

BOARD MEETING

3rd June 2019, 17:30 – 20:00. St Paul’s Hammersmith, Queen Caroline St, Hammersmith, W6 9PJ

In attendance	
<p>Trustees: Christine Vigars- Chair, Healthwatch CWL Board (CV) Helen Cooke- Healthwatch Westminster (HC) Joanna Mark Richards- Healthwatch CWL Board (JMR) (Vice-Chair) Layo Yusuf- Finance Committee and Treasurer HW CWL Board (LY) Tania Kerno- Healthwatch K&C Local Committee (TK)</p> <p>HW CWL staff: Olivia Clymer- CEO, Healthwatch CWL (OC) Alex Weston- Communications Officer, Healthwatch CWL (AW)</p> <p>Observing: Ivan Moore- Co-chair of K&C Local Committee (IM)</p> <p>External Note Taker: Taylor Annabell (TA)</p>	
Apologies for absence	
Abdul Towolawi- Healthwatch K&C Local Committee (AT) Keith Mallinson- Healthwatch K&C Local Committee (KM) Patrick McVeigh- Healthwatch K&C Local Committee (PM) Isabel	
Presentation and Discussion Membership	
<p>AW delivered a presentation on Healthwatch CWL about membership and repackaging the membership offer based on the membership survey conducted in 2018. There was discussion about the survey’s 11% response rate among 21-40 year olds and realistic expectations for survey response rates. Dignity Champions was presented as a model of success for engagement with members. AW proposes a two-tier membership structure with full members and supporter members based on the membership offer used by Healthwatch Devon with a focus on young people. The Board expressed support and saw the value in offering training and skills to members. Members agreed it would be useful to develop profiles on the existing 441 members and suggested that CRM could be used to tailor email communication. LY asked for clarification over whether restricting access to full members was statutory.</p> <p>AW to send Board the presentation and circulate analytics on website. Board to send AW any comments for adjustment in 2 weeks. Presentation to then go to local committees. Further discussion to be had at 29th July Board Meeting.</p>	
Conflict of Interest	
None recorded.	
Minutes and Action Log	

Item 1. Minutes of meeting 25th March 2019 for approval

Passed with minor amendment. Draft a template for delivery plan to be added as action point for HC.

Item 2. Matters arising and action log

Item 1: CR to work on co-production toolbox for end of January

Carena to discuss with other local committees to see if there is interest.

Item 2: Circulate policy review schedule

In progress.

Item 3: Grenfell post. OC to send Board more information on costings, views of stakeholders and a job description for approval

In progress. Meeting with Louise Proctor of CCG was unsuccessful. Need to source funding.

Item 4: Trusted charity. Circulate the brief on Area 7

In progress. JMR to assist OC this week to complete.

Item 5: Authorise reps. Send a word version to HC to revise the role description and book Mark Bush for training

Actioned later in the meeting in agenda item 2a.

Item 6: Circulate JDs of comms role, including local committees

This has been actioned.

Item 7: Board encouraged a focus on volunteer policies

In progress with the Trusted Charity Status.

Item 8: AOB write to HW England re. the GP at Hand financial pressures and draft press release.

Actioned by OC.

Monthly Management Accounts

LY outlined the surplus of £45,000 in 2018/19 over the predicted £18,000 was due to staffing, underspending with consultancy and the contingency of £5,000. LY was not concerned with surplus but would not expect a similar situation next year. Careful wording will be needed for the summary of the balance of the year for the Annual meeting around the surplus.

Increased project activity budget from £35,000 to £50,000 due to reserve transfer. LY happy with progress in April.

CV asked how much of the project income came from Healthwatch England. OC estimated it would be £18,000. There was discussion around costing of survey responses and focus groups. It was agreed that costing would be done to use as evidence in the future.

<p>ACTION: Costing of Healthwatch England surveys and focus groups.</p>	
<p>Treasurer's Report</p>	
<p>Document presented by LY was approved for how finances will be displayed.</p> <p>Item 2a. Revised authorised representative role description</p> <p>CV thanked HC for her work and role description was approved with minor additions. A sentence around GDPR training to be added to accountability and communication.</p> <p>OC to follow up with Mark about training day dates. An invitation to authorised reps and committee members will then be sent.</p> <p>The Board agreed that certificates of completion would be made.</p> <p>ACTION: OC to amend role description</p>	
<p>Update on Annual Meeting and Local Committee Elections</p>	
<p>The Annual Meeting will be held on 15th July at Kensington Town Hall and save-the-dates have been issued. The annual report will be launched, and young people will talk about their experiences.</p> <p>The Impact Report will be launched in September. It will be framed as a follow-up to the Annual Meeting. HC suggested that a marketing campaign should be developed and proposed sending the report to commissioners, councillors, local media and ensure it was discussed in other meetings. OC stated Elizabeth would manage the marketing and connect with media channels. TK suggested paying for advertising in the Kensington magazine and Kensington Chelsea newspaper. TK asked for a summary of costing and publications. Finance team to be sent details around costs and marketing strategy to be discussed at next meeting.</p> <p>ACTION: Develop cohesive marketing strategy for AGM and Impact Report to be discussed at next meeting. Finance details to be sent to finance.</p>	
<p>Statistics Report</p>	
<p>The local committee elections are being held and will be announced at the AGM.</p> <p>TK asked for the website to be updated with all staff and for the total number of sick days to be recorded as a percentage. JMR suggested this could also be compared to the national average and in the future targets could be set.</p> <p>HC questioned why only 1/3 of staff disclosed information about demographics. OC to follow-up.</p> <p>JMR asked for learning and development to be included in the report. OC stated that as part of staff appraisals opportunities for development would be discussed.</p>	

Staff turnover to be recorded as a percentage going forward and broad themes around reasons for leaving to be included. HR reports will be issued twice a year except in exceptional circumstances.

ACTION: OC to make changes to HR statistics report and org chart based on recommendations

Org charts to be combined and FTE included. Odetta is 3 days (0.6), Jill is 4 days (0.8), Alex is full-time (1), Elizabeth is full-time (1), Alike is 2 days (0.4), engagement lead is full-time (1), Eva is full time (1), Carena is 4 days (0.8) and Tsveta is full time (1).

1 vacant role has been filled and dates for the short-list and interview have been set for the end of the month. There was discussion around recruitment for other engagement lead roles. The staffing will be relooked at when tenders come out. The funding for Jill's role is coming to an end.

Possible Tender Opportunities and Project Bids

Last week OC submitted the bid for baseline PPG work with Central CCG to provide coordinating support for primary care networks. OC unsure whether this will be PPG baseline work or additional pieces as well. Jill to continue to deliver baseline and would recruit for coordinating. There is a meeting on Wednesday with CQS on patient participation. The meeting to decide funding took place today (3rd June).

There is a celebration for primary PPG on 12th June. CV asked for an invitation to be sent to all board and local committee members.

OC presented the NHS Complaints Advocacy as a potential tendering opportunity. It is not yet out for tender and the value is unknown. There was discussion about education required for dealing with compliance queries and office space. CV asked OC a cost-benefit analysis with LY addressing financial and reputational risks after the brief is released.

ACTION: OC and LY to develop cost-benefit analysis for NHS Complaints Advocacy bid.

NHS Long Term Plan Briefing Note

OC