

Minutes of the Board Meeting held on 9 November 2016

Present

Independent Directors: Frances Russell (Chair), Tola Awogbamiye, Alan Pickering, Helen Goodman

Member Nominated Directors: Mark Sharman, Emma Leatherbarrow

In attendance: Sally Dartnell, Katrina Broadhill, Seth Gottesman

Clerk: Anne Cole

1. Welcome

FR welcomed all to the meeting

2. Apologies

Cherry Simmonds, Karen Hughes, Bryan Turner, Christine Field, Sally Tabbner (CAs had confirmed they would not be nominating members)

3. Declarations of Interest

Helen Goodman is now employed by the NHS Trust in London

Frances Russell is a Board member of both Age UK West Sussex and the Aldingbourne Trust

4. Approval of Previous Minutes

Approved

5. Matters Arising

None

6. Risk Register

Request from KB to add Communications across borders to the risk register due to issues over public communications around STP and other cross county issues. Agreements are in place with other Local Healthwatch but there is concern about need for quick turnaround in communications on some of these issues and the media picking up on verbal communications and presenting views as "Local Healthwatch". Cross Border Working policy to be reviewed and concerns reiterated to other relevant third parties and local Healthwatch about care with messaging. No other changes to the risk register.

ACTION: Board to review risk register at next meeting

7. Reports

7.1 Board Performance Report

- Presented by SD
- The September Listening Tour has proved to be a great success with increased numbers in all areas of interactions with the public and positive feedback from the Primary Care sector and requests to be added to the distribution list
- The Board was very pleased with the work carried out, the reports produced and the teams' hard work

Sophie Cohen (Community and Involvement Lead - Communication) and Jo Tuck

(Community and Involvement Lead – Volunteers) joined the meeting and introduced themselves. The Board also introduced themselves

- Presented by KB, Sophie Cohen and Jo Tuck
- Sophie reported increase in social media interactions, reaching a larger audience with more website hits. Data shows an increase click rate of 6%, meaning more people are following links and learning more. Data also shows 81% of users are female and a large portion reside in Worthing (Not all users state their gender or residential area)
- The *@NHS Advocacy* name has been retained from Citizens Advice for our social media use.

7.2 Insight and Evidence Report

- Due to limited time and resources, Tours cannot be held quarterly therefore the data will fluctuate accordingly
- The data held on the Customer Relationship Management (CRM) is being used more effectively
- “Hot Topics” will be an ongoing area due to the need to respond to emerging media stories quickly
- Data is fed back to the service provider
- Hospital Trusts and Clinical Commissioning Groups (CCGs) like the report
- The Team meets with a representative from the Care Quality Commission (CQC) on a quarterly basis
- KB reported that with the addition of the STP work, the staff are stretched thinly and too much is expected of the volunteers. The amount of work associated with the Tour is not sustainable within the budget
- A Festive Tour is being planned to cover 5 locations, one day at each. The Littlehampton Tour has been postponed to Feb 2017
- Jo and Sophie are meeting with Outset Youth Action in order to engage with young people and a “Buddy” system will be set up with the existing experienced volunteers
- The Board will review the priorities at the next informal meeting

ACTION: Board to review priorities at next meeting

7.3 Mental Health Alliance, People with Lived Experience Programme

- Presented by Jo Tuck
- Mental Health Alliance is being set up as a way of collaborative working to help more effective use of funding and resources. Funding has been received to appoint a lead coordinator and 6 recruits, with personal experience of mental health services, to provide research and consumer voices
- Jo reported the work had so far been intensive and difficult as regards recruitment. Many interested applicants came from within the service providers and over 50 applied in total.
- The Team was aware the applicants may be vulnerable hence special care was taken over how the unsuccessful interviewees were treated. Jo spoke to each person and gave them feedback as to why they had been unsuccessful. Worked

with Alliance members to ensure support was in place for the candidates

- 3 applicants had been appointed to cover the South of the County and 1 applicant had been appointed to cover the North of the County. Interviews will be held shortly to appoint the remaining 2 persons to cover the North
- Lead coordinator had been appointed
- It is hoped to have training in December
- North and South have now agreed to work together and will meet once per month instead of fortnightly hence it is hoped this arrangement will keep expenses at the same level
- Coastal Mind is heavily involved in the process and has offered the use of a desk at their Worthing, Durrington Lane office for the Lead coordinator and any other staff who may wish to use it
- Relationships are being strengthened with Tier 2 providers
- Alliance members have been told they will not be considered for commissioned services if not part of the Alliance but KB has evidence that this is not necessarily the case
- Funding is available for 1 year at present

