

	<b>Minutes</b>	<b>Sheet N° 1 of 4</b>
	<b>Title: Healthwatch Derbyshire Executive Board Meeting</b>	
<b>Subject/Title:</b>	Healthwatch Derbyshire (HWD) Executive Board Meeting	
<b>Held On:</b>	Monday 11 <sup>th</sup> February, 2019	
<b>Time:</b>	1.00pm - 4.00pm	
<b>Venue:</b>	Suite 14, Riverside Business Centre, Foundry Lane, Milford, Belper, Derbyshire DE56 0RD	
<b>Chair:</b>	John Simmons	
<b>Minutes prepared by:</b>	Tammi Cooke	
<b>Distribution: HWD Board Members, HWD Team, HWD Website</b>		

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		✓
Helen Henderson-Spoors (HHS)	Interim Chief Executive	✓	
Tammi Cooke (TC)	HWD Office Manager	✓	
Staff Representative:	Claire Reece - Engagement Officer	✓	

No	ITEMS	ACTION
1.	<p>Welcome:</p> <p>JS welcomed HHS to the meeting as the interim Chief Executive.</p> <p>Apologies:</p> <p>As above</p>	
2.	<p>Declaration of Conflicts of Interest:</p> <p>None declared</p>	
3.	<p>Minutes/Matters Arising:</p> <p>-Carolyn Shearer had resigned from the Board before the December meeting and therefore needs removing from the attendee list.</p> <p>-Item 4 (5): The item not due for review until April 2019 is the volunteer strategy.</p> <p>-TC to place expression of interest for HOC (and SR) to take part in an EMAS ambulance observation.</p> <p>Item 5 Better Care Closer to Home: JS wanted to clarify that the 24 replacement beds were covered by eight additional beds at Whitworth, Buxton and Clay Cross hospitals collectively.</p>	TC
4.	<p>Meetings attended and feedback:</p> <p>-Health &amp; Wellbeing Board (HWB) - attended by JS: Following the last HWB meeting JS has been nominated the housing lead for the HWB. JS expressed concern that the NHS 10-year plan (produced by the Department of Health) did not fully consider the implications that 10% percentage of existing housing would be unsuitable for someone to be cared for in their own home without adaptations. Additionally, building regulations do not consider suitability of new builds for potential adaptations.</p> <p>Also included in the meeting was a presentation of the Financial Recovery Plan.</p> <p>-Helen Jones remains absent from work due to personal reasons. Simon Stevens (Assistant Director) is currently acting up in Helen's absence. JS is due to meet with him in March and Simon is due to meet with the staff team and Board at 2.00pm on 4<sup>th</sup> April, 2019.</p>	
5.	<p>Policies and Procedures:</p> <p>All policies had been agreed by the Governance subgroup and recommended to the Board.</p> <p>-Record Keeping &amp; Retention Policy - it was agreed that the retention of records be amended to be in-line with the guidance given by Peninsula.</p>	TC

Agreed to be adopted once amendments made.

-Safeguarding Children & Adults Policy - agreed to be adopted by the Board.

-Communication Policy - wording to the Use of Electronic Mail in respect of personal use had been amended and will be further reviewed next year. Agreed to be adopted for the next year.

-Data Security - agreed to be adopted by the Board.

-Data Protection Policy - policy agreed to be adopted by the Board. HOC advised that confidential shredding certificates need to be retained alongside this policy. TC to file scanned certificates in policies file on server alongside this policy.

-Enter & View Strategy - agreed to be adopted by the Board.

-Statement of Internal Financial Controls - agreed to be adopted by the Board.

TC

**6. NHS Long Term Plan (LTP)**

HHS advised that Healthwatch England (HWE) are paying for HWD to carry out some engagement work in line with the LTP. HWE is developing the engagement tools and the work is planned to take place mid-February - April/May 2019.

HWD will coordinate this work and produce a final findings report. The work is to include HW Derby and HHS is in contact with Jim Moore from HW Derby in this respect.

**7. Financial:**

-HWD Expenditure: Budget tabled. Currently showing a very small surplus, SR advised that she is confident on coming in with a balanced budget.

-HWD Draft Budget April 2019 - March 2020: SR advised that a year-end surplus is necessary to cover the costs for next year. Budget tabled and approved by the Board.

-MHT Expenditure: Budget tabled and takes into consideration the reduced budget for this service. SR advised the staff costs are covered for the forthcoming year.

-MHT Draft Budget April 2019 - March 2020. Budget tables and approved by the Board.

**8. Sub Group updates and reports:**

-**Finance and Audit:** Minutes of meeting which took place 28<sup>th</sup> January, 2019 tabled.

The Peninsula contract is to be reviewed before expiry date of August 2019. Agreed that HR support needs to be retained by some provider but Health and Safety support can now be maintained internally.

TC will be taking formal minutes at forthcoming sub group meetings to ensure ISO requirements are considered and minuted, as required, at each meeting.

