

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

Present:

Directors:-Margaret Abban (MA), John Evers (JE), Jayne Howard (JH), Jon McLeavy (JM), Amanda Stratford (AS),

Staff: - Celia Newcombe (CN), recording minutes

PART 1: In Public Agenda

1. **Welcome and Introductions:** JM welcomed everyone to the meeting. There were no members of the public expected or in attendance
2. **Apologies:** Roger Sinden
3. **Questions and comments from the public:** None
4. **Conflicts of Interest:** New responsibilities were declared as follows, none were considered to currently be conflicting with each person's Healthwatch Cornwall Board responsibilities.

AS - has become chair for Young Dementia UK

JM - has become a director on the board of The Learning Partnership

JH - is setting up a charity that welcomes refugee families to the Falmouth and Penryn area

JE - has become a trustee of the Duchy Health Charity

5. **Advising of any other business:** None
6. **Minutes of the last meeting 6th June 2018:** Minutes will be signed and ratified as a true record subject to amendments agreed below.

Page1 Conflicts of interest to be altered to Register of Interests.

Page2 Amend "research activity" to read 'public feedback'

7. **Advising of any other business:** None



ACTION 1 - CN to request Register of Interest updates

ACTION 2 - CN to amend before signature by chair

8. Actions/Actions/Matters arising from minutes of last meeting

Action 1: Complete

Action 2: See notes under Recruitment of Directors agenda item

Action 3: See AS report re strategy

Action 4: See notes under Recruitment of Directors agenda item

Action 5: Work around carers is part of other projects including Partnership board facilitation

Action 6: Dates were distributed and meetings had been attended by a combination of directors and staff

Action 7: See Update re Organisational and Development Group agenda item

9. **Finance report and policy:** The finance report and policy were received by the board and there was discussion around the presentation of data which did not enable a clear understanding of the components of the report. Finance sub-committee meetings will be reinstated and directors commented on the excellent book keeping performed for Healthwatch Cornwall by CRCC. MA asked where tenders would be advertised - it was agreed that the policy should state that they should be advertised "as appropriate" to the project and should always be visible on the Healthwatch Cornwall website. Acceptance of the policy with one minor change by AS was proposed by MA and seconded by JE.

10. **Budget discussion:** The directors approved the proposed budget including a 2% cost of living award for staff for 2018/19 but asked for more clarity with regard to the reserves. Approval was proposed by JH and seconded by JE. AS stated that during 2018/19 budgets will be constantly reviewed and updated with regard to actions against budgets on an on-going basis by their holders.



11. **Organisational and Development Group:** Both staff and volunteer surveys have now been completed. Jody Wilson will be preparing an action plan relating to the volunteer survey. Board will discuss the results in detail with regard to a strategic way forward that incorporate the results from the staff survey. MA and RS intend to further collate the information. JH said it was important to know the spread of scores for each question. A new appraisal system is not yet fully in place although appraisals and supervision do take place. This will be developed as part of the 2018/19 work plan. Comments from staff with regard to communication were disappointing. There is an operational planning session for staff on 2/3 July which will incorporate changes to improve this.
12. **Draft Strategy discussion:** A revised draft was presented by AS. Various suggested changes were noted by AS including the need to balance medical and social care symbols, or removal of acute medical symbol, re-numbering on the nine priorities chart and changing the highlighting on "Place of death" to make it more comparable with the other facts listed. JE felt General Practice should be mentioned somewhere in the document, AS confirmed this would be a key part of the 2018/19 operational plan. An Easy Read version will be produced once the board had been given final oversight of the document. AS welcomed any comments that directors wished to send directly to her.

ACTION 3: AS to send revised copy to directors by 11 June, 2018.

13. **Recruitment of new directors:** Board members had received suggested paperwork that will need finalising to accompany advertising for two new directors. Due to the summer holiday period the roles will be advertised for 4-6 weeks, finishing at the end of the first full week in September. JM and AS will be responsible for shortlisting and interviewing candidates and when a date for this is known other directors will be asked with regard to their availability. Specific skill sets that are to be looked for to enhance the board further will include finance and engagement experience and this will be mentioned in the role specification. AS and JM are not available 4 October to 31 October due to separate vacation arrangements therefore it is hoped to interview during September 2018.



ACTION 4 CN to set up meeting with AS and JM to address relevant paperwork and advertising

- With regard to any required renewal of current director membership following the recorded amendment to the Articles of Association held by companies. House it was proposed by JH and seconded by and JM that MA and JE should be re-elected at this point in time to remain directors for a further three years.

ACTION 5 CN to formally record this in board documentation

14. **Directors reports from public meetings attended:** JM had signed the Adults Safeguarding Partnership agreement and had attended the South West Health watch Cornwall network meeting where departure of the chair of Health watch Devon had necessitated the temporary movement of its management to within a voluntary organisation had been discussed. JH, in connection with her Art and Health work, had attended a meeting regarding Arts for Health where the needs of the public were discussed. It was felt that the public would appreciate Health watch Cornwall being involved with their activities. JE had been unable to attend the last two CPFT meetings MA reported that the Citizens Assembly were looking for a new chairperson. AS reported that there will be a visit by Gavin Macgregor, Head of Network Development at Health watch England to 6 Willingham Place on 25th June, 2018. He will be seeking information about the service needs of the team in Cornwall - board members are welcome to visit during the day. AS reported that new Key Performance Indicators had been agreed with Cornwall Council. These would increase the measure of the impact of the work by Health watch Cornwall and be subject to review on an ongoing basis to ensure they reflect the nature and volume of work undertaken.

