

Minutes of Board meeting in Public
Held at 11am in Ellesmere Town Hall, Ellesmere
Friday 12th September 2014

Present:	Carole Hall	CH	Chair
	Vanessa Barrett	VB	
	Daphne Lewis	DL	
	David Beechey	DB	
	David Voysey	DV	
	Mandy Thorn	MT	
	Anne Wignall	AW	
	Terry Harte	TH	
	Wendy Brook	WB	
	Jane Randall-Smith	JR-S	
In attendance:	Steph Dunbar	Minute Taker	
	David Sandbach	Public	

1. Welcome, introductions and apologies

CH welcomed members of the public to the meeting and introduced the Board.
There were no apologies.

2. Declarations of Interest

CH declared that her partner is Shropshire Rural Community Council (RCC) acting Chair. AW declared her role as Chair of AgeUK for Shropshire, Telford & Wrekin. MT declared her role as Vice Chair of Shropshire Partners in Care (SPIC) and as a director of a care provider.

3. Questions from the Public Notified in advance

There were no questions notified in advance.

4. Board meeting in Public held on 16th May 2014

a) Approval of minutes

The minutes were checked and agreed for accuracy. CH signed a copy for the records.

b) Action plan

It was confirmed that all outstanding actions had been completed.

c) Matters arising not on the agenda

JR-S noted that HWS assuming the role of chair of the Equality & Delivery Steering group (EDS- Item 8) had not yet taken place due to meetings having been postponed.

5. Governance

a) Board members and Disclosure & Barring Service (DBS)

CH advised that a local HW (LHW) meeting raised the question of conducting DBS checks on Board Members. HWS had previously taken the decision early on that Board members would not require DBS checks unless they were also acting as Enter & View volunteers. CH proposed that HWS continue with this policy and the Board were in full agreement.

b) Risk Management matrix

JR-S advised that the matrix had been updated following discussion at the Business Committee. It had been agreed to downgrade the issue regarding payments from the Council (H2) to a 'green' rating due to a monthly payment plan now being in effect. Excessive workload (E6) had been raised to a 'red' rating due to large amounts of external work that HWS was currently involved in. The risk to HWS reputation from media coverage (F1) had been raised to a 'amber' rating due to the large amounts of sensitive discussion around the external work that HWS was currently involved in.

JR-S suggested that a workshop take place to re-visit the scoring system in place for the Risk matrix as it had been a year since first reviewed. It was agreed that any Board members interested in reviewing this contact SD.

Action: Board members to email SD regarding matrix workshop

c) Competition and Collaboration with other Local Healthwatch (LHW)

CH advised that a Memorandum of Understanding (MoU) had been signed between HWS and HW Telford & Wrekin, with 6-weekly meetings taking place between the Chairs & Chief Officers to facilitate joint working.

CH reported that following a West Midlands LHW network meeting, it had become apparent that some LHW are exploring ways of business development, with some projects that hold the potential to cross into other LHW areas. CH had joined a small working group from this network to draft a document outlining that in instances where this may occur, it would be the agreement not to impinge on another LHW's area of work but to have collaborative working. A draft document had been created and would be discussed at the next West Midlands LHW network meeting.

6. Finance

a) Management accounts to date

JR-S provided a breakdown of the finance report and noted that a £2000 refund had been issued from HMRC against staff salaries. JR-S commented that expenses generated by HWS as part of the NHS FutureFit programme had been noted separately. It was agreed to demonstrate in the 2014-15 Annual Report, a breakdown of volunteer hours generated for the NHS FutureFit programme.

Action: SD estimate the staff involvement & any associated travel in the FutureFit programme

7. Marketing

a) Working group

AW provided an update of the previous working group meetings advising that the Communications and Engagement strategy draft would be brought to the Board once updates regarding engagement with the Better Care Fund and Health & Well-Being Board work had been included.

It was advised that several press releases had been distributed and JR-S had been invited to do an interview with Radio Shropshire following the publication of a press release. JR-S noted her thanks to AW for her support in writing and distributing press releases.

AW advised that further work would be undertaken to make connections with editors of local publications and it was agreed that both MT and AW would meet with JR-S separately to discuss ways to achieve this.

Action: JR-S, AW & MT to meet regarding meetings with Editors

b) Annual event

JR-S provided the Board with an update of the planning for the annual event and noted that a photographer from the Shropshire Star had been invited to attend and a press release had been written in advance of the event.

