



**Minutes of the Healthwatch Telford and Wrekin Board Meeting**  
**Monday 2<sup>nd</sup> December 2013, 18:00 - 20:00**  
**Quaker Room, Meeting Point House, TF3 4HS**

**Present**

Dag Saunders (DS) - Chair of the Board of Directors  
Jane Chaplin (JC)  
Martyn Withnall (MW)  
Paul Wallace (PW)  
David Bell (DB)  
  
Paula Reynolds (volunteer)

**In Attendance: (STAFF)**

Kate Ballinger (KB) - Healthwatch Manager  
Cat Pert (CP) - Community Engagement Officer and minute taker for this meeting  
Adam Cocks (AC) - Manager of Parkwood Healthcare

**Apologies:**

Christine Choudhary - Director  
Tina Jones - Director

**Agenda Item 1)**

**Board Members/prospective Board Members**

*To receive details of current and shadow Board members and consider future composition of Board*

It was noted that at the time of the meeting not every Board member around the table had legal Board member status confirmed by Companies House. This was due to a delay between sending the relevant forms off to Companies House and them adding the names onto their website. AC expressed the view that the legally registered Board members could co-opt the other members of the Board for this meeting so that they would be allowed full voting rights.

**It was MOVED, SECONDED and AGREED that David Bell be co-opted to the Board with voting rights.**

The Board then discussed whether it needed to add more members. It was felt that it would be good practice to co-opt to the Board in the first instance. The gaps in expertise currently identified are: young people; mental health; black and minority ethnic (BME) groups and anyone with a financial or legal background.

- **DS has asked that any Board members who know of anyone who may want to be considered for the Board to please pass their details on.**

## **Agenda Item 2)**

### **Register of Interests**

*Any Registers of Interest from the Board members need to be recorded and formally stated at the meeting following the 1<sup>st</sup> April each year and at every meeting at the beginning if they have a new interest to register or if they had something to declare about a particular agenda item relevant to them.*

<b>Board Member</b>	<b>Interest registered - Monday 2<sup>nd</sup> December 2013</b>
Jane Chaplin	Trustee of Gender Matters in Wolverhampton, Member of the Rotary Club of Ironbridge, Wellington Town Councillor
Martyn Withnall	Trustee of Newport Cottage Care, Member of the Rotary Club of Newport, Current employee of Telford & Wrekin Council responsible for school and social care transport
Dag Saunders	Committee Member of Healthwatch England and currently remunerated £8000 per year for this role, unpaid trainer for the Walk for Health leaders, Trustee of the Senior Citizens Forum in Telford and Wrekin. Partner is a Trustee of Impact and a volunteer with the KIP project
Paul Wallace	Has been voted on to the Patient Panel at the Orthopedic hospital
David Bell	Trustee Member of Age UK Shropshire, Telford and Wrekin, Trustee and Chair of Impact Shropshire, Telford and Wrekin and Staffordshire, Trustee of A4U. No remuneration is given for these roles bar expenses
Christine Choudhary	Chair of the Telford and Wrekin CCG Patient Round Table
Tina Jones	

- **Board members (Christine Choudhary and Tina Jones) who were not present will need to register their interests at the beginning of the next meeting.**

## **Agenda Item 3)**

### **Notes of Shadow Board meeting 01/10/13**

There were no copies of the minutes from the Shadow Board Meeting held on the 01/10/2013 however they had been circulated to all Board Members previously.

The following lead responsibilities were **AGREED**:

<b>Board Member</b>	<b>Responsibility</b>
Jane Chaplin	Ambulance Services, Transport, Homelessness
Martyn Withnall	Adults with Learning Difficulties
Dag Saunders	Governance and Strategy, Dementia
Paul Wallace	Secondary Services
David Bell	Older People, Memory Services, Dementia shared with DS
Christine Choudhary	Primary Care
Tina Jones	Learning Disability/ Mental Health TBC

### **Agenda Item 3) Matters for Decision**

#### **Appointment of Vice Chair**

The chair proposed that even though the Board was small, there should be two Vice Chairs as there was a significant demand for Healthwatch representatives and having two interim Vice Chairs had proved to be very successful.

**It was AGREED that Christine Choudhary and Paul Wallace be appointed joint vice chairs for the period up to March 2015.**

#### **Adoption of policies**

The following policies were **APPROVED** in principle, each policy to be reviewed by an individual Board Member.

