

Healthwatch Board Meeting

Meeting Logistics

Facilitator:	Dag Saunders
Scribe:	Christopher Hancock
Date:	07/04/2014
Time:	18:00hrs
Location:	Quaker Room, Meeting Point House, Telford

Invitees/Attendees

Attend Y/N	Attendee Name
Y	Chris Choudhary (CC)
Y	Chris Hancock (CH)
Y	Dag Saunders (DS)
Y	David Bell (DB)
Y	Jane Chaplin (JC)
Y	Kate Ballinger (KB)
Y	Martyn Withnall (MW)
Y	Carolyn Henniker (PM)
N	Sarah Bull (SB)
N	Tina Jones (TJ)
N	Matt Lever (ML)

Pre Reading

Item No.	Title/Description
1.	Trends Report.xlsx
2.	Joint HOSC 24 March 2014.docx
3.	Manager's Report.docx
4.	Chairs Report.docx
5.	Social Media.doc
6.	Safeguarding Adults EDITED.doc
7.	Freedom of Information.doc
8.	Equalities Policy Statement.docx
9.	Complaints.doc
10.	Code of Conduct.doc
11.	Draft minutes from Healthwatch Board Meeting 030214.docx

Healthwatch Board Meeting

Agenda Items

Item No.	Description	Time	Presenter
1.	Apologies	18:00	
2.	Declaration of Interest		
3.	Minutes of last meeting		
4.	Matters Arising		
5.	Matters for Decision 5.1 Policies 5.1.1 Code of Conduct 5.1.2 Complaints 5.1.3 Data Protection 5.1.4 Equality & Diversity 5.1.5 Freedom of Information 5.1.6 Safeguarding adults 5.1.7 Social Media 5.1.8 Volunteers 5.2 Projects 5.2.1 Delegated authority for decision making		DS KB TJ CC MW DB KB JC
6.	Matters for Information 6.1 Chairs Report 6.2 Managers Report 6.3 Directors Reports 6.3.1 MW ~ Joint HOSC report 6.4 Enter & View Committee 6.5 Trends Report 6.6 Financial Report		DS DS MW CC DB
7.	Any other business		
8.	Date and Time of next meeting		
9.	Action List		

Meeting Minutes

2. Declaration of Interest

5.1.1 Declaration of Interest

Everyone must sign declaration of Interest and if no remuneration, enter NR

MW sits on the Joint HOSC

DS is no longer a member of Healthwatch England Committee

JC is no longer Wellington Town Councillor

3. Minutes of last meeting

3.1 HW Email Address

Directors will have a Healthwatch (HW) email address. HW to provide some assistance / training with regards to setting up new email address. TJ needs to be informed.

3.2 Report

Report is to feature as a regular item on the agenda

4. Matters Arising

4.1 Name Plates

For future meetings, it has been agreed that name plates will be displayed during public meetings.

5.1 Matters for Decision - Policies

5.1.1 Code of Conduct

Section 6:- Proposed that bullet point 7 is removed.

Section 6:- Proposed that bullet point 9 to be removed. Seems to be a clumsy point.

CC wants to ensure the Equality and Diversity statement is present

Section 7:- Suggest deleting the first bullet point.

Section 7:- Bullet point 4 - proposed deleting everything after the word "agenda".

5.1.2 Complaints

Reservation on item 6 with ombudsman. Proposed to have it removed. First sentence can be left in, the rest proposed to be removed.

Complaints against Healthwatch staff would need to be referred to the Parkwood complaints procedure. Equality and diversity statement to be added.

5.1.3 Data Protection

Not been reviewed yet due. Moving to next week. Adopted.

5.1.4 Equality and Diversity

Agreed that "management" refers to anyone who has responsibility. If someone wasn't adhering, would have to be referred to the board / chair.

Volunteers should be aware through induction pack. Have to be clear what the route is.

5.1.5 Freedom of information

Point: 1.2 - "Commercial Information" - Needs to be flushed out.

Agreed that we don't need to inform public financial information with regards to Parkwood.

Healthwatch are not subject to 'freedom of information' act. Salaries are part of Parkwood and shouldn't be subject. Expenses may be, so question to be asked regarding this.

5.1.6 Safeguarding Adults

Policy needs to ensure Healthwatch is reflected and not Parkwood.

Understanding required of Parkwood disclaimer. Sent to Safeguarding advisor (Marion Kelly) for comment. None received so presuming its okay.

Reference to Equality and Diversity required.

Difference between line managers / service managers discussed. Service Managers (Local Authority) will perform investigations.(safeguarding board)

Agreed that this needs to be clearer and easily understood so everyone can understand it. Will take responsibilities for preliminary investigations with passing on to Adult safeguarding officer.

5.1.7 Social Media

Social media details not to be shared unless necessary.

5.1.8 Volunteers

Nothing in the current policy specifies any limit to volunteers.

5.2 Matters for Decision - Projects

5.2 Location of away day

Meeting location to be decided

5.2.1 Maternity Services

Agreed it seems a useful piece of work, but timing isn't good. Whilst the move will give better facilities, concern over attitude of the staff may go with them Will provide good publicity for Healthwatch.

