

Minutes of the Board Meeting held on 6th September 2017

Present

Board Directors: Frances Russell (Chair), Tola Awogbamiye, Alan Pickering, Christine Field, Mark Sharman

In attendance: Sally Dartnell, Katrina Broadhill, Seth Gottesman (WSCC), Julie Martin (CaSSCA), Andrew Brock (Treasurer CaSSCA)

Clerk: Anne Cole

1. Welcome

FR welcomed all to the meeting, particularly Christine Field as a new Independent Director

2. Apologies

Helen Goodman, Cherry Simmonds, Emma Leatherbarrow

3. Declarations of Interest

None

4. Approval of Previous Minutes

Approved with the amendment of Andrew Brock as Treasurer of CaSSCA not Chair

5. Matters Arising

- All matters completed and closed

6. Risk Register

- VAT issue has been updated, a named person has been appointed as contact in WSCC regarding this issue
- New legislation is currently being investigated and will be added at a later date if necessary

7. Reports

7.1 Board Performance Report

- Presented by SD
- Positive trends reported
- Two peaks in engagement relate to two listening tours
- Monthly "Heads Up" receives good feedback and is now being requested in some areas
- Independent Director queried the high number of 140,000 public engagements with West Sussex residents and asked how this number was derived. (See the Board Performance Report for a breakdown of this figure) Interactions can be monitored and more comments are being made through social network sites alongside the usual reports the team publishes. Change has been made to language and approach in response to external comments.
- Independent Director reported a lack of awareness of Healthwatch in the public sector. An additional £5,000 from the Community Voices Grant (WSCC) has been awarded to raise awareness of Healthwatch. Healthwatch England (HWE) is

supporting local Healthwatch more in this, particularly with the #ItStartsWithYou campaign. Attendees at Healthwatch West Sussex's (HWWSx) engagements are encouraged to take information away and pass it on. 2 new employees have been appointed to work on engagement and commence their role on 2 October

- Volunteers were thanked for their time and effort
- Independent Health Complaints Advocacy Service (IHCAS) reported a steady flow in cases with an increase expected with the appointment of a new advocate. In response to a question from an Independent Director, KB reported the number of cases awaiting resolution would not necessarily decrease with the new employee as some cases can be complex or require extra time. A new service agreement has been agreed with customers regarding the level of appropriate support that can be given by IHCAS
- HWWSx is working collaboratively with other organisations but always on the understanding that Healthwatch will remain independent
- The Annual Report was published in a new format (not using the HWE template), and included in the recent Heads Up report. FR asked if it could be circulated to contacts as an individual report as it is an excellent summary of our work
- HWWSx is proud to be the recipient of the "It Starts with You" award given at the HWE conference for the work on Autism and Pound Hill Surgery. Practice has been accepted by other surgeries and contact has been received from other practice managers.
- Littlehampton report was very well received by the Coastal West Sussex CCG. Feedback is positive and changes are being implemented as a result
- In response to a question from the public, KB confirmed the report on the Community Patient Transport Service is awaiting response from the CCG and provider before it is published. Service users state staff attitude and facilities have improved but issues are still reported, particularly on Saturdays

Finance Report

- Funds were not received from WSCC until July; Help & Care funded HWWSx in the interim
- End of Year Accounts are being prepared and should be ready for approval in November
- It has been agreed with SG to use the additional £5,000 funding on communications

7.2 Insight and Evidence Report

- Tabled at meeting
- KB apologised for not having the report completed earlier as she had been busy with recruitment and holidays
- The increase in data is a direct result of the Littlehampton tour
- It was reported the Sustainability and Transformation Plan (STP) papers were not user friendly and concerns have been and will continue to be raised
- Concern was raised over the wastage of medication
- Concern was also raised regarding the Mental Health Alliance Project not meeting their targets and how this may affect our 5 People with Lived Experience (PLE). HWWSx acknowledged its duty of care towards PLEs to ensure they are supported as the current contract nears conclusion and while we seek confirmation of future

plans for the work.

- The Community Interest Company (CIC) Board acknowledged they are aware that data in this report reflects where work has been done and not necessarily the most up to date data/topics

8. Sustainability and Transformation Plan (STP)

- SD is still attending meetings
- Progress has slowed and parties are not fully engaged.
- NHS England have halted the recruitment of a permanent chair. This restricts HWWSx plans to meet with the new appointee to discuss public engagement.
- SD and KB to meet with John Routledge, new HWES CEO on 7 Sept to discuss STP, Sussex wide public engagement and other issues
- The Health and Wellbeing Board (HWB) has asked HWWSx to give a presentation to the Board on the current status of the health system. CF, KB and FR will discuss and include a concern regarding leadership of the STP in the report. KB also to liaise with Dorset manager for discussion

ACTION: CF,KB & FR to discuss presentation

9. Independent Director Feedback

- **The HWB** will meet in November but not again until January
- AP reported on the **Health and Adult Social Care (HASC)** Board meeting. Radiotherapy service requires a substantial investment; there was little detail and no clear targets as to how to use the Better Care Fund even though a plan is in place up to 2019/20; the level required by the Care Quality Commission (CQC) to give a carehome a satisfactory mark is only 60%; concern was raised over the scale of savings required to bring the West Sussex Health Economy into budget and how these would be implemented
- **Local Community Networks (LCN)** – support is a big financial burden. FR questioned HWWSx's involvement; AP felt it was important to stay close to ensure the best interests of the public are the main focus. CF was also concerned that HWWSx would be used only nominally but could be seen as part of the decision making body. HWWSx are the only challenging voice at present so it was agreed to review the situation at the informal meeting in October after SD and FR have met with Amanda Fadero to discuss HWWS proposal.

10. Policies

- All policies are now up to date and ratified

11. Any Other Business

- Ongoing investigation into Sussex Healthcare has been in the media. HWWSx raised concerns in Jan/Feb 2017 and chased feedback and implementation of changes at every opportunity and will continue to raise our concerns with WSCC and the CCG.
- The 111 service contract is currently out for tender. HWWSx will attend the stakeholder event on 14 Sept and will continue to seek effective public engagement in the process
- Following the Informal Board meeting in July it was agreed to recruit three new Independent Directors; ideally to include one from the HWWSx volunteers to make use of their experience and another to specifically represent a Younger

perspective (Student/Graduate/Post Graduate). It was further agreed the term of office would be two years with an option to renew

- WSCC will be paying VAT from 1st April 2017. VAT advisors will be meeting this week to discuss retrospective VAT. Help & Care will be sending all parties a pack to let them know the procedure and timings
- KB demonstrated the new pads for collecting stories and invited all to take one
- Future Board meeting dates:

Board Meeting dates (all 10 am – 1pm Billingshurst Community Centre)	Informal meetings/Workshops Locations TBC
Wed 7 February	Wed 10 January
Wed 9 May	Wed 25 March
Wed 12 September	Wed 18 July
Wed 14 November	Wed 17 October

There being no other questions or business the meeting closed at 12.27pm

ACTION PLAN

Item Number	Action required	By Whom	Notes/ Completed
8	Discuss presentation to HWB	CF,KB & FR	