

	<b>Minutes</b>	Sheet N° 1 of 4
	Title: Healthwatch Derbyshire Executive Board Meeting	
<b>Subject/Title:</b>	Healthwatch Derbyshire (HWD) Executive Board Meeting	
<b>Held On:</b>	Monday 10 <sup>th</sup> October, 2016	
<b>Time:</b>	1.00pm - 4.00pm	
<b>Venue:</b>	Suite 14, Riverside Business Centre, Foundry Lane, Milford, Belper, Derbyshire DE56 0RD	
<b>Chair:</b>	Madeleine Fullerton	
<b>Minutes prepared by:</b>	Tammi Wright	
<b>Distribution: HWD Board Members, HWD Team, HWD Website</b>		

NAME	DEPT / ORGANISATION	ATTENDED	APOLOGIES
John Simmons (JS)	Chair		✓
Madeleine Fullerton (MF)	Vice Chair Executive Board Member	✓	
Helen Barker	Executive Board Member	✓	
Emma Hyde (EH)	Executive Board Member	✓	
Sonia Rafferty (SR)	Executive Board Member (Treasurer)	✓	
Trevor Ride	Executive Board Member	✓	
David Roulston (DR)	Executive Board Member		✓
Carolyn Shearer (CS)	Executive Board Member	✓	
Karen Ritchie (KR)	HWD Chief Executive	✓	
Hannah Morton	HWD Engagement Officer	✓	
Tammi Wright (TW)	HWD Office Manager	✓	

No	ITEMS	ACTION BY WHEN / WHO
1.	<b>Welcome</b>	
2.	<b>Apologies</b> As above.	
3.	<b>Declaration of Conflicts of Interest</b> None.	
4.	<b>Minutes/Matters Arising</b> -The minutes of the Board meeting held on Monday 8 <sup>th</sup> August, 2016 were agreed. There were no matters arising reported.	
5.	<b>Meeting attended and feedback</b> <u>Primary Care Co-Commissioning Meetings</u> -CS is due to attend her first meeting for Erewash. -SR commented that the Southern Derbyshire meetings are regularly cancelled.	
6.	<b>Policies &amp; Procedures</b> <u>Business Continuity Plan</u> : Amended plan tabled and agreed by the Board.  <u>Risk Management Policy</u> : This new policy was tabled and agreed by the Board.	
7.	<b>Finance</b> Although it is recognised that the budget is tight, it is being well managed and there is no cause for concern.	
8.	<b>ISO 9001</b> -KR tabled an update.  -It was agreed that the minutes produced from the monthly Management Review meetings will go the Governance Sub-Group. This group will oversee HWD's compliance with the ISO standard.  -Any serious issues arising will be presented to the Board for discussion.  -KR to produce a 6-monthly update report for all Board members.	KR
9.	<b>Communications/Media Update</b> -Lee Mellor (LM) tabled and talked through a paper giving an overview of the controlled internal process developed to moderate comments received via the HWD Feedback Centre.  -LM advised how the HWD reputation with local media is improving and highlighted recent coverage of our work.	
11.	<b>Manager's Report - overview by KR</b> <u>Substance Misuse report</u>	

-Responses to the report have now been received and whilst many of the issues raised in the report are not new to providers and commissioners, it has helped to reinforce the issues that need their attention.

-A key concern being dual-diagnosis which is to continue to be monitored by HWD.

-Additionally issues around the complaints systems were raised. Derbyshire Healthcare responded by saying they would update the implementation of the complaints procedure within the Substance Misuse Service to ensure that service users are aware of how to make a complaint and to ensure feedback is given to service users.

-Public Health also responded by saying that they would also look into the issues with the complaints procedures, as they were not aware of this issue prior to the report.

HWD to keep a watch and check progress provider actions in 6 months' time.

#### Mental Health Crisis report

-This report is in the final stages of proofing and will be distributed for responses imminently. The report will also be tabled at the Mental Health Crisis Care Concordat meeting in December and will feed into the concordat's action plan for 2017.

#### GP Online Services report

-This report is out for responses and, to-date, a good response has been received from the GP practices.

-Board representatives attending Primary Care Co-Commissioning meetings to take report to the meetings for discussion.

-(Primary Care Co-Commissioning Board representatives to hold review meeting prior to the Board meeting in February 2017 to discuss their role on these meetings).

#### Learning Disability Specialist Enter & View Project

-HWD are looking to recruit a small number (4-6) representatives with learning disabilities to carry out Enter and View visits, initially in DCC Learning Disability Establishments.

-MacIntyre, a national charity providing support and care for children and adults with a learning disability, are supporting this Enter and View programme. Tanya Nolan (TN) has helped identify representatives. David Weinrabe (DW) and Helen Walters are putting together the training schedule, which they will also deliver in December 16. Visits will take place in January 17.

#### Learning Disabilities Conference

-HWD has been asked to present our learning disability work at a conference in Manchester in January 17. Helen Hart (HH) and TN will be presenting.

Derbyshire County Council (DCC) Enter & View reports

-It has been agreed with DCC that DW will provide a summary report at prescribed intervals during the course of the contract. The summary report will include all findings from the visits, both positive and negative, and recommendations that have been made.

-DCC have agreed to provide a response to each summary report, to outline action they have already taken.

The first comprehensive summary report, which incorporates the first nine Enter & View visits, has been submitted to DCC who has responded. This will now be published, and can be distributed to key stakeholders.

The next summary report is due in December 2016.

Sustainability Transformation Plan (STP)

-LM is now attending the STP communication and engagement meetings, which take place every other week, instead of KR, to continue to push the public participation agenda, and offer his support.

**10. Sub-Group Updates and Reports**

Finance & Audit

-Report tabled and item discussed in agenda item 7 above.

Governance

-Report tabled.

The matter of Board diversity had been discussed by this group and it was felt that it would be beneficial to recruit volunteers from different backgrounds to feed into the IIA group, as this is where decisions about Healthwatch Derbyshire priorities are made, and hence a wide range of perspectives would be an advantage. Diversity will also be considered for future recruitment to the Board.

IIA

-Report tabled.

HWD to keep a watch on the limitations of homecare services and care support. This matter of social care provision is to be added to the IIA agenda. HH to look into researching the matter and feeding the findings to Healthwatch England.

**12. Risks & Opportunities**

-The latest version tabled, with the Opportunities being shown as a separate section.

KR mentioned that all new HWD projects need to be considered for adding to this register, where relevant.

Note updates made to following items:

SECTION A

2. Governance: 2.6 (discussed in AOB)

- 4. Performance & reputation: 4.4, 4.5 & 4.6
- 5. Competence: 5.2
- 6. Human resources: 6.3.

**SECTION B**

- 4. Facilities & processes: 4.1, 4.5 & 4.6
- 5. Performance & reputation: 5.1, 5.2, 5.3 & 5.4
- 7. Human resources: 7.1.

Health & Safety

Site visit planned for 26<sup>th</sup> October from H&S advisor.

**13. Any Other Business**

Board appraisal agreed to take place on Monday 12<sup>th</sup> December, 2016 prior to the afternoon Board meeting. Venue: The Lion Hotel, Belper 10.00am - 12 noon.

**14. Confidential Items**

Minuted separately.

**15. Date of Next Meeting**

Monday 12<sup>th</sup> December, 2016. Staff representative Jane Birch. 1.00pm - 3.00pm.

**Minutes checked and signed by HWD Executive Board Vice Chair  
Madeleine Fullerton**

***Madeleine Fullerton***  
**12/10/2016**