JR-S advised that one of the purposes for the question and answer portion of the event was to use the concerns raised to inform HWS's work going forward.

Action: SD to email the Board copy of event programme

8. Current activities

a) Reports from Committee meetings

i. Enter & View (E&V) Committee

VB reported that the Committee had reviewed the first year of E&V work and were pleased with the content, adding that visit policies and systems had been tested during the pilot visits and minor changes had been made as a result to this. It was noted that there were currently 20 Authorised E&V representatives, which the Committee felt was adequate for the current level of work being undertaken.

ii. Intelligence Committee

DB reported that DL had been assigned to be the Intelligence Committee representative on the E&V Committee to facilitate joint working between the groups. DB also noted that the Committee was looking at other sources of information to substantiate (or otherwise) our comments.

b) Research Grants

JR-S informed the Board that the 2014-15 research grants would be launched week beginning 15th September, with a workshop being held in October to support any organisations interested in applying.

c) Mental Health project

JR-S advised that a draft questionnaire designed to be directed towards GP surgeries had been sent to Shropshire Clinical Commissioning Group (CCG) and was awaiting their approval before being sent to pilot. JR-S reported that a decision had been made to extend the deadline for responses from the Patient and Carer questionnaires until the end of October.

d) NHS FutureFit

HWS participation in the NHS FutureFit programme was discussed and the Board noted that they were satisfied that HWS involvement had brought a wide range of expertise and knowledge to the discussions. VB advised that a long list of options for future services had been created and would be presented to the Programme Board at the next meeting, before being made widely available.

It was agreed that HWS Board members involved in the various work streams should meet in October to discuss the programme.

Action: Relevant Board members to meet to discuss FutureFit

9. Reports

a) Chair's report

CH provided an update of meetings attended as listed in the written report.

b) Board member reports

i. Anne Wignall

AW provided her update noting her time spent on the Engagement & Communications work stream of the NHS FutureFit programme. AW commented that she had completed one E&V visit as an Authorised Representative.

ii. Wendy Brook

WB informed the Board of the various channels that she have distributed the HWS survey on low-level Mental Health conditions to. It was also noted that WB had joined the E&V Committee and would be undertaking training to become an Authorised Representative by Christmas.

iii. Mandy Thorn

MT updated on her attendance as part of the NHS FutureFit Finance Committee. MT also noted that she had held 'Dementia Friend' sessions with some HWS staff & volunteers.

iv. Terry Harte

TH provided a breakdown of the various NHS FutureFit meetings he had attended; including the Assurance Committee which has responsibility for making sure work takes place within guidelines. TH advised that the Assurance Committee would be reviewing the programme risk register- it was agreed that it would be useful for TH to email Board members involved in the FutureFit programme in advance of this meeting to note any risks they wished raising.

v. David Voysey

DV advised that he had promoted the NHS FutureFit programme in his role as clerk for Badger Parish Council and felt it would be useful to encourage Shropshire Association of Local Councils to keep its members informed of developments.

VB covered her activities under various agenda items. It was agreed that having individual Board member reports was useful for a wider understanding of the work HWS was involved in and the Board agreed to provide verbal & written reports as part of the next Board meeting agenda.

Action: JR-S & SD to add Board reports to November agenda

c) Chief Officer's report

JR-S provided a written breakdown of the meetings she had attended since May. JR-S reported that she had completed training in 'Difficult call handling' and Enter & View which she found useful in her role to support the team. It was noted that though several HWS Information Sharing Protocols (ISP) were still outstanding, HWS had been made aware of an existing local health economy wide Information Sharing agreement and that the Information Officer was looking into the finer details as HWS were to be invited to join the next meeting to discuss an update of the protocol.

JR-S commented that the Care Quality Commission (CQC) had approached HWS about being involved in Patient Listening Events that will take place in advance of the upcoming visit to Shrewsbury & Telford Hospitals Trust (SaTH).

CH thanked JR-S and the team on behalf of the Board, noting that JR-S report provided an accurate representation of the both the variation and levels of work required.

10.A.O.B

A discussion took place regarding how Board meetings in Public are advertised within the county. It was agreed that DV would create a paper with suggestions on how to get wider advertisement of the meetings taking place.

Action: DV to create paper of advertisement ideas

11.Dates of future Board meetings

Monday 17th November: Shrewsbury.

Action: SD to send a 'DoodlePoll' for February Board dates