

**DRAFT Minutes of the Healthwatch Telford and Wrekin Board Meeting**

**Monday 3<sup>rd</sup> February 2014, 18:00 - 20:00**

**Quaker Room, Meeting Point House**

**Part 1: Public**

**Present**

Dag Saunders (DS) Chair of the Board of Directors  
Jane Chaplin (JC)  
Martyn Withnall (MW)  
Christine Choudhary (CC)  
David Bell (DB)

**In Attendance: (STAFF)**

Kate Ballinger (KB) Healthwatch Manager  
Cat Pert (CP) - Community Engagement Officer and minute taker for this meeting  
Sarah Bull (SB) Operations Manager for Parkwood Healthcare

**Apologies:**

Tina Jones - Director

The Chair welcomed Sarah Bull to the meeting, Sarah replaces Clare as the Parkwood manager responsible for all six of the Parkwood Local Healthwatch.

**Agenda Item 1) - Declarations of Interest and Changes to the Board**

CC has formally declared that her husband is a Councillor, CC will sign the Declarations of Interest Register which is kept in the Healthwatch office.

It was noted that Paul Wallace, Director for Healthwatch Telford and Wrekin, has resigned from his post. Everyone at Healthwatch wishes him well.

- **KB will draft a formal thank you letter to Paul to send out on behalf of everyone at Healthwatch**

**Agenda Item 2) - Minutes of last meeting**

It was noted that DB and TJ are still only co-opted members of the Board as the relevant paperwork hasn't come through.

- **KB will ask Parkwood to finalise the paperwork as a matter of urgency**

The Board **AGREED** the minutes of the last Board meeting, held on Monday 2<sup>nd</sup> December 2013, were accurate and signed as such. They can now be published on the website.

### **Agenda Item 3) - Matters Arising**

- **Telford and Wrekin Council**

It was noted that Telford and Wrekin Council are currently going through a number of changes, particularly staff changes. Healthwatch needs to ensure that it is aware of the changes and new structures, particularly around lead staffing positions.

- **Publicising the Healthwatch Telford and Wrekin Board Meeting**

It is a statutory duty for Healthwatch to publicise the details of all formal Board meetings. Currently both the Shropshire Star and Telford Journal are being used at a cost of £140 per meeting.

The Board **AGREED** that because there are gaps within the coverage with both papers, advertisements will still be sent to both.

- **Board Agenda Items**

Concern was expressed over the late preparation of the meeting papers. It was noted that any papers from Directors would need to be submitted to the office no less than ten working days of the meeting and that final papers would be circulated and available on the website seven days prior to the meeting.

- **KB to ensure that the agenda and papers are available within this timescale**

- **Healthwatch Profile**

It was noted that one of the actions (a leaflet drop to all Parish and Town Councils) had not yet been completed. This action will be carried forward into the action summary from this meeting

The office is currently putting together a "presentation pack" for any events/meeting where Healthwatch will be giving a talk. All present felt that it was vital that anyone that is going out and representing Healthwatch, needs to be clear on the key messages.

- **KB to coordinate leaflet drop. DS and KB to prepare a presentation package for use by Directors, staff and volunteers**

## **Agenda Item 4) - Matters for Decision**

### **4.1 Enter and View Policy**

The draft Enter and View policy was tabled. Members were asked to give this provisional approval, the final document would need to be formally approved at the next meeting.

**The Board gave provisional approval to the Enter & View Policy subject to formal approval at the next meeting. The Board also confirmed that a Committee be established to oversee the Enter and View arrangements and that, prior to the next Board meeting, the chair of that committee be given delegated authority to implement the draft policy.**

**KB to circulate the Draft Enter and View Policy as soon as possible and include it as an item for the next Board meeting, Directors to notify the chair of the Committee and KB of any issues of concern.**

#### **4.1.1 Appointment of Director with responsibility for Enter and View**

**The Board MOVED, SECONDED and AGREED that Jane Chaplin will be the Director with responsibility for Enter and View**

It was noted that the first Enter and View Authorised Representative training session had been held on Wednesday 29<sup>th</sup> January and was a success. All 16 volunteers who attended have given good feedback and there have been 5 nominations from volunteers who wish to be involved with the Enter and View Committee. The Committee meeting will be held in February, with a report going in the next Board Meeting papers.

### **4.2 Action Plan**

The draft action plan has now been put into a working model and will also be the action plan that Parkwood will receive a copy of.

**The Board AGREED to adopt the action plan as a working document, this would be reviewed by the Board at regular intervals**

- **KB will include an updated version of the action plan in Board papers that reflect Healthwatch progress**

### **4.3 Board Recruitment**

All present recognised the need to increase Board numbers and also look to diversify the group; this could mean looking for people with specialist knowledge of areas for example: BME communities, young people etc. There needs to be a

minimum of two new Board members, possibly three. Parkwood have been asked to start to get the recruitment processes in place and an advert and press release will be going out through all the regular channels. It was noted that Healthwatch Shropshire had received a very good response to Board adverts after they went on BBC Radio Shropshire.

**The Board AGREED that it will be a joint approach from the Board and Parkwood to sort through the applications**

- **KB will notify the board once adverts have gone out**
- **KB to approach BBC Radio Shropshire with a view to publicising the process**
- **Any volunteers who have expressed an interest in Board positions will be sent an application pack**
- **Once new Board Members are in place, another away day/ morning will be held. KB to arrange.**

#### **4.4 Board Responsibilities**

Although responsibilities are currently in place as an interim measure, these will need to be reviewed once the other Board members are in place.

**The Board AGREED to review Board responsibilities once the vacant positions had been filled**

##### **4.4.1 Volunteers**

It was noted that currently volunteers are an underutilised resource as the infrastructure needed to do this is not robust enough. One of the areas that volunteers could be used is the weekly signposting sessions at Addenbrooke House that Matt Lever (Research and Information Assistant of the staff team) attends. This would free up resource that could be better used elsewhere.

**The Board AGREED that Jane Chaplin would be the Director with responsibility for volunteers in the interim**

#### **Agenda Item 5) - Matters for Information**

##### **5.1 Chair's Report**

All Board Members agreed that the Chair's report was very useful, but it needed to be included in the papers for the Board meeting.

- **DS to send the Chair's report to [info@healthwatchtelfordandwrekin.org.uk](mailto:info@healthwatchtelfordandwrekin.org.uk) to ensure circulation in the Board papers in future**

## **5.2 Manager's Report**

The Board received a verbal Manager's Report and looked at the Key Performance Indicators ( KPIs) framework that is taken to the Contract Monitoring Meeting between Healthwatch and Telford and Wrekin Council.

- **KB will include the KPI Framework in the Board papers for future Board meetings. The KPI will also include signposting and escalation activity in future.**

- **Financial Situation 2013-14**

The Financial Report had not been circulated. DS noted that the contract review meeting, held earlier in the day, had received details of the current position. There was sufficient money available for the appointment of a temporary part-time member of staff to undertake some of the administrative work necessary and Parkwood had agreed to put in place arrangements for such an appointment as a matter of urgency.

## **5.3 Directors' Reports from Meetings Attended**

**MW:** attended a "Working Together" event at The Place, Oakengates. Questions need to be asked around how Healthwatch will identify the views of those people currently using the Resource Allocation System (RAS). If it is funded with public money, Healthwatch has a statutory power to look in to this.

- **The Board will need to identify how they are going to move forward with gaining the views of people currently using the RAS system, as it will potentially be a huge piece of work for Healthwatch. The March workshop will be dedicated to this topic of discussion.**
- **KB to add this item to the agenda for the March Healthwatch Workshop meeting**

**CC:** Through the role on the CCG Health Roundtable, the issues that are coming though are: admission avoidance, 7 day working and continuing care with the GP instead of the hospital with self-management. My medical Passport is also a good tool for patients that is being utilised locally. A piece of work that is currently

being drafted is the attendance in A&E for self-harmers to help people avoid admittance again. This work is still in the planning stages. CC will also be attending the West Midlands Quality Review for the Discharge Pathways and will feed back.

**DB:** Has been attending the AGE UK Board meetings and the cuts have been the main topic. Things are a bit clearer about what is going to happen in Shropshire than in Telford and Wrekin

- **All Board Members need to ensure they are feeding back their reports from meetings to the Healthwatch office using the template provided. This will allow for reports to be circulated in the Board papers.**

#### **5.4 Intelligence and Information**

It was noted that the Telford and Wrekin Council website is notoriously difficult to navigate, especially when looking for Health & Wellbeing Board papers.

- **KB to feed this back to Telford and Wrekin Council**

#### **Proposed Projects:**

It has been proposed that Healthwatch Telford and Wrekin adopt a method for proposing projects to the board using the templates provided. A project outline would need to be submitted to the Board (this could be from a member of the public, volunteer or staff member) and the Board will be asked to score it from one to five. This will be used as a way of prioritising the workload and to also ensure that the strategic direction of Healthwatch is coming from the Board. This form will be on the website and will further ensure openness and transparency. One agreed the proposal will have to then go into the next stage which again the Board will be able to vote on.

**The Board AGREED to adopt this method for prioritising workload**

- **ML to ensure the form is branded with Healthwatch Telford and Wrekin and put it on the website**

**Publicising information:** It was noted that there needs to be a clear process for how Healthwatch Telford and Wrekin publicise information through the press. Any publication through the press needs to ensure it is evidence based and can be held up to public scrutiny.

### **Agenda Item 6) - Dates of Future Meetings**

The dates future meetings of the Board are as follows:

7<sup>th</sup> April - 6pm - 8pm Healthwatch Board Meeting

28<sup>th</sup> April - Board Workshop (not a public meeting)

2<sup>nd</sup> June - 6pm-8pm Healthwatch Board Meeting

7<sup>th</sup> July - Board Workshop (not a public meeting)

August 4<sup>th</sup> - 6pm-8pm Healthwatch Board Meeting - *this date could change due to holidays etc.*

- In future name boards would be available for Directors and staff
- KB to investigate holding a Twitter training session before the next Board meeting

**Resolution:-** That press and the public be excluded from the meeting by reason of the confidential nature of the business to be transacted.

**This was AGREED.**

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