15. **Operational Update (AS)** Regular meetings now set up with Mairi McLean who has replaced Jim McKenna as chair of RCHT. She is keen to increase the focus on patient experience at the RCHT board meetings. RCHT Patient Experience Team now receives monthly reports from Healthwatch Cornwall and there will be a quarterly catch up meeting to ensure actions are taken. Healthwatch Cornwall will be able to use licences to look at the Care Opinion System which is being trialled with great success in an increasing number of wards at the hospital. This will improve the ability of HC to work together with RCHT with regard to patient experience. AS has been invited to join the Quality Improvement development Board at RCHT which will drive improvement.



- In addition to regular catch up meetings with CFT, RCHT and CCG AS has now met with new director of adult services Helen Charlesworth-May who has background in NHS Finance and recent experience of partnership work in Lambeth.
- Website now on will no longer have 'rate and review' on it
- HC is now on Mental Health Strategy Board which is linked into service decisions across Cornwall. Formal proposal due to be delivered in July re an Appreciative Inquiry into interface between primary and secondary mental health services for work to begin in September
- AS would like to plan for county wide mental health conference in May 2019.
- There have been meetings with Adult Social Care for whom work has begun to investigate current methods used to consult with service users. HC will report back changes necessary to improve how it interacts with its users regarding proposed changes and best practice. Several different ways of collecting information and opinions are being used to ensure representation from all people affected including Cornwall Council staff. A report is due to be given to the Health and Scrutiny Committee on 18th July and it is hoped the information will be used by the corporately within the council. (NB Following board meeting this completion date has been extended to present report to October OSC meeting)
- AS will begin to report to the board at each meeting statistics regarding research activity. End of year statistics show :
 - Overall response has been 53% negative, 30% positive, 10% mixed - remainder unclear/neutral
 - Respondents have been 55% female, 29% male - remainder prefer not to say or blank
 - Representation from the East and South East of the county remains low
 - Response from under 25s increased from 1% to 2%
 - Outreach staff and volunteers have attended 142 events and engaged with 2883 people, they have completed 572 forms face to face

ACTION 6 AS to share research results with board members

My Life My Death Conference was held 17th May, 2018 for which research was commissioned. The board were given copies of the research report and copies of the graffiti wall prepared during the conference. The aim of the day which was attended by 32 different organisations was to encourage always keeping the individual in the centre of everything in participant's minds throughout the day and this was appreciated by all attendees in their evaluation which was overall very positive. It was suggested that the conference should be discussed further at a future meeting of the directors.



It was agreed that at the next Board meeting Nuala Kiely will present an update on the Partnership Board Review project.

16. Operational Update (AS) Regular meetings now set up with Mairi McLean who has replaced Jim McKenna as chair of RCHT. She is keen to increase the focus on patient experience at the RCHT board meetings. RCHT Patient Experience Team now receives monthly reports from Healthwatch Cornwall and there will be a quarterly catch up meeting to ensure actions are taken. Healthwatch Cornwall will be able to use licences to look at the Care Opinion System which is being trialled with great success in an increasing number of wards at the hospital. This will improve the ability of HC to work together with RCHT with regard to patient experience. AS has been invited to join the Quality Improvement development Board at RCHT which will drive improvement.

17. Risk Register: Rate and review will now be removed from the register

ACTION 7 AS to adjust register

18. General Data Protection Regulation (GDPR) compliance: Discussions with Healthwatch Devon have been disabled due to their current situation (see above). Other suggestions will be followed up re an independent officer for HC. JM has been asked to consider being DPO for Healthwatch in Isles of Scilly. A template privacy statement is being finalised.

19. Review of Policies: No discussion, final work to be completed.

20. Any Other Business: System back up possibilities to be investigated due to current inherent risk factors

ACTION 9 AS to arrange IT audit

Date of next meeting: 12th September 2018, 10am, 6 Walsingham Place, Truro, TR1 2RP



Acronyms:

- CC - Cornwall Council
- CCG - Clinical Commissioning Group
- CIC - Community Interest Company
- CPF - Cornwall People First
- CPFT - Cornwall Partnership Foundation Trust
- 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. Request register of interests updates	CN
2. Amend previous minutes prior to signature by chair	CN
3. Send revised draft strategy to directors by 11 th June 2018	AS
4. Set up meeting to discuss director recruitment paperwork and advertising	CN
5. Record reappointment of MA and JE in board documentation	CN
6. Share research reports with board members	AS
7. Adjust risk register to remove rate and review	AS
8. Investigate suitable back up procedures/facility	AS

