

# Healthwatch Board Meeting

## Meeting Logistics

<b>Facilitator:</b>	Jane Chaplin
<b>Scribe:</b>	Matt Lever
<b>Date:</b>	04/08/2014
<b>Time:</b>	18:00hrs
<b>Location:</b>	Quaker Room, Meeting Point House, Telford

## Invitees/Attendees

<b>Attend Y/N</b>	<b>Attendee Name</b>
Y	Matt Lever (ML)
Y	David Bell (DB)
Y	Jane Chaplin (JC)
Y	Kate Ballinger (KB)
Y	Martyn Withnall (MW)
Y	Carolyn Henniker (CH)
N	Tina Jones (TJ)

## Pre Reading

<b>Item No.</b>	<b>Title/Description</b>
1.	Advocacy.doc
2.	Charging Guidelines.docx
3.	Conflict of Interest.doc
4.	Decision Making.doc
5.	Escalation.doc
6.	Information Governance.doc
7.	Marketing and Campaigning.docx
8.	Subcontracting.doc
9.	Supervision.doc
10.	Training.doc
11.	Whistle Blowing.doc
12.	Enter and View Policy v1.docx
13.	Manager's Report.docx
14.	Finance report.pdf
15.	Chairs Report.docx

# Healthwatch Board Meeting

## Agenda Items

Item No.	Description	Time	Presenter
1.	<b>Apologies</b>	18:00	DB / JC
2.	<b>Declaration of Interest</b>		DB / JC
3.	<b>Minutes of last meeting</b>		DB / JC
4.	<b>Matters Arising &amp; Actions</b>		DB / JC
5.	<b>Matters for Decision</b>		
	5.1 Policies		DB / JC
	5.1.1 Advocacy		TJ
	5.1.2 Charging Guidelines		TJ
	5.1.3 Conflict of Interest		MW
	5.1.4 Database		KB
	5.1.5 Decision Making		JC
	5.1.6 Escalation		KB
	5.1.7 Information Governance		MW
	5.1.8 Lone Working		KB
	5.1.9 Marketing and Campaigning		KB
	5.1.10 Subcontracting		TJ
	5.1.11 Supervision		JC
	5.1.12 Training		JC
	5.1.13 Whistle Blowing		MW
	5.1.14 Enter and View Policy		ALL
	5.2 Phlebotomy survey		ALL
	5.3 Project proposals / priority areas		ALL
6.	<b>Matters for Information</b>		
	6.1 Chairs Report		DB
	6.2 Managers Report		KB
	6.3 Director Reports		MW
	6.4 Enter & View Committee report		JC
	6.5 Finance report		N/A
	6.6 Information report		DB
	6.7 Engagement plan		ALL
	6.8 Annual report		ALL
	6.9 HWE Briefing on draft legislative reform		ALL
7.	<b>Date and Time of next meeting</b>		JC
8.	<b>Action List</b>		DB/JC

## Meeting Minutes

### **1. Apologies**

Apologies from TJ. Apologies from JC for commencing the meeting three minutes late; this was due to a presentation about the HW Feedback Centre.

JC also asked that name plates are used at the next meeting.

### **3. Minutes of last meeting**

All present agreed to adopt the minutes.

### **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 Advocacy**

As HWTW is not contracted to provide advocacy services, and the website states as much, it was agreed that this policy be discarded.

#### **5.1.2 Charging Guidelines**

Adopting for now and reviewing in January 2015.

#### **5.1.3 Conflict of Interest**

KB recommended that there be a register of interests, as well as a section regarding volunteer declarations of interest. Deferred to the October board meeting, pending revisions.

#### **5.1.4 Database**

Adopting for now and reviewing in January 2015.

#### **5.1.5 Decision Making**

Adopting for now and reviewing in January 2015. MW suggested that all policies adopted be reviewed in January 2015 due to the changes to the contract; all agreed.

#### **5.1.6 Escalation**

Concerns were raised about Part 2; KB suggested it be removed. Deferred to the October board meeting, pending revisions.

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### **5.1.7 Lone Working**

Adopting for now and reviewing in January 2015. KB highlighted that this policy is more relevant to Parkwood than HWTW.

### **5.1.8 Marketing and Campaigning**

Adopted.

### **5.1.9 Subcontracting**

Adopted.

### **5.1.10 Supervision**

KB recommended that volunteers and staff are kept separate in policies; recommended that all mentions of volunteer supervision be moved to the volunteering policies. All agreed.

### **5.1.11 Training**

Adopting for now and reviewing in January 2015.

