

	Minutes	Sheet N° 1 of 4
	Title: Healthwatch Derbyshire Executive Board Meeting	
Subject/Title:	Healthwatch Derbyshire (HWD) Executive Board Meeting	
Held On:	Monday 12 th December, 2016	
Time:	2.00pm - 3.00pm	
Venue:	The Lion Hotel, Belper	
Chair:	John Simmons	
Minutes prepared by:	Tammi Wright	
Distribution: HWD Board Members, HWD Team, HWD Website		

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		✓
Carolin Shearer (CS)	Executive Board Member	✓	
Karen Ritchie (KR)	HWD Chief Executive	✓	
Jane Birch (JB)	HWD Engagement Officer	✓	
Tammi Wright (TW)	HWD Office Manager	✓	

No	ITEMS	ACTION BY WHEN / WHO
1.	Welcome	
2.	Apologies Sincere condolences sent to DR by the Board and staff.	
3.	Declaration of conflicts of interest None.	
4.	Minutes/matters arising -The minutes of the Board meeting held on Monday 10 th October, 2016 were agreed. There were no matters arising.	
5.	<p>Meeting attended and feedback</p> <p><u>Primary Care Co-Commissioning Meetings</u></p> <p>-SR reported that at the SDCCG meeting it was stated that a number of GP surgeries in the locality had received funding for refurbishment of their premises.</p> <p>-CS has attended only one of the Erewash meetings as one was cancelled.</p> <p>-CS reported that the NDCCG meetings are well attended and feels that Healthwatch Derbyshire (HWD) gains from being present at the meetings.</p> <p>-JS advised he has found the two HCCG meetings he attended to be useful. The meeting has provided recent feedback on the improved performance of East Midlands Ambulance Service (EMAS) which is useful.</p> <p>-JS advised that he has spoken to both HCCG and NDCCG and stated that if they don't deliver on their promises following the 21st Century Consultation meetings then they will be held to account by HWD.</p> <p><u>STP Communications & Engagement Meeting</u></p> <p>-KR advised that there is currently no sign of public engagement with regards to the STP.</p> <p>-KR to meet with Jenny Goodwin (JG) SDCCG Communications Lead to discuss public engagement.</p> <p>-JG has informed KR that they are recruiting a dedicated communications lead for the STP.</p> <p>-KR has submitting a paper to the Health and Wellbeing Board (HWB) expressing concerns about the lack of public engagement with regards to the STP. KR has been told that this paper will be discussed at the next STP meeting and fed back to the Health and Wellbeing Board either before or at the meeting.</p> <p>-HWD are starting to receive comments from the public regarding the STP and there is a STP website page which will be updated regularly with any news regarding the plan.</p> <p>- Derbyshire Community Health Services (DCHS) is holding a public meeting on Thursday 15 December in Belper to obtain public opinion about the STP. This meeting will be attended by KR and Helen Hart (HH).</p> <p>-JS and KR both attending the Healthwatch Network Meeting in Leicester on 13 December where the main topic of discussion will be the STP.</p>	<p>JS</p> <p>KR</p> <p>KR</p> <p>KR/HH</p> <p>KR/JS</p>

JS advised that all STPs have to be published by 23 December, 2016.

6. Policies and Procedures

- Media Policy: Amendment made to permission form. Review date unchanged.
- Training Policy: Reviewed at Governance subgroup, Section E removed, and line added to state that the Chief Executive training is signed off by the Chair of the Board.
- Health & Safety Policy: Reviewed by Peninsula. Agreed, and to be re-signed.
- Record Keeping & Retention Policy: Deferred to next Board meeting, awaiting template from Healthwatch England.
- Engagement Strategy: Agreed for another year.
- Enter & View Strategy: Amendments made to Section 4 Actions and Section 5 Risk Assessments. Reference to unannounced visits in respect of DCC visits added. Review in 1 year.

All amendments agreed by the Board.

7. Financial

- KR advised that the budget is tight but well-balanced as agreed by the Finance & Audit subgroup.
- Lee Mellor (LM) looking into a new database to securely store patient/public comments. Expected cost ©£5k.

