

Minutes of the Board Meeting held on 7th February 2018

Present

Board Directors: Frances Russell (Chair), Emma Leatherbarrow (Help & Care), Christine Field, Jeremy Gardner, Steve Cooper

In attendance: Sally Dartnell, Katrina Broadhill, Seth Gottesman (WSCC), Cheryl Berry, Amanda Jupp (WSCC)

Clerk: Anne Cole

1. Welcome

FR welcomed all to the meeting, particularly Steve Cooper as a new Independent Director, and all introduced themselves.

The resignations of Cherry Simmonds and Tola Awogbamaye were accepted and thanks were given for their excellent service

2. Apologies

Helen Goodman, Martin Phillips, Linda Cairney, Mark Sharman, Alan Pickering

3. Declarations of Interests

None

4. Approval of Previous Minutes

Approved with the amendment to the end of item 11:

“JG – asked what provision is made when the Chief Officer, the designated Responsible Officer, is not available. Include consideration of this in review alongside Business Continuity Policy.”

5. Matters Arising

All matters completed and closed or deferred to the March informal meeting, including the circulated document regarding the work of Isle of Wight and Hampshire to involve the patient voice

6. Risk Register

- Core Funding for the Healthwatch Contract had been raised to high risk due to the lack of written confirmation of the funds from West Sussex County Council (WSCC).

Action: SD to escalate again with the Commissioner and Healthwatch England.

- With recent board member resignations and the recruitment of new board directors there is a need to review board member roles and responsibilities. It was agreed this will take place at the March workshop and in the meantime Steve Cooper agreed to take on temporary oversight of finance whilst Alan Pickering is unwell.
- A new risk had been raised regarding board members having a Healthwatch West Sussex (HWWSx) email address. A complaint had been received regarding a lack of response to an email where the Independent Director addressed had not been in a position to pick up emails.

An email address of “board@healthwatchwestsussex.co.uk” has been created to receive all electronic communication to the board and a new policy has been created to cover this situation. Emails addressed here will be viewed by FR and SD with KB in reserve if either is unavailable.

- With 5 new directors, SC suggested that it would be useful to include how long each risk had been on the register and re-order the list in order of risk level rather than date. SD agreed to restructure register format.

Action: SD to restructure register format

7. Reports

7.1 Board Performance Report

- Presented by SD
- Positive trends reported
- It has been shown that the listening tours carried out by the Healthwatch West Sussex team create a peak in data.
- The new communications lead had improved the design and format of social media including our website
- As an observer, Amanda Jupp commented the Performance report was number heavy and was not wholly suited for dissemination to colleagues/peers/stakeholders. FR explained that the report format has developed over the period of the contract at the request of the commissioners to meet contract performance measurement requirements. The Impact and Evidence Report was designed and developed to address wider stakeholder needs and interests.

Both reports are presented to the board to allow them to have the full picture of both performance criteria required by the contract and the context of Insight and Evidence. For transparency both reports are published on the website.

Action: SD to discuss reporting of data with SG

Finance Report

- Backdated VAT payment to resolve the legacy VAT issue has been received from WSCC and paid on to the service partners. The Help and Care finance team worked hard to ensure Healthwatch West Sussex were able to make payment to clear this historical issue with HMRC on 6 Feb. The resolution of this issue has involved considerable work for all parties in the last few years. FR thanked Help and Care for their support regarding this issue which has had national benefit.
- The additional VAT work meant that the normal finance report was not available for the meeting but FR confirmed that finances were within budget for the approved financial plans for the 2017/18 year.

7.2 Insight and Evidence Report

- Presented by KB
- Information in this report includes both quarterly and full year data
- The HWWSx team and volunteers regularly review all collected stories and highlight trends and issues and reports to the board through this report
- All stories are anonymised and reported to the relevant service provider even if they are not included individually in the Insight and Evidence Report
- KB gave an overview of the recent Midhurst, Petworth and Pulborough Listening

Tour The draft Listening Tour report is also awaiting feedback and responses before being published

- The Mental Health report will be published this month
- Member asked how best practice is shared with other providers of a particular service? KB explained that draft reports go to stakeholders for comment/feedback and are then published to the commissioner, Care Quality Commissioner (CQC), local authority and Clinical Commissioning Groups (CCGs). All reports are highlighted in the HWSx's "Heads Up" – a monthly public communication.

Significant work is shared with all the relevant parties, highlighting good and bad practice and recommendations for improvement. Reviews are carried out to see what has changed and if recommendations have been implemented.

8. Sustainable Transformation Partnership (STP)

- NHS England appointed Bob Alexander as Executive Chair to enable dedicated leadership
- Workstreams are progressing
- HWSx has offered assistance with engagement where possible
- Amanda Jupp confirmed she attends overview meetings that feed into the programme board.
- EL suggested looking at how Frimley STP footprint are progressing with public engagement (although this is a much smaller and more straightforward STP footprint).

Action: EL to provide contacts.

- HWSx had flagged up the lack of public engagement within our West Sussex STP and will continue to pursue this within the Communications and Engagement workstream.

9. Independent Director Feedback

- FR attended the Health & Wellbeing Board (HWB). The board is considering its roles and responsibilities. Attendees are reporting back to their governing body
- FR also attended the Health and Adult Social Care (HASC) board meeting where a 20 year plan for residential care was discussed
- Complaint from a relative of a resident within a Sussex Health Care home led to the Board Email policy being created (see above under Risk Register). FR and SD had a conference call meeting with the complainant to discuss issues in relation to Healthwatch West Sussex.

FR and KB will meet with Martin Phillips to discuss the role of Healthwatch in relation to SAB and how we can influence greater transparency of the SAB in the future. including publication of minutes.

Action: FR and KB to meet with Martin Phillips.

10. Policies

- New Code of Conduct policy - agreed
- Adult Safeguarding policy - reviewed and it was agreed AC would make the suggested amendments and circulate for electronic approval

Action: AC to circulate Adult Safeguarding policy for approval

- New Board Email policy – agreed. It was agreed that, at the informal board workshop in March, Independent Directors could select an area of HWWSx work they would oversee and emails could then be directed to the relevant person. FR would retain her HWWSx email address

11. Any Other Business

- Members discussed a register of interests for board members. Members are asked to declare any interests at appointment and the agenda always has an item for any interests to be declared but it is not clear if this is sufficient. Agreed to ask Healthwatch England for guidance and look at what other Healthwatches do.
- KB will send draft priority setting document to board members ready for the May Board meeting.
- Future Board meeting dates:

Board Meeting dates (all 10 am – 1pm Billingshurst Community Centre)
Wed 9 May
Wed 12 September
Wed 14 November

There being no other questions or business the meeting closed at 11.50am

ACTION PLAN

Item Number	Action required	By Whom	Notes/ Completed
6	Revise Risk Register	SD	
7.1	Discuss Board Performance Report	SD with SG	
8	EL to provide contacts for Frimley STP	EL	

9	Discuss HWWSx role in relation to Safeguarding Adult Board	FR/KB/MP	
10	Circulate Adult Safeguarding policy for approval	AC	Completed 7.2.18