

	Minutes	Sheet N° 1 of 4
	Title: Healthwatch Derbyshire Executive Board Meeting	
Subject/Title:	Healthwatch Derbyshire (HWD) Executive Board Meeting	
Held On:	9 th April 2018	
Time:	1.00pm - 4.00pm	
Venue:	Suite 14, Riverside Business Centre, Foundry Lane, Milford, Belper, Derbyshire DE56 0RD	
Chair:	John Simmons	
Minutes prepared by:	Sonia Rafferty	
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 (HB)	Executive Board Member	✓	
Marie Hannah (MH)	Executive Board Member		✓
Helen O'Connor	Executive Board Member	✓	
Sonia Rafferty(SR)	Executive Board Member (Treasurer).	✓	
Trevor Ride (TR)	Executive Board Member	✓	
Carolyn Shearer (CS)	Executive Board Member	✓	
Karen Ritchie (KR)	HWD Chief Executive	✓	
Tammi Wright (TW)	HWD Office Manager		✓
Staff Representative: Darren Greenwood	HWD Engagement Officer	✓	

No	ITEMS	ACTION
1.	<p>Welcome</p> <p>The Board welcomed Dawn Robinson, Mental Health Together Team Leader, and Hannah Monterio, HWD Engagement Officer to the organisation. Both Dawn and Hannah introduced themselves and then left the meeting.</p>	
2.	<p>Apologies</p> <p>As above.</p> <p>JS advised that MF has considered resigning from the Board due to current family commitments, a sabbatical was discussed and will be offered to MF by JS.</p> <p>(MF indicated (after the meeting) that she wishes to take up the six month sabbatical offer).</p>	
3.	<p>Declaration of Conflicts of Interest</p> <p>If any trustee feels they may have a regular conflict of interest then they are to inform KR who will add this to the register as per the Conflicts of Interest Poll.</p>	All - KR
4.	<p>Minutes/Matters Arising</p> <p>Actions:</p> <ul style="list-style-type: none"> - Co-commissioning meetings are merging into one professional committee. Still incomplete. - Team and Board Planning Meeting, reminder to all it's on Thursday 19th April, 2018 - 12.30 to 4.00 pm @ Strutts, Belper. - New Trustee Declaration - CS signed. 	All
5.	<p>Meetings attended and feedback</p> <p>KR attended the first joint CCG Quality and Performance sub group, and considered it a useful monthly meeting to attend going forward. A quarterly summary of patient experience will be reported. KR to be consulted on this.</p> <p>JS - advised all that Derbyshire County Council's Health and Wellbeing Board is going to quarterly meetings.</p>	
6.	<p>Policies and Procedures</p> <p>Equality and Diversity Policy - proposed from sub-group, subject to minor amendments - Approved.</p> <p>Volunteer Strategy - this is for the next twelve months, and gives more structure to the way we use volunteers. This was proposed by the sub</p>	KR and SR

7. group, and the Board approved it with a request for a six month review of progress.

8. **Media:** Board agreed the ongoing value of retaining our media consultant Sarah Jenkin-Jones. A review will be undertaken in August/September 2018 to review and consider an extension. The Media Policy was proposed by the sub group and approved by the Board.

Strategic Plan Review:

TR and JS held a meeting with a small sub-group of Trustees and they agreed:-

- To maintain the plans values, vision and mission
- Propose to reduce the narrative into a briefer document, more user friendly
- Prioritise the identification of themes and trends
- Focus on how we hold people to account
- Propose HWD's primary role is to achieve change by influence
- Be open and transparent in our communication and purpose.

Dan is preparing a PESTLE analysis for inclusion in the strategic plan.

9. **Finance**

Year-end 2017 to 2018 positions for both the DCC contract and Mental Health Together (MHT) contract were presented without any overspends and with small expected surpluses. MHT has a £12k surplus which it has been agreed can be kept to cover exit costs. HWD's surplus will also be put towards exit costs.

KR was thanked by the Board for continued effective financial planning and management.

KR presented 2018/19 balanced budgets. The Board agreed and approved both budgets.

10. **Sub Group updates and report**

Action - JS and KR agreed to review sub-group membership.

-Finance and Audit:

2017/18 year end outcomes both in surplus for DCC and MHT. Expenditure for both as anticipated, both surpluses to cover any proposed exit costs. New balanced budgets 2018/19 for DCC and MHT recommended to Board for approval and agreed.

-Governance:

Good Governance Board Assurance Tool received from HWE. This refers to the Quality Statements produced by HWE in 2016. KR is proposing to use the Quality Statements for the Planning day on the 19th April with Staff and Board. The Assurance Tool can then be used for the Board appraisal in December.

-IIA:

No update, Helen will chair this meeting on 12th April 2018.

JS and KR

11. Manager's Report

- Annual survey results: Outcomes to be presented at planning meeting.
- Healthwatch England Awards: Tanya will be submitting an application for the STOP poster. Dan will be submitting an award for the work that the Enter and View volunteers have completed.
- AGM: Theme Older People's Mental Health being held on Thursday 18th October 2018 @ St Thomas Centre, Chesterfield with stalls and afternoon tea/vintage theme. Starts 12.30 to 3.30 pm.
- Annual Report- to be complete by end of June 2018.

Communications Update

- Lee joined the Board and gave an update on Communications Action Plan:

Web developments have taken place on HWD site including an increased focus on promoting current pieces of work. Mental Health website to replicate HWD 'support & advice' section with a specific focus on mental health. Google Adword advertising is accounting for 60% of web traffic.

HWD social media messages were seen 74,000 times during Jan-March 2018 with an increase month on month. At the end of this time period changes to Twitter terms of service, which included a ban on multi-schedule automated posting, will have significant implications for future stats. LM keeping abreast of the situation as there is a hope that these rules (brought in in response to US election meddling) will be relaxed somewhat in the future.

Press releases are issued on each piece of focused Healthwatch work. Media coverage dependant on how public the findings are.

A conscious decision is made regarding commenting on current issues as to whether the benefit of any potential awareness raising outweighs negatives such as damage to stakeholder relations.

Monthly column features in Derbyshire times each month. Most recently on our signposting service. It is particularly useful in promoting our work that may not have been picked up by the media with the initial press release. We will be revisiting publicising the Stop Sign poster work via this method.

Communication lists are being mapped out, collated and added to CRM system so there is one single point of contact for all HW/MHT distribution lists. This will make distributing HW information a much more automated/efficient process.

CRM pivot tables to identify themes and trends are now live and in full working order. Further developments are taking place to bring all the separate strands of HW work into one place (i.e. surveys etc) so they can contribute to themes and trends.

12. Risk

- The Risk Register remains unchanged as agreed by the Board.
- Health and Safety: SR volunteered to support TC as required.
- Safeguarding: No current Board representative, Board agreed it should be a mandatory standard item on the Board and IIA agenda and minutes

13. Any Other Business

None.

14. Confidential Items

Minuted separately.

15. Date of Next Meeting

Monday 11th June, 2018
1.00pm - 4.00pm.
(Staff Representative: Niki Glazier)

**Minutes checked and signed by HWD Executive Board Chair
John Simmons**



Date: 24/04/2018