Potentially this will be a much longer project. Perhaps 6 months down the line possibly enter maternity ward and perform survey - see if attitudes have changed.

Will re-visit with new plan. Will put it into Enter and View plan. Contractors are handing over on the 16th and have invited to come in for pre-visits. 16th-25th May.

5.2.2 Mental Health Services

KB met with Helen. Helen expressed a wish to speak to Healthwatch. Public meeting scheduled for the 14th May at the Park Inn.

Meeting scheduled for 11th April for Helen to have meeting with available board

Healthwatch Board Meeting

member. CC and MW are unable to attend and have sent apologies.

Agreed that the paper produced is inconclusive and not very precise.

There is a feeling that there isn't enough common knowledge, and an improvement to sharing knowledge needs to be looked at.

It was decided that a meeting is to be arranged on Thursday 1st May at 10:30am at meeting point house to invite service users in to discuss their views of the mental health service.

5.2.3 Phlebotomy

Excellent feedback received from surveys and primary analysis completed.

6.1 Chairs Report

General understanding of 'Quality of Accounts'. Workshop arranged for the 28th April.

NHS have to present an assessment of the quality of services they have provided. Three bodies, CCH, HW and SaTH have the ability to respond.

Meeting with Mike Innes - CCG went into arbitration with SaTH.

Better Care Fund - The £3.8bn Better Care Fund (formerly the Integration Transformation Fund) was announced by the Government in the June 2013 spending round, to ensure a transformation in integrated health and social care. The Better Care Fund (BCF) is a single pooled budget to support health and social care services to work more closely together in local areas.

KB, Ruth Boyd and Jane Randle Smith met to discuss HW role in Future Fit. Keen on HW being the voice of the people.

Engagements - HW have been asked to facilitate and introduce two sessions. 14th April – First session 10:00am, Second session at 13:30– KB to introduce session 1, and DB to introduce session 2.

General feeling that 7 days before the meeting isn't enough time to research and absorb information prior to meeting.

6.2 Managers Report

Need to recruit more volunteers and need to look at Board Recruitment. Working party JC, MW, DB & KB.

Carers week 9-15th June - Been approached by Debbie Gibbon.

6.3 Directors Report

6.3.1 MW - Joint HOSC Report

Was clear and very self explanatory. All children requiring overnight stay will stop in PRH. Travel coordinator looking to resolve the issue with parking and travel.

6.3.2 CC Verbal Report

CC - 4th March meeting - Not happy with the locations of the meetings in Shrewsbury. Inconvenient.

CCG (Nicky White) performing Phlebotomy report / survey. Would like to have visibility of results

Still attending urgent care board.

KB and CC attended Carers Award evening.

Healthwatch Board Meeting

General concern from Powys members.

6.3.3 DB Verbal Report

Certainly one concern - there have been cuts in budgets with dealing with alcohol.
Setting up Dry Houses - Two occasions NHS England have said no and apologised.

It's been noted that there are a lot of voluntary organisations bidding for funding.

A general view that when Shropshire and Telford are being assessed for funding the figures used did not seem to add up.

6.3.4 JC Verbal Report

Issues covered in Enter & View Committee report below

JC re-iterated the need to build resilience in the volunteer base for Healthwatch.

6.4 Enter & View Committee

15th April - Committee for Event and View Ballot being held.

Need to attract volunteers for Enter and View. Need to find a way to keep key volunteers aware and interested.

It has been decided to use the planned visit to the Children's Unit and the GP Surgery in Leegomery as pilot runs for Enter and View.

Enter & View proposal has been put together and to be reviewed by the committee for consideration.

6.5 Trends Report

A copy of the documents used in contract monitoring meetings with T&W Council were circulated and discussed.

6.6 Financial Report

End of year figures will be available at the end of April 2014 and will be circulated prior to the June board meeting.

7.1 Any Other Business

None

Time Meeting Closed 21:00hrs

8. Next Meeting Details

Next Meeting Date:	02/06/2014
Next Meeting Location:	Quaker Room, Meeting Point House
Facilitator:	Dag Saunders
Scribe:	Christopher Hancock

9. Action List

Item No.	Open Date	Description	Assigned To	Target Date	Date Closed
4.1	07/04/14	To ensure name plates are produced for HW Board members and staff and are available for next board meeting	KB	02/06/14	Open
5.1.1	07/04/14	To produce plan and finalise review	KB	02/06/14	Open
5.1.5	07/04/14	Formal letter to be sent to Parkwood about what is / isn't covered	KB	02/06/14	Open
5.1.8	07/04/14	Approving subject to any further comments	Board	02/06/14	Open
5.2.1	07/04/14	Re-visit project and re-issue	KB & CC	02/06/14	Open
5.2.2	07/04/14	Letter of invite to be issued. Room to be confirmed based on confirmed attendees	KB & DS	02/06/14	Open
5.2.3	07/04/14	Phlebotomy Report to be completed and first draft issued	CH	11/04/14	Open
6.1	07/04/14	Links to all documentation to be sent out and uploaded onto HW Website	DS & ML	Ongoing	Open
6.2	07/04/14	Review recruitment policy in place	DB, JC, MW & KB	02/06/14	Open
6.2	07/04/14	Pledge to be put together	MW	02/06/14	Open