### **5.1.12 Whistle Blowing**

CH highlighted that this policy seems to refer more to whistleblowing about HWTW rather than other organisations. KB suggested that a section be added to paragraph 9 that states HWTW will protect anonymity of people who whistleblow to us about other organisations. All agreed; amendments to be circulated by e-mail. Adopted subject to that amendment.

### **5.1.13 Enter and View**

Adopting for now and reviewing in January 2015. JC highlighted that the policy is very long, however.

### **5.1.14 Information Governance**

Adopted.

## **5.2 Matters for Decision - Projects**

### **5.2 Phlebotomy report**

Report presented to CCG and SaTH. KB states that the report was well-received, and the CCG is looking to incorporate it into a wider project, which may have been instigated by HWTW's work on the matter. DB suggested that this matter be raised with other local HW and HWE, as there is no national structure for phlebotomy.

Report approved by board; can now be made public.

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### **5.3 GP Survey Project Proposal**

Board agreed to move forward on the joint GP survey.

### **6.1 Chairs Report**

DB summarised the chair's report. No comments from members.

### **6.2 Managers Report**

KB summarised the manager's report. No comments from members.

### **6.3 Directors Report**

MW summarised the director's report. No comments from members.

### **6.4 Enter & View Committee**

JC explained that HWTW occasionally gets urgent requests to conduct E&V visits as a result of other activities; this is overriding the programmed E&V activities. Highlighted a need for additional authorised representatives to cope with the additional work.

KB highlights that since JC has become a chair, CH has taken on the E&V leadership role; this needed board approval. All agreed to accept CH as the new E&V leader. KB thanks JC for the huge amount of work she has put into E&V.

### **6.5 Finance Report**

KB explains that no further finance information has been made available since the last board meeting. JC says that this is concerning, as there wasn't any last time. KB to ask Parkwood to provide this information for the October board meeting; MW adds that this is important for putting together a business plan.

JC advises that the chair is unhappy that this information is not forthcoming.

### **6.6 Information Report**

CH asks that charts are included next time; DB points out that the charts provided by the HW Database are not useful. ML to investigate improving this.

### **6.7 Engagement Plan**

MW and KB are concerned that the Future Fit engagement team is attempting to 'hijack' the HWTW engagement plan; KB states that HWTW needs to be adamant that they are separate, lest HWTW be seen as being 'in league' with Future Fit, rather than independent.

MW concerned that all engagement activities seem to be taking place in Telford, with Newport not covered. KB explained that one of Chris Hancock's targets is to expand engagement activities to include Newport. MW says that he can assist in getting a HWTW stall in Waitrose, Newport.

DB would like to sit down with Chris Hancock to brainstorm how engagement is organized, and put some more robust policies in place.

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### **6.8 Annual Report**

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Board thanks ML and the rest of the staff team for their work on producing the annual report.

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*Time Meeting Closed ..... 21:00hrs*

### **8. Next Meeting Details**

<b>Next Meeting Date:</b>	06/10/2014
<b>Next Meeting Location:</b>	Quaker Room, Meeting Point House
<b>Facilitator:</b>	David Bell & Jane Chaplin
<b>Scribe:</b>	Bart Janac

## 9. Action List

Item No.	Open Date	Description	Assigned To	Target Date	Date Closed
1	07/04/14	To ensure name plates are produced for HW Board members and staff and are available for next board meeting	KB / CH	06/10/14	Open
2	04/08/14	Register of Interests and Volunteer Register of Interests to be added to the Conflict of Interests policy.	KB	06/10/14	Open
3	04/08/14	Part 2 of the Escalation policy to be removed.	KB	06/10/14	Open
4	04/08/14	Sections of the Supervision policy that refer to volunteers should be moved to the Volunteering policy.	KB	06/10/14	Open
5	04/08/14	Section should be added to Paragraph 9 of the Whistleblowing policy that guarantees the anonymity of whistleblowers who approach HWTW; circulate via e-mail.	KB	06/10/14	Open
6	04/08/14	All adopted policies to be reviewed post-novation.	ALL	01/01/15	Open
7	04/08/14	Phlebotomy report to be released into the public domain.	ML	06/10/14	05/08/14
8	04/08/14	Additional volunteers to be recruited as authorised representatives to cope with increased workload.	KB, CMH	Ongoing	Open
9	04/08/14	Obtain up-to-date financial information from Parkwood.	KB	06/10/14	Open
10	04/08/14	Update Information Report with charts / figures.	ML	06/10/14	Open
11	04/08/14	Review engagement activities and how they are organized; include Newport in the future.	DB, MW, CH	06/10/14	Open