

**Minutes of Healthwatch Cornwall Board meeting
Wednesday 12 September, 2018, 10am
6 Walsingham Place, Truro**

Present:

Directors:-Jon Mcleavy (Chair) (JM) Jane Howard (JH) Roger Sinden (RS) John Evers (JE) Margaret Abban (MA).

In Attendance for Part: Nuala Keily (NK)

PART 1: In public agenda

1. **Welcome and Introductions:** JM welcomed everyone to the meeting. A member of the public had notified attendance but since contacted the office to explain he was no longer able to attend due to puncture en route.
2. **Apologies:** None
3. **Questions and comments from the public:** None
4. **Conflicts of Interest:** None declared
5. **Advising of any other business:** Director Resignation
6. **Minutes of the last meeting: 6 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. Actions matter arising

- Board had submitted and changes or additions to the register of interest which was now up to date.
- Previous minutes amended.
- Draft strategy had been sent to directors and was now published.
- Director Recruitment being progressed.
- Board documentations had been updated to reflect the reappointment of MA and JE.
- Future research reports will be sent to board members.
- Rate & review removed from website.
- IT health check conducted.



8. Finance report

Income & Expenditure Budget comparison at 31.7.18 was discussed. It was agreed the format was gradually becoming more user friendly. Board discussed merits of investing reserve sum.

9. Organisational Development Advisory Group

There was no update from ODAG. RS requested it be noted that, as he was unable to attend the last meeting together with the minutes coming out so late he had been unable to progress ODAG discussions.

10. Director's reports from public meetings attended - Items of potential impact.

MA attended **Citizens Assembly** - a new chair in place and the assembly as considering a joint mental health study with Public Health.

JH attended and chaired a session at epic e-health workshop.

JM attended

- SAB and explained the board were looking at a greater range of engagement. HC are currently exploring opportunities around this and how HC and SAB might work more closely together.
- HloS board meeting. He updated that following Carol Clarkes departure they had been unsuccessful in recruiting a manager. Therefore two project officers have been appointed to share the role. Julie Love was an internal appointment and a further external appointment had been made from within the island. JM will be acting as DPO for HloS.

11. Operational Update including performance report and business plan

a. Cornwall Council

Continued to deliver contract within budget. No contract meetings held over summer but next one is early October where negotiated tender will be discussed.

Recent focus has been on the adult Social Care Report (ASC) - this has been delivered independently but charges will be made for any extra hours incurred. AS informed the board that this was a review of process surrounding changes to policy or service in ASC together with engagement and consultation HC has delivered 3 elements: public and user experience, staff experience (challenges etc.), desk research into wider good practice (Surrey & Borders, Buckinghamshire and Harrow).



JW and AS have conducted around 30 individual interviews with staff. NK has conducted group discussions with Partnership Board members and also other organisations. Public survey has received 350 responses.

b. Peoples Experience

Information Line: Due to changes in Admin I have taken decision to accept message and call back until new appointment made, it will then be part of the new Business Support Managers role to review and develop. Continue to receive enquiries via web and email.

c. Engaging with the System

HC is now an active member of **Mental Health Delivery Board** and HC asked to put forward a panel member for Zero Tolerance Suicide day (12 Sep) which Jody Wilson (JW) is attending.

RCHT - continues to be the number one provider in terms of feedback from the public. HC is now sending through team monthly reporting and meeting quarterly to ascertain progress. HC also invited on to **Quality Improvement Delivery Board (QIDB)** held fortnightly and chaired by CEO Kate Shields - this enables us to ensure the patient's perspective is considered at the very highest level in the improvement agenda. CQC will be inspecting again this week.

Similar liaison and structured reporting being explored with **CPFT Transformation Board** - increasingly vocal re patient voice

CCG Quality meeting with CQC and CC

Presentation at KCCG AGM and at which HC was complemented publicly by CCG for our productive and professional approach to working with partners to bring about improvement.

d. Research

Operational Managers' report was discussed and it was noted higher level trends would be reported on in due course but these snapshots allow HC to focus efforts. RCHT, Derriford and CPFT remain the main focus of feedback on providers. Capacity is an issue and therefore Data Officer has been increased to full time.

Reports - following publication of ASC report in October MyLifeMyDeath report will be published in November.

e. Key Focus Areas

- i. Mental Health - Using appreciative inquiry methodology we will be working with CCG in autumn. Also exploring joining with



public health mental health work including prevention concordat.
Planning Mental Health conference May 2019

- ii. End of Life - following report publication we will scope a qualitative piece of research into the needs of carers in liaison with EoLStrategy Board. Autumn will see promotion of End of Life Decision cards

f. Organisational Readiness

Reviewed structure and made further changes to reduce fixed costs. Finalised and published 208-21 strategy. Now need to prepare brief for Communications support and IT support to go to tender.

g. Peoples Readiness

Maternity cover recruited for Outreach & engagement officer. Recruiting to Business Support Manager and Marketing and Admin Officer imminently. Staff team attending Healthwatch England conference in October.

12. Risk Register

It was noted that risks were being managed. Discussion that item 7 inability to meet demand should reflect the increasing work demands in Partnership Board work.

13. Partnership Board Progress

NK outlined work to date, circulating Easy Read version of Partnership Board Review report. Future plans for working group and potential additional plans were discussed and the need for additional funding should workload continue to increase. To be picked up through negotiated tender process.

14. Organisational Structure

AS updated Board that she had picked up the matter of HC's corporate structure again and was exploring potential of Charitable Incorporated Organisation (CIO) as



15. Recruitment of Directors

Five applications received, JM, MA and AS shortlisting 12 September. Interviews to be held on the 24th September. Interview panel to be chaired by JM and include MA and AS. Interviewees will also have opportunity to meet staff. It was agreed that they should also be given the opportunity to attend November board meeting as an observer to ensure, having been offered appointment, that HC was the right board for them.

16. Review Policies

No policies on schedule for review.

17. AOB

With regret the board received JH's resignation with effect from 31 December 2018. JM thanked Jayne for her hard work as both Director and Chairman.

18. Date of next meeting

Next meeting Wednesday 21 November 2018, 10am 6 Walsingham Place

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:

| ACTION | RESPONSIBLE |
|--|--|
| Adult Social Care Review Report: draft to be circulated to board in advance of publication | AS |
| Cost benefit analysis of investing reserve sum | Finance Sub Committee |
| Draft minutes to be circulated within 2 weeks of meeting | Business Support Manager (AS in Interim) |
| Research reports to be circulated to Board prior to publication | Natalie Swan |
| Prepare brief for Communications Support and IT Support to recruit agency | AS |
| Consider Partnership Board workload demands when reviewing risk register next. | AS |