Health & Safety Policies - JC

Volunteer Policy - PW

Confidentiality and Information Sharing Policy - MW

Data Protection Policy - DB

Parkwood Members Expenses Policy - DS

Conflict of Interest Policy - DS with CC

- **Board members need to bring immediate issues with their selected policy to the January workshop, otherwise issues will be included on the agenda for the February Board Meeting.**

#### **Public Involvement in future meetings**

The chair proposed that at future meetings there should be a period of up to half an hour where members of the public can raise an issue and this should take place immediately after matters arising on the agenda. Alternatively a member of staff or a

Board Member can raise an issue on someone's behalf.

The Board AGREED this with the amendment that anyone who would like to speak should give an indication of what they would like to say beforehand. Board Members can then research the information properly and answer questions to the best of their knowledge. This system will be reviewed in 3 months time.

It was noted that more consideration needs to be given to making sure that the public is aware of the Board meetings and have the opportunity to raise any issues. The meetings have to be advertised publicly and social media is already being utilized for this purpose.

- KB is to ensure that future meetings are publicised in the Public Announcements pages of the Shropshire Star and the Telford Journal
- KB is to look into having agenda items on the My Life portal as a way of getting the information about Board Meetings to the public.

### **Representation on Outside Bodies**

The following representation was agreed formally

<b>Board/ Meeting</b>	<b>Representative, Deputy</b>
Health & Wellbeing Board	DS is the representative. Due to a date change JC will be deputizing at the next meeting which is to be held on the 14 <sup>th</sup> January 2014
CCG Patient Health Roundtable	PW is the representative. As CC already attends in another capacity it was felt that there was no need for a deputy
Winterbourne View Review Group	MW is the representative and KB will deputize
Carer's Partnership Board	KB is the representative and PW will deputize
HOSC/ Joint HOSC	MW is the representative and JC will deputize
Urgent Care Network Board	PW is the representative
Excellent and Sustainable Acute and Community Hospital Services (ESACHS)	KB -Engagement, Assurance - PW, Programme Board - DS

- KB to send out the details of each meeting to the appropriate Board Member and will also coordinate the relevant Board Member's details being given to the organisers of each meeting.
- Board member reports from meetings will need to be submitted into the office 5 days after the meeting takes place and each Board member will use

the meeting template. KB will email the template to all Board Members on a monthly basis.

- Draft minutes from Healthwatch Telford and Wrekin Board Meetings will be sent out by the end of the following week with the action points.

#### **Future Meetings arrangements**

It was agreed that the Board will meet formally bi-monthly and this will take place on the first Monday of the month at 6.00 pm. The Board will meet on alternate months the same time in a workshop format. The location will be Meeting Point House.

**The dates for the 2014 meetings are:**

#### **Agenda Item 4)**

##### **Matters for Information**

##### **Manager's Report -**

An example of the Manager's Report was circulated and it was agreed that it should follow key headings which are: **Engagement and summary of general activity, number of contacts made and how they came to Healthwatch and signposting information**. To go alongside this, the Board will receive a basic Key Performance Indicators (KPI) framework. The KPI framework also goes to the contract monitoring meetings with Telford and Wrekin Council. All felt it was important to have a balance of quantitative and qualitative information.

- KB to circulate a blank copy of the cover sheet of the Manager's Report for Board Members to fill in.
- Board Members need to remember to record all interactions they have in regards to Healthwatch and submit these to the office to be put in the database.
- KB to investigate Healthwatch receiving the NHS complaints data

##### **Reports from Board Members**

DB attended a Call for Action event in Shropshire that brought up similar issues to those in Telford. DB also attended the Age UK Annual General Meeting (AGM) which had interesting discussions on the new approach to Dementia from Professor Wilf Mc Sherry.

In the lead up to the Healthwatch Telford and Wrekin launch, DB conducted leaflet drops in the Madeley area for example the Madeley Library and the Older People's Welfare Hall. As a result of this, Healthwatch has been invited to do a presentation on its roles and responsibilities in the New Year, which DB will be undertaking.

- The Board recognised the value in conducting more leaflet drops. KB will identify other centres for the Board Members to take literature to.

PWhad attended the CCG Patient Health Round Table and commented on how aware all round table members were of Healthwatch. PW will feedback to the Round Table about Healthwatch and relevant work streams.

MW attended the **New Options** meeting with Kate however nothing has progressed further as they are currently consulting with staff.