8. Sub-Group update and reports

Finance & Audit

- Minutes tabled. No news of next year's funding,
- Awaiting news with regards the tenders submitted.

Governance

- Web comment protocol has been drafted by LM and awaiting final approval.
- Policies discussed in agenda item 6 above.
- Critical Friend (consultation) training completed. KR updating Best Practice guide, and make this available on the website.
- Service Improvement Plan (SIP): Issues regarding retention of Authorised Representative were discussed at Governance sub group, also evaluation of HWD's performance to mitigate against overpromising and under-delivering. Survey being sent on a 3-monthly basis to people who have had contact with HWD to evaluate effectiveness of our information sharing system.
- Risk Register: Item 4.9 has been amended to give full responsibility to the IIA subgroup (previously had joint responsibility with Governance).

IIA

- Minutes tabled.
- Lack of homecare and residential provision in Derbyshire: IIA agreed for HH to investigate what is happening nationally with Healthwatch England to determine if any further work is deemed relevant for HWD.
- Recruitment of staff is known to be an issue for care homes, nursing home and homecare.

KR

- IIA keeping a watch on two comments of concern - 4019 (potential meningitis) and 4001 (homecare agency not recognising stroke victim).
- 9. Manager's update presented by KR**
- ISO 9001 External audit scheduled for Monday 19th December.
 - JS to discuss contract extension with Derbyshire County Council.
- Engagement Priorities
- JB advised that the LGBT+ engagement generated limited interest and therefore limited intelligence.
- HH to evaluate intelligence gained with a view to presenting the themes in a report.
- Intelligence gathering process regarding maternity services and services designed for young children has revealed a couple of themes including tongue-tie and the cancellation of planned 'C' sections.
- The level and quality of information gained will determine if a formal report is produced, or whether an alternative method of distributing the information is adopted.
- Focus for New Year
- Accessibility Information Standard.
 - Special Educational Needs and Disability (SEND) - is being considered.
- HWD Newsletter: Will be distributed in January and will include a complaints process (which has been approved by NHS England).
- Mental Health Report: Final version agreed by the Crisis Concordat meeting for publication.
- The report did not reveal anything majorly negative about the police, which the Crisis Concordat meeting were pleased with as this is an improvement.
 - Recommendations will be included in the Crisis Concordat's action plan for 2017.
 - HWD will revisit the actions pledged to in 6 months' time to assess progress with the recommendations and monitor outcomes.
 - Report will be circulated before Christmas.
 - (- CS suggested the report be sent to Dr Justin Walker (Stewart Medical Practice) as he has a specific interest in mental health).
- 10. Risks**
- Risk & Opportunities Register
- Reviewed by Governance subgroup and tabled.
 - Updated re website feedback centre protocol (Page 12, 5.0).
 - Updated re consultation training (Page 25, 5.6).
 - All other new additions are given in red.
 - Risk of staff seeking alternative employment as end of the contract nears is agended discussion at the Finance & Audit subgroup.
- Health & Safety
- TW advised that the 5-year electrical checks for the building are due (overdue). These have been started in the building and HWD's office will

EH
JS
HH

hopefully be completed before Christmas (although there will be some disruption to normal working).
-JS asked if there has been any further malfunctioning of the lift. TW reported that the lift failed on Wednesday 16th November trapping a delivery driver in the lift, until the fire brigade were able to release him. He was not delivering to HWD.
TW advised that the lift had been thoroughly inspected on 20/10/2016 in accordance with LOLER regulations.
Board agreed that a letter be sent on their behalf to the landlord to question the safety of persons using lift, especially in view of the fact that HWD are soon to be have people with a disability acting as volunteers.

JS/TW

11. Any Other Business
None

12. Confidential Items
No

13. Date of Next Meeting
Monday 13th February, 2016. Staff representative Lee Mellor.
1.00pm - 3.00pm.
Primary Care Co-Commissioning Reps meeting 12 noon - 1.00pm.

Minutes checked and signed by HWD Chair
John Simmons



John Simmons
13/12/2016