

Minutes of Board meeting in Public
Held at 2pm in Board Room, Severnfields Health Village
Monday 17th November 2014

Present:	Carole Hall	CH	Chair
	Jane Randall-Smith	JR-S	
	Vanessa Barrett	VB	
	Terry Harte	TH	
	Daphne Lewis	DL	
	David Beechey	DB	
	Anne Wignall	AW	
	David Voysey	DV	

In attendance:	Steph Dunbar	Minute Taker
	Claire Bowen	Public

1. Welcome, introductions & apologies

Apologies were received in advance from Wendy Brook and Mandy Thorn.

2. Declarations of Interest

AW declared her role as Chair of AgeUK Shropshire, Telford & Wrekin.

3. Questions from the Public- notified in advance

There were no questions notified in advance.

4. Board meeting in Public held on 12th September 2014

a) Approval of minutes

The minutes of the previous meeting were agreed for accuracy and signed by the Chair.

b) Action plan

JR-S advised that the meeting with the editor of the Shropshire Star had not yet taken place. It was agreed that the Board members involved in the NHS FutureFit programme would meet before the development workshop on 9th December. The Board were in agreement that it would be appropriate for JR-S and CH to discuss staff time involved in the NHS FutureFit programme at their upcoming meeting with the Accountable Officer for Shropshire CCG.

A discussion took place regarding the advertisement of 'Drop-in' events and Board meetings in public and it was agreed that wider advertisement could be achieved by the agreement of several future Board meeting date. JR-S thanked DV for his paper on the Promotion of Board meeting.

Action: JR-S & CH to discuss staff time for FutureFit with CCG

Action: SD to chase Shropshire Star meeting

Action: SD to confirm time for internal FutureFit meeting

c) Matters arising not on the agenda

There were no matters arising.

5. Governance

a) Risk Management Matrix

JR-S informed the Board that the risk of 'excessive workload' for staff had been upgraded to a high (red) risk. A discussion took place regarding the benefits of working more closely with other LHW and gathering support from them in areas such as policy sharing.

It was advised that a meeting to review the Risk matrix had been agreed for 25th November.

b) Competition and Collaboration with other Local Healthwatch

JR-S presented the final version the code of conduct which had been revised with comments from HWS and other LHW in the West Midlands. CH noted that the document was designed to cover the competition from LHW outside of the LHW area. The document was approved.

6. Finance

a) Management accounts to date

It was agreed that JR-S would contact the Finance Manager to discuss minor inaccuracies in the report. The Board were informed that an invoice had been submitted to Shropshire CCG for the expenses generated by Board members involved in the NHS FutureFit programme. The accounts were accepted.

Action: JR-S to request Finance manager check report for inaccuracies

7. Marketing

a) Working group

AW provided an update of the activities discussed at the marketing group, including the creation of a rolling 12-month calendar of local & national events and the possibility of HWS hosting a regular slot within the Shropshire Star's Health & Wellbeing pull out. It was noted that an increased level of comments received would allow a 6-monthly 'You Said, We Did' report to be created going forward.

JR-S thanked AW for her assistance in the drafting and distribution of press releases.

It was also noted that the HWS 'Tell Us' post boxes were now located in 11 libraries throughout the county together with the 'Tell Us' leaflets.

b) Annual Event feedback

JR-S informed the Board that feedback following the event had been positive, with people complimenting both the style of the event and the speakers. A report collating the information discussed on the day had been published. It was agreed that September was the preferred month for hosting the annual event.

8. Reports

a) Chairs report

CH presented a report of her September-October activities for information, noting the high level of meeting attendance.

b) Board Member reports

The collated Board member reports with activities between September-October were presented for information. VB noted that it would be beneficial to inform the Learning Disabilities Partnership (LDP) of the upcoming Enter & View visits to Learning Disabilities facilities across the county and agreed to discuss with DB following the meeting.

Action: VB/DB to inform LDP of upcoming E&V Visits

DL advised that she had been nominated as patient representative on the panel for the re-commissioning of the NHS111 service in Shropshire and advised she would pass details across to HWS where relevant.

c) Chief Officers report

JR-S presented a report of her September-October activities for information and requested that if the Board required more information on individual meetings JR-S would provide electronically. JR-S noted that the current list of meetings that HWS attend would be reviewed and distributed to volunteers to encourage them to represent HWS.

9. Current Activities

a) Reports from Committee meetings

i. Enter & View

VB advised that the process of approving Reports before being published had been reviewed and revised to create a more efficient and time effective system; the minimum quorum when seeking publication approval from the Board will consist of the Board members from the E&V Committee and the Chair of the Board.

It was noted that the Committee were currently considering the adoption of E&V report templates created by HWE. The Committee had agreed to use the visual layout provided by HWE and will be discussing incorporation of the current detail HWS use into the template.

ii. Intelligence

DB provided an update of the work done by the Intelligence Committee including the promotion of good practice through social media and exploring the possibility of HWS reports and surveys being hosted in local libraries.

b) Research Grants

JR-S informed the Board the first piece of completed research from the 2013-14 grants had been completed by Autonomy, with the report available on the HWS website. It was noted that 2 further projects would be completed in March 2015. JR-S advised that how completed research reports are reported to the H&WBB is being explored.

The 2014-15 HWS Research grant had been launched and applications would be accepted until noon 19th December.

c) Mental Health project

JR-S provided an update on the HWS Mental Health project advising that the extended response date had now ended and replies were being analysed. There had been issues gaining contact with the initial GP practice approached to pilot the practice questionnaire and a second practice had been approached- it was

advised once tested the questionnaire would be distributed to all practices in the county.

d) NHS FutureFit

Updates around HWS involvement in the NHS FutureFit programme were provided and it was confirmed that Board members who represent HWS on FutureFit work streams would meet on the 9th December to allow for a full update. VB requested that any items that require raising at the programme board be provided to her in advance on the meeting on the 17th December.

Action: SD to confirm time for internal FutureFit update meeting

e) GP Access Pilot project

JR-S provided an update on the GP access pilot project that HWS are completing in collaboration with 3 other LHW during December. It was noted that it may be beneficial for JR-S and DL to discuss the potential for PPGs to be involved in the project.

It was also noted that a proposal to conduct a survey exploring 'out of hours answer phone message and website information' available at GP practices throughout Shropshire was taken to the Business Committee and approved. JR-S commented that the project naturally led on from the work covered under the A&E survey.

f) ICS Evaluation

JR-S informed the Board that the ICS Evaluation- HWS first piece of commissioned working looking at patient evaluations of access and discharge- had been completed and the draft report was being considered. It was noted that promotion of the outcomes would take place in the first week of December.

g) A&E survey report

JR-S advised that the report been well received locally, including coverage in the Shropshire Star, and that a meeting with Shropshire CCG would be taking place to discuss how individual services are promoted.

10. Dates of future Board meetings

Tuesday 17th February, 2pm, South Shropshire
Tuesday 26th May, 2pm, Shrewsbury
Teleconference- Monday 22nd June
AGM- Monday 29th June

Action: SD to book meeting venues

11. Resolution to manage confidential business in a closed meeting

The resolution was approved and the meeting in public closed.