The Board thanked Sophie and Jo for their good work

Healthwatch Volunteers

- Jo Tuck - the volunteers now hold bimonthly workshops rather than formal meetings but the volunteers would still like links with the Board
- Board agreed to rotate members who will attend volunteer workshops as and when required
- Have recently lost a very experienced Liaison Representative and are seeking an equal replacement. One Liaison Representative, who attends Queen Victoria Hospital meetings, has taken a 6 month sabbatical and it is hoped she will return

Sophie and Jo left the meeting and Ben Dolley (IHCAS Advocate Lead) joined

7.4 Independent Health Complaints Advocacy Service (IHCAS)

- Presented by Ben Dolley who introduced himself. The Board members introduced themselves
- IHCAS provides practical support and assistance to people who want to make a complaint against the NHS service. Assistance can include attendance at Coroner's Court and inquests along with verbal support
- 1 new member of staff has been appointed and is receiving training in order to take on case loads
- An audit tool is being developed to see how service providers have made steps to improve their services in the way they promised
- Applicants are still contacting IHCAS and have not been impacted during the transition period from the previous provider
- 65 ongoing cases were transferred with the service. Work has been undertaken to ensure that all of these are captured on the CRM which had not been the case.

New cases are all being uploaded to the CRM

- Lack of office space for the two IHCAS staff members has been an issue which has now been resolved
- KB will take the report to the relevant Trusts that the Patient Advice and Liaison Service (PALS) have not been responding to consumers appropriately nor keeping to required time deadlines

The Board thanked Ben Dolley and he left the meeting

8. Sustainability and Transformation Plans (STP)

- A new approach to build health and care services around the needs of local populations over the next 5-10 years
- The Board discussed the issues and agreed it is important to ensure the role of HWWSx in the development of the plans and to promote the consumer voice. Communications should be developed in order to provide a quick response if needed. TA and KB will develop

ACTION: TA and KB to develop communications around STP

9. Independent Director Feedback

- AP stated the reduction in the budget will create a delicate balancing act between projects and local issues in order to deliver the same level of service

10. Policies Due for Ratification

Will be amended to account for the change in service contracts and given a longer review date and brought to the February meeting

Memorandum of Articles of Association will be reviewed at the June meeting

ACTION: AC to update policies and include both the above items of the relevant meeting agendas

11. Budget and VAT

- WSCC have proposed a budget of £342,000 (excluding VAT). This is over a 30% budget reduction on the current year and will impact how the services are provided
- MS reported an HMRC hearing which is expected to take place by April 2017 should provide a decision.
- SD reported the CaSSCA 90 day deadline expires on 10 November, however, CaSSCA they have stated in an email of 4 November that no decision will be taken regarding action until their Board meets on 28 November. MS will draft a brief VAT update for SD to pass to CaSSCA

ACTION: MS to draft brief VAT update and pass to SD for CaSSCA

- FR requested Board approval of the accounts, which had been circulated electronically. The accounts included a line to account for the VAT issue awaiting resolution. **Board approved the accounts**

12. Any Other Business

KB reported HWWSx had been asked to attend the meeting of the sub committee to the Adult Safeguarding Committee and wished to know the Board's view. The Board agreed a HWWSx representative should attend to help develop independent challenge. Any issue regarding time and resources should be brought to the attention of SD.

NEXT MEETING:

Informal – 14 January and/or 11 January 2017 TBC

Formal – 1 March 2017

There being no other questions or business the meeting closed at 13.15pm

ACTION PLAN

Item Number	Action required	By Whom	Notes/ Completed
6	Review risk register	Board	
7 Insight & Evidence	Review priorities at informal Board meeting in December	Board	
8	Develop comms in relation to the STP	TA and KB	
10	Update policies and add to Feb meeting agenda	AC/SD	
10	Include Articles of Memorandum review to June meeting agenda	AC/SD	
11	Draft brief VAT update and pass to SD for onward transmission to CaSSCA	MS	