

Healthwatch Board Meeting

Wednesday 6th September 2017, 4pm – 6.30pm (Central Hall, Keighley)

AGREED

Healthwatch Board members present: Javed Khan (Chair), Pam James, John Samuel, Trevor Ramsay, Paul Anderson, Nicola Swales, Barbara Kerwin, Dorota Kordecka

Healthwatch staff: Victoria Simmons

Minutes: Rowena Garton (The Craven Trust)

Apologies: Julie Bruce, Soo Nevison, Gerry Armitage

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1.	<p>Welcome and apologies (as above).</p> <p>Julie welcomed everyone to the meeting and Victoria listed apologies received.</p> <p>New Healthwatch Board members, Dorota, Nicola and Barbara introduced themselves to the other Board members.</p>		
2.	<p>Minutes of the Board meeting held on 27th April 2017 & matters arising</p> <p>Minutes of the previous meeting were checked for accuracy by Board members. They were proposed as accurate by John and seconded by Trevor.</p> <p><u>Matters arising:</u></p> <p>John asked for an update on the Airedale Social Movement project that was presented to the April meeting by Paula Smith. Victoria explained that there had not been as much progress as the Healthwatch team would have liked due to issues at the care homes. Victoria would ask Paula to provide a written update for the Board.</p>	<p>Ask Paula to provide a written update on the Airedale Social Movement project.</p>	<p>VS</p>
3. a.	<p>Governance</p> <p>Recruitment</p> <p>Victoria would be leaving the Healthwatch team at the end of October. She provided the Board with a Recruitment Timeline that had been agreed with Soo Nevison. The timeline showed all three vacant posts including Victoria's. Victoria and Soo would look at all the applications and set a date for interviews. Members of the Board were asked to volunteer to</p>	<p>Ask other Board members to</p>	<p>VS</p>

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3. b.	<p>had commissioned The Good Governance Institute to look at what a good Healthwatch should look like.</p> <p>Updated Memorandum of Understanding</p> <p>Victoria explained that the name of the governing organisation, namely Keighley & Ilkley Voluntary & Community Action (KIVCA), had been changed throughout to Community Action Bradford & District.</p> <p>There had been a lot of information about setting up Healthwatch in the diagram on page 12 of the initial document. This had now been removed as it was no longer relevant.</p> <p>Javed noted that Community Action usually had one of their Board members on the Healthwatch Board.</p> <p>Javed asked that the valuable support that Isobel had given to the Healthwatch Board as well as to all the other groups that she was a member of and supported be recorded.</p> <p>One final piece of text needed adding to the Memorandum of Understanding which Victoria would add and send to Javed to sign. The Board agreed to formally adopt the new Memorandum of Understanding.</p>	Add final piece of text & sign	VS/ JK
4.	<p>Update on #oursaycounts project</p> <p>Victoria provided a report on the project and explained that as well as being core Healthwatch work it had been commissioned by the CCG. It had raised the profile of Healthwatch and had received positive responses from members of the public, who had shared some good ideas and she was very pleased with the work. Barbara had taken on some of this work and her involvement was appreciated by the staff team.</p> <p>Dorota asked whether there had been standard sets of questions put to the participants and Victoria referred to the questions on page 4 of the report. These questions were used at focus groups and public events, in the on-line survey and in face to face interviews.</p> <p>It was noted that generally people did not want to give up any services. There was a discussion about the project and Trustees asked various questions resulting in the following points:</p> <ul style="list-style-type: none"> • Dorota – it was important to let people have time to think about their answers 		

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	<ul style="list-style-type: none"> • Barbara – the answers given by participants were constructive • The data would be coded so that in the final report it would be clear which groups gave which answers, e.g. sexual orientation, age, ethnicity and postcode area. • The report would not be academically robust but would be as robust as it could possibly be. • Audio recordings of interviews had been made and short films had been used to promote Healthwatch. • Graphic facilitators attended the public events and the story boards they created would be displayed in the CCG offices? The story boards had been a success as they demonstrated quickly to the public that their opinion had been noted. • The interim report would be presented to the CCG governing body week commencing September 11th. It would used to develop the Health and Wellbeing Plan and would be presented at the Health and Wellbeing Board meeting. <p>Javed congratulated the team on an excellent piece of work.</p>		
5.	<p>Finance Reports to end of July</p> <p><i>This item included confidential discussions about Healthwatch finances, and is therefore not published, as set out here: http://healthwatchbradford.co.uk/our-board</i></p>		

