised publicly and the meeting agreed that this would be excellent timing for the proposed skills audit to be completed.

**ACTION 5 WORKING GROUP**

o **Directors Reports from meetings attended**

Note: If meetings attended were not open to the public reports are covered in part 2 of the meeting.

JM reported that the Adult Safeguarding Board was discussing a Prevent Agenda with regard to extremism. RS asked whether HC needed a prevent policy. It was agreed that a core policy that agencies in the county could adopt would be appropriate.

AS Operational Update and Performance report

Key meetings attended:

- Contract meeting and meeting with Kate Kenally and Jonathon Price
- Tim Francis - Interim CCG commissioner for mental health



- Andrew Abbot Director of Primary Care CCG - GP work
- CCG meeting on NEPTs
- Jack Cordery on One Vision
- Professor Robert Barratt at Eden Project
- Various Healthwatch meetings - Peninsula and further work with Healthwatch Devon - PHE focus group work
- Shaping our Future :  
Co-production update - third wave February 18 - possible 4<sup>th</sup> wave - public consultation next year  
Communications remain an issue but website expected by end of year
- EDEN Project - Thoughts around working together on something on a short project whilst retaining HC independence and also using Eden as a possible venue for EOL conference 2018 looking an element of “story telling” that they provide training for.

Key areas of work:

Mental Health - awaiting approved plan from Cornwall Foundation Trust and CQC report due in December. Considering HC involvement in Strategy Board to feed in patient voice

GP Accessible Appointments - Scoping research survey out through major employers and our contacts to measure current experience and expectations. Report writing planned for Jan/Feb 2018

Dental - met with Andrew Harris and updated on NHS England review work. Outcome waited.

EOL - met with Eden re venue for conference. Attended EOL strategy board workshop where impact and how to measure this was discussed.

Young people - Natalie Swann reported  
431 Surveys were performed at five fresher's fairs in 2017. Biggest concern was mental health, depression and anxiety for 7/10 young people and then sexual health was important along with concerns over alcohol and drugs, with a high correlation between these three. There was a pop up event during sexual health week - young people did not realise that seeing their GP could be the starting point if they had a concern about their mental health but once they had taken responsibility for their own health they might then find there is a large waiting list hence the need for support around them in between these two stages. There is a potential for more pop up events (with two already booked for Nov and Dec) which could lead to focus group work and possibly the development of Healthwatch student ambassadors, especially



with more young people remaining in Cornwall nowadays. Further planning will be required in 2018 to determine a more comprehensive work plan.

Business Plan Dashboard update:

Remarks/Questions:-

'Red rag' items are very important because of the 'need to know', without benchmarks it is not possible to measure achievements.

Metric for changing from red to green would be if it can be seen that a move towards the ultimate aim has been made.

If an item appears more than once as a red item it will then also appear on the risk register

JM remarked that he could see a marked rise in good information flow into and out of the director's board meetings and that a good start had been made on the Dashboard, JH adding that next quarter interrogation of the dashboard should be possible.

○ **Finance Report**

Management of Healthwatch finance has changed with regard to finance support personnel at CRCC from Sarah Howell to Adam Jose.

The reason for /meaning of the red figures at the bottom of the report to be investigated by Finance committee. Comments with regard to what has happened during the interval since the previous report would be useful.

**ACTIONS 6 and 7 Finance Committee**

Finance support department are very happy with the current team of accountants used. The latest audited reports have been received for approval and JM will go through these with Sarah Howell.

○ **Risk register**

Rate and review to be removed from future report

HWE will be issuing guidelines re General Data Protection Regulation, if nothing is received by the end of January HC may need to start something themselves that they then send as a proposal to HE.

**ACTION 8 AS**

○ **Sub-committee reports**

To be removed from next agenda - finance committee report to be included in Finance report

**ACTION 9 CN**

○ **Any other business**

AS will be attending the RCHT meeting with NHS England concerning special measures.



- **Next meeting Wednesday February 21, 2018, 10am 6 Walsingham Place**
- Other meetings in 2018**

May 23 (John Evers not available)

September 12

November 21

Public meeting finished at 12.27pm

**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:**

<b><u>ACTION</u></b>	<b><u>RESPONSIBLE</u></b>
1. Present outline details for planned staff and volunteer questionnaire and discussions to next directors meeting Include MA in project	RS
2. Talk to next staff meeting about proposed volunteer questionnaire and discussions	AS
3. Subject of stakeholders being engaged in ensuring HC Publications are to be covered in next HCAF	AS
4. CN and JM to check through previous minutes and arrange for Articles of Association to be confirmed and amended	CN and JM
5. Create plan for skills audit	Working Group
6. Investigate reason for/meaning of the red figures at the bottom of the report.	Finance committee
7. Request comments on future reports against significant changes that had occurred in the quarter.	Finance committee
8. Remove Rate and Review from future Risk Register reports	AS

