

**Minutes of Healthwatch Cornwall Board meeting
Wednesday 23 October 2019, 10am
Truro Community Library, Union Place, Truro, TR1 1EP**

Present:

Directors: Jon McLeavy (JM) (Chair) Deborah Came (DC) Amanda Stratford (AS)
Christine Hunter (CH) John Evers (JE) Roger Sinden (RS) Margaret Abban (MA).

In Attendance: Alison Eliot (AE)

In Attendance for part: Natalie Swann Research Manager HWC (NS)

PART 1: In public agenda

1. **Welcome and Introductions:** JM welcomed everyone to the meeting.
2. **Apologies:** None.
3. **Questions and comments from the public:** None
 - RS observation that as this is a public meeting we appear to have lost some of the public facing elements of the meeting - whilst acknowledging the lack of admin capacity was probably the cause of this it should not become the norm e.g. Board papers on the website, and name cards.
 - A discussion followed and it was agreed that HWC would explore holding future board meetings alongside other community meetings around the county which may increase the probability of public attendance. This can be borne in mind when setting meeting dates for 2020
4. **Conflicts of Interest:** None declared.
5. **Advising of any other business:** None declared.
6. **Minutes of the last meeting: 24 July 2019:** Minutes were signed and ratified as a true record.
 - Request was made to circulate meeting papers to the Board's personal emails as well as HWC addresses as some members are not receiving them.



7. Actions / matters arising

- EAP - annual report of activity requested from provider in time for next board meeting - request in addition of usage, inclusion of response times and locations.
- 360 feedback for appraisal has not been progressed and it was agreed development of this would be put on hold at the present time.
- AS will re-circulate West Cornwall Healthwatch's letter to Simon Stevens CEO of NHSE&I regarding integrated health and social care services as some board members hadn't received.

8. Finance Report

- Finance subcommittee have met and reviewed the paper.
- As the new contract was delayed until 1 June, following a two month extension to the previous contract this means that financial year differs to the contract year which will run 1 June - 31 May
- AS to investigate printer copying costs, which seem high since change of printer.

9. Directors reports from public meetings attended

- JM continues to represent at the Citizens Assembly. Raised the potential for Healthwatch's to be involved in clinical audits around the country.
- HWC's new Safeguarding Officer attended the Safeguarding Adult Board in place of JM.
- CH attended Prescribing meeting where it was raised that GPs are not receiving information on test results to feedback to patients. Patients are regularly complaining about communication between primary and secondary care. NS to pull together HWC data on any issues of this nature that have been raised with HWC.
- AS to provide RS with details of attending Residential Care Representative Group meetings.

10. Operational update

- AS presented the CEO Board report attached to these minutes
- AS confirmed the Organisational Development Advisory Group Update work would be picked up by new Business Support Manager. AS confirmed Spencer Woods had drafted documentation and it would be finalised and circulated as soon as BSM is in place.
- Staff and volunteer survey on hold due to resource. To be re-visited once administrative support in place.
- Confirmed Healthwatch Conference to take place on 26th March focussed on public engagement with Dementia as a topic. Sir Robert Francis, Chair Healthwatch England will be keynote speaker.



11. Risk Register

- Risk register was reviewed and the addition of the Ask Cornwall launch was noted. AS to meet with RS and DC to re-draft and organise risk register as a lot of historic risk has been mitigated.

12. Review of policies - Whistleblowing Policy and Publication Scheme

- Whistle blowing policy was agreed by the board subject to the addition of detail within the document about employee whistle blowing protection to reference if HWC should receive any complaints about the whistle blowing process within another organisation.
- It was agreed we should not take on individual cases with regards to whistle blowing from other organisations, if patient safety is in jeopardy it would be a safeguarding issue to process within HWCs agreed remit.
- The Publication Scheme has been updated with correct links. RS commented that an appropriate Version Control should be added.
- All agreed it can then be published on HWC website.

13. Presentation: Sweeny project and prioritisation

- NS presented details of the Delayed Transfers of Care research and resulting report.
- RS highlighted the provision in other parts of the country by local councils of specifically funded moving on beds.
- NS presented an overview of last two years End of Life work including the Sweeny Project and a resulting model for collaboration which HWC are now using across various aspects of work.

14. Any other business: None declared.

15. Date, time, location of next meeting

- 22 January 2020 Truro Library 10am - 12pm

Acronyms:

CC - Cornwall Council

CRCC - Cornwall Rural Community Charity

EAP - Employee Assistance Programme

HC - Healthwatch Cornwall

HWE - Healthwatch England

JPCCC - Joint Primary Care Commissioning Committee

KCCG - Kernow Clinical Commissioning Group

MVP - Maternity Voices Partnership

NHSE&I - NHS England and Improvement

NHSESW - NHS England South West



ODAG - Operational Development Advisory Group
 PPG - Patient Participation Group
 VCP - Virtual Citizens Panel

ACTION LOG:

ACTION	RESPONSIBLE
Draft minutes circulated within 4 weeks of meeting.	AE
Public facing administrative items for the Board meetings to be available at the next meeting.	AE
Explore holding future board meetings alongside other community meetings around the county which may increase the probability of public attendance.	AS/AE
Ensure Board Meeting Papers are circulated to personal email addresses of Board Members.	AE
Re-circulate West Cornwall Healthwatch's letter to Simon Stevens CEO of NHSE&I regarding integrated health and social care services.	AS
Investigate office printer costs as they have increased significantly.	AS
Provide RS with details of attending Residential Care Representative Group meetings.	AS
Re-draft and organise risk register.	AS/RS/DC
Add detail in whistle blowing policy re. employee whistle blowing protection and publish	AS/AE