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6.	<p>Healthwatch England Strategy Consultation</p> <p>Healthwatch England were consulting the Healthwatch network about their strategy and Victoria asked the Board for their comments so that she could feed back the collective answers. The strategy would be published by December 2017 and would run from April 2018 to April 2020. The first Healthwatch England strategy had been about setting up the Healthwatch network but now they were evaluating and asking the network what they should be doing to support Healthwatch to be more effective.</p> <p>A discussion was held and the following answers were put forward:</p> <ul style="list-style-type: none"> • Provision of national guidance and a different methodology on how to engage C&YP. There needed to be sustained involvement. • Organisation of health open days in local areas about local issues on a regular basis. • Organisation of cause days or cause weeks across the country to focus on particular issues e.g. obesity. Local Healthwatch groups could put their own stamp on the actual events. • Looking into how to reach those whose voices are not heard, those who are not from a particular organisation and those who are not able or capable of attending meetings and events. • Looking at changing societal views of e.g. obesity where those who are actually in the situation do not believe they have a problem. • Using past reports and building on the findings from those reports rather than starting new projects on the same theme. • Cascading the need for a self care aspect to all meetings. • Using celebrity endorsements to raise the profile of and advertise Healthwatch. • Looking at the rest of the country rather than being London-centric. Victoria noted that the new Healthwatch England Communications Manager would be spending time in Bradford to learn how Healthwatch Bradford works. • Looking at and using methods that work rather than re-branding as well as publicising and sharing projects that are successful. 		

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	<ul style="list-style-type: none"> Looking at ring-fencing funding. <p>Javed asked that the Board let Victoria know if they had any more thoughts. Victoria would let the Board know what information came out of the consultation process.</p>	<p>Share ideas for consultation</p> <p>Let the Board know what comes out of consultation process.</p>	<p>All</p> <p>VS</p>
7.	<p>Progress Report on Current Workplan</p> <p>1.2 QIPP & STP had previously been delayed due to purdah but this had now been completed.</p> <p>1.3 Enter and View had been delayed due to staff training needs but all of the staff were now trained in Enter and View. The next steps would be to visit Healthwatch Lancashire to learn from them and then carry out an Enter and View visit in a care home with good feedback as a starter for the new staff. Staff were ready to do this and the trained volunteers were also still available so this would be back on schedule in the next few months. Enter and View linked to specific issues had been delayed due to the delay of the STP.</p> <p>2.1 Quality Surveillance Group (QSG) meetings had been cancelled. The next meeting would be in October. Victoria would attend to see whether Healthwatch involvement was still necessary.</p> <p>2.2 NHS dentistry – it was noted that Andrew Jones would be carrying out a piece of work to progress extended recall times where healthier adults would wait longer for their next check up so that there would be more capacity in the system for those without a dentist.</p> <p>2.3 JSNA – No planned activity</p> <p>3.0 Rebecca Hewitt who had been leading on Community Health Maps had left and no update had been given as to what would happen next. Javed suggested that Rebecca could be engaged as a freelancer by Healthwatch as the work still needed to be done.</p> <p>4.1 External publicity had been delayed due to the loss of a member of staff but was now back on track.</p> <p><i>This item also included confidential discussions about staff issues</i></p>	<p>Attend QSG meeting October</p>	<p>VS</p>
8.	<p>Developing Future Workplan</p> <p>There would need to be a joint staff and Board session with the new Manager and Chair. Victoria said that she would be</p>		<p>VS</p>

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	able to attend this. John suggested an away day and Victoria said that she would look into this.	Look at staff/Board away day	
9.	<p>AOB</p> <p>Pam asked the Board how they fed back information from Healthwatch to the groups they represented. She explained that she had sent the Older People's Partnership Board, who she represented, her full report on the Healthwatch AGM as well as the Healthwatch AGM Report itself.</p> <p>Victoria noted that this meeting was Javed's last as Chair and thanked him for his significant contribution and hard work over the last few years.</p> <p>Javed informed the Board that there would be an event on October 7th at Central Hall to celebrate the life of Isobel Scarborough. Formal invitations would be sent out and Victoria would contribute something on behalf of the Healthwatch Board.</p> <p>Trevor shared some flyers with the Board for an Easier Access event in Bradford City Park on September 13th.</p>		
10.	<p>Date of Next Meeting:</p> <p>tba in Bradford</p>		