**-Governance:** Minutes of meeting which took place 28<sup>th</sup> January 2019 tabled. Minutes clearly show consideration of GDPR.

It was confirmed that TC's job description has now been reviewed and updated to show additional responsibilities that have developed over the years.

Service Improvement Plan: HHS to consider the needs of marginalised groups in the design, focus and delivery of the information and signposting service

The Risk Register has been reviewed and was up-to-date as of February 2019.

**-IIA:** Themes logs tabled and overview provided by HHS.

#### EMAS, Urgent and Emergency and Miscellaneous

Following a recommendation contained in the HWD Patient Transport Report, EMAS has brought in text notification as confirmation of the time when patients are to be picked up from their home.

MF commented that it was good to note that HWD has been invited to be involved with the engagement activity in respect of the review of equipment provision services.

HOC advised that the tenancy support hours is current out for tender. HHS to update log accordingly.

#### Hospitals

Tongue tie: Guidance around identification, diagnosis and referral developed by CRH, is being adopted by RDH giving a countwide pathway.

The mystery shop exercise at both CRH and RDH proved useful and positive responses have been received to the recommendations published in the final report. HWD has produced a press release and HHS has conducted a radio interview with Radio Derby on the matter.

RDH are now to display car parking charges and details of discounts available. (At the time of the exercise, car parking charges were not displayed and people only knew how their cost of parking when they inserted their ticket into the ticket machine).

Orthotics engagement has been completed and Hannah Morton is putting together a summary report.

CRH are now allowing e-cigarettes to be used on the site grounds (not inside the hospital).

HHS

Healthwatch Derby, Derbyshire and Staffordshire are carrying out piece of joint engagement work around discharge experiences at RDH and Queen's Hospital Burton. Work is scheduled to finish in March when a summary report will be compiled.

HOC advised that the concerns raised over the length of time patients are waiting for a response to their buzzer calls has been fed into the National RCN and, as a result, buzzer wait time reports are to be reintroduced.

HHS to explore whether a question regarding buzzer response times is included in the patient feedback questionnaire.

Ruth George MP campaigning against the three month ban on GPs in the High Peak and North Derbyshire referring patients for either routine or urgent two-week wait breast cancer pathways to Stepping Hill.

#### Mental Health

The Information and Signposting report in Erewash is now ready to be published. Lee Mellor has just put together the first draft of a press release to publicise this piece of work.

A desired outcome was achieved following the challenge on the dynamic therapy consultation process by HWD. However, Niki Glazier is keeping a watch on the provision of the service.

#### Primary Care

Tools for Enter and View visits to GP surgeries have been developed and a meeting is scheduled with the CCG to progress.

MH confirmed that the oral hygiene report has been used to help develop training at the RCN.

### 9. Manager's Report

Presented by HHS

-HHS keen to continue to develop the weekly round-ups provided to Board members and staff as they provide a useful tool for point of reference, especially when it comes to compiling the annual report.

-HHS outline the two pieces of paid work HWD is involved in for HWE. The first as discussed at agenda item 6 above and the second the development of a training module for Healwatch around research.

-HWD is currently working with HW Derby as mentioned in item 6 above and are also jointly scoping out some possible engagement with the homeless in the Summer as a compare and contrast between support and services available in Derby and Chesterfield.

### 10. Risk & Opportunities

-Risk Register reviewed and up-to-date as of February 2019.

HHS

-Health and Safety: Thanks to Peninsula's task reminders, TC advised the LInldord that the annual lift LOLER inspection was overdue. Inspection now arrange for Friday 22<sup>nd</sup> February.

**11. Any Other Business:**

-No safeguarding concerns were raised.  
 -Shortlisting of recruitment for the Board to take place on Friday 22<sup>nd</sup> February, 2019 at 1.00pm. Five applications received.

**12. Confidential Items:**

Nothing to discuss.

**13. Date of Next Meeting:**

Monday 8 April 2019 1.00pm - 4.00pm.  
 (Staff Representative: Lee Mellor)

Apologies in advance from TC.

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



**Date: 14 February 2019**


**ACTION LOG:**

Item no	Details	By whom	By when
4	Volunteer strategy due for review April 2019.	HHS	04/19
6	Retention of records be amended to be in-line with the guidance given by Peninsula (and also update GDPR asset register to reflect).	TC	SAP
6	TC to file scanned certificates in Policies file on server alongside Data Protection policy.	TC	DONE
8	HHS to update the themes log in respect of the tenancy support hours being out for tender.	HHS	
8	HHS to explore whether a question regarding buzzer response times is included in the patient feedback questionnaire.	HHS	

**ACTIONS CARRIED OVER FROM PREVIOUS MEETING:**

4	SR continue to consider banking alternatives for financial reserves.	SR	
4	Develop check list for Business Continuity Plan	HHS	