- **KB to arrange a meeting with Deb Williams to review progress**

JC has attended various appointments and in particular, Nottingham are not aware of Healthwatch in the more specialised areas of the NHS. There is also a lack of awareness in the GP surgeries of the role and responsibilities of Healthwatch.

- **It was AGREED that Healthwatch's profile needs to be raised and this is going to be addressed in the engagement strategy that will be put to the Board in the January Board Meeting. There needs to be a robust approach for the Town and Parish councils.**
- **KB to contact Telford and Wrekin Council about putting something out to all the Town and Parish Councils about Healthwatch.**
- **KB to find out who the officer is with responsibility for Parish and Town Councils at Telford and Wrekin Council.**

#### **Finance report -**

AC went through the finance report and explained the terminology used. It was noted that the Council confirmed that there were no proposed changes to the Healthwatch budget next year and also agreed that any underspend (currently estimated as £15,000) could be carried forward.

- **Next meeting papers will include quarter 1 and quarter 2 in the finance report so a picture can be built up.**
- **AC to include an "outturns" column in the finance report**
- **All Board Members are to bring their expenses in on a MONTHLY basis as failure to do so makes it difficult to forecast for the next financial year. Any expenses due on the 31<sup>st</sup> March need to be in as soon as possible.**

#### **Call to Action -**

KB reported that the total number of people present was around 350 of which 30 people were members of the public. It was an interesting exercise to have those people in the room trying to take a big view of the NHS and the needs in the longer terms but felt unsure if it got to grips with the small details.

The board discussed possible feedback to give to the CCG around why it was held when 60% of the public were at work and commented on the under representation of the BME community and noted that it is part of the role of Healthwatch to feed this information back. The next step is that they are going to engage with the Commissioning Support Unit (CSU) to drill down into the data sets further and feed back to the CCG. It is the launch of the clinical services review.

- **KB to draft feedback on Call to Action and send round to the Board Members for approval before passing it on to the CCG**

#### **Feedback from the Health and Wellbeing Board -**

It was noted that it is very difficult to access the papers from the Health and Wellbeing Board online. DS's feedback was included in the Board papers for this meeting.

#### **Issues raised by members of the public -**

There have been a number of "Speak Out!" forms handed into the office. There have also been a large number of comments detailing patients' frustration at not being able to get a GP appointment.

CP informed the Board of engagement work carried out in Stirchley and through TACT which is a group for people who suffer from alcohol and substance misuse.

DS informed the Board that he had received a letter from the SCF detailing patient's difficulties access to appointments and difficulties on getting information on complaints.

- **CP to draft report on TACT to submit to the Board**
- **CP to follow up with Paula Wells about drop in sessions for older people through the Wrekin Housing Trust**
- **KB/ DS/ DB to contact 101 and speak to the community support officers about Healthwatch.**

#### **Progress on Action Plan -**

DS is drafting the action plan this week and this will go to the other **3 Board Members involved** who will revise it. It will come to the January Board meeting as the main agenda item. It will include information on GP access.

- **KB to send out the draft action plan to Board members by Friday 20<sup>th</sup>/ Monday 23<sup>rd</sup> December at the latest.**

#### **Patient Engagement and Involvement Panel - report delivered by Paula Reynolds**

The training took place at the Royal Shrewsbury Hospital on the 4<sup>th</sup> November. There were 8 people in attendance. The training and items covered were:

- Putting patients first
- Communication
- Having volunteers to observe care
- Infection prevention and control
- Safeguarding vulnerable adults
- Nutrition (it was noted that the hospital's budget is £3.49 per week to feed someone)
- Dignity in care
- Dementia.

PW will attend the next meeting and feedback.

**Agenda Item 5)**

**Other Business**

KB and DS informed the Board of the regular meetings with Healthwatch Shropshire that take place every month. KB and DS informed the Board of the regular meetings that take place with the Chief Executive of SATH that take place every 6 weeks.

- **KB and DS will feedback on the meetings with Healthwatch Shropshire regularly to the Board**
- **Notes of the meeting with the Chief Executive of SATH will be made available to the Board.**

**Agenda Item 6)**

**Date and Time of Next Meeting**

KB and DS invited all Board Members to the Christmas Party that is taking place on Friday December 20<sup>th</sup>.

- **DS to invite the Alzheimer's Society to the February Board Meeting Meeting to deliver the Dementia Friends training immediately prior to the meeting.**

The meeting closed at 8.00 pm.