

## Healthwatch Board Meeting

Friday 12<sup>th</sup> January 2018, 2:30pm – 4.30pm (Central Hall, Keighley)

### Approved

**Healthwatch Board members present:** Julie Bruce (Chair), Pam James, John Samuel, Trevor Ramsay, Barbara Kerwin, Dorota Kordecka, Mark Gerdes, Soo Nevison

**Healthwatch staff:** Sarah Hutchinson

**Minutes:** Ella Pearson-Glover (Healthwatch staff)

**Apologies:** Nicola Swales, Paul Anderson, Gerry Armitage

Item No.		Action	Who
1.	<p><b>Welcome and apologies</b> (as above).</p> <p>Julie welcomed everyone to the meeting. Everyone introduced themselves around the table.</p>		
2.	<p><b>Minutes of September meeting held on 6th September 2017 &amp; matters arising</b></p> <p>Minutes of the previous meeting were checked for accuracy by Board members, and agreed.</p> <p><u>Matters arising:</u></p> <p>Pam asked about ‘Recall Matters’ project on dentistry. Information on recall to appointments is now being shared with dentists, and in the spring the next phase, communicating with the public, will be launched. Sarah also attended a roundtable planning a T&amp;A campaign on dentistry, with Judith Cummins MP.</p>		
3.	<p><b>Chairs Report (For Information)</b></p> <p>Julie discussed her appointment as new Chair to the board. She hoped the board would work collaborative, and be vigilant particularly regarding the financial climate facing the board. We need to be realistic about what we can achieve and prioritise carefully.</p> <p>She attended the West Yorkshire Healthwatch away day, where she met other Chairs to discuss good practice.</p> <p>Julie closed this item with comment to priorities, explaining that we cannot do everything and need to be realistic and prioritise carefully.</p>	<p>Plan another board/staff away day for later in the year</p> <p>Distribute information about the Council Budget consultation</p>	<p>SH</p> <p>EPG</p>

<p><b>4.</b></p>	<p><b>Manager's Report (For information)</b></p> <p><b>4.1</b> Sarah outlined the new staff team, and explained that a current priority was ensuring people were properly inducted into their roles, and into the team. She updated the Board on various projects, set out in the papers.</p> <p><b>4.2</b> The Board discussed Catherine's paper on what we have heard from the public between August and December. Access to GPs and dentistry remain a significant theme</p> <p><b>4.3</b> A printed copy of the work plan was given to all attendees, this was briefly discussed by Sarah.</p> <p>There was a discussion about plans for Enter and View, to visit a 'good' service first then plan future visits. It was agreed that writing to services in advance sets the right tone for openness. It will be important to monitor improvement following initial visits, e.g. through follow up visits. The report should be sent to both the manager and owner of the service. Thought should be given to how we match volunteers to opportunities, and how we gather views from staff members.</p> <p><b>4.4</b> Sarah presented both the financial report for the first two quarters, and a revised budget for the remainder of the contract. This had been updated just before the meeting to reflect the actual amount of money in the bank. Some additional clarification was needed from Victoria Simmons which would be sought prior to the next meeting.</p>	<p>Programme of enter and View to follow soon.</p> <p>Information to be provided to Board about plans and processes.</p> <p>Clarify with Victoria the financial report estimates</p>	<p>SH</p> <p>SH</p> <p>SH</p>
<p><b>5.</b></p>	<p><b>Governance</b></p> <p><b>5.1</b> Changes had been made to the Healthwatch Constitution and MOU mainly reflecting the move from KIVCA to CABAD. However this had not been possible to sign off at the last Board meeting.</p> <p>The Board <b>AGREED</b> the new Constitution and MOU and this was signed by Julie and Mark Gerdes.</p> <p><b>5.2/3/4</b> The Board discussed their roles and responsibilities. It was agreed to look at developing an induction pack for new trustees, and that board minutes should be placed on the website.</p> <p>The Board needs to consider board members' representative roles. There is a need to recruit an additional carers' representative now Julie is chair.</p> <p>The Board agreed to carry out a 'skills audit' to establish what skills members have, but also where the gaps are.</p>	<p>Board to review January 2019</p> <p>Send Soo PDF copy of signed sheet</p> <p>Develop board induction pack</p> <p>Seek a new carers' representative</p> <p>Plan a skills audit</p> <p>Minutes to go on website</p>	<p>All</p> <p>SH</p> <p>SH</p> <p>All</p> <p>SH</p> <p>LW</p>

<p><b>6.</b></p>	<p><b>West Yorkshire Healthwatch MOU (For Approval)</b></p> <p>The Board discussed both the WY Healthwatch MOU and the West Yorkshire and Harrogate Health and Care Partnership MOU.</p> <p>On the Healthwatch MOU, it was explained that this sets out principles for working together on STP and other regional pieces of work. It is not a formal agreement.</p> <p>The Board <b>agreed</b> to sign up to this MOU.</p> <p>The WYHHCP MOU will set out how health and care organisations will work together. We will be asked to sign as partners.</p> <p>It was <b>agreed</b> that when this is ready, we would be signatories as partners. Soo Nevison authorised Sarah and Julie to sign this on behalf of CABAD</p>	<p>Sarah and Julie to sign MOU for Healthwatch partnerships.</p>	<p>JB/S H</p>
<p><b>7.</b></p>	<p><b>Workplanning (For Discussion)</b></p> <p>The Board had a discussion about planning work. Two projects are coming to an end, and the staff team has been looking at building an ‘Enter and view’ programme, reviewing outreach, improving our impact, and whether there is work we can do on GP access. Budgeting for the next financial year will also need to be done shortly. The Board discussed the need to ensure some flexibility to respond to issues that arise, consultations etc.</p> <p>The Board will have an important role to play in helping to shape priorities, and contributing to specific pieces of work – the skills audit will help us to understand the best ways to approach this.</p>	<p>Sarah to follow up with planning</p>	<p>SH</p>
<p><b>8.</b></p>	<p><b>AOB</b></p> <p>Barbara highlighted that the website can be confusing to navigate. Ella explained that Healthwatch England are in the process of review and creating new look. More to come on this issue.</p>	<p>Staff team to look at how can improve the website while waiting for the new format from HWE</p>	<p>EPG/ SH/ LW</p>
<p><b>9.</b></p>	<p><b>Date of Next Meeting:</b></p> <p>TBC – we will aim to have a meeting in Mid-March ahead of the Easter Holidays</p>	<p>Sarah to send out Doodle poll</p>	<p>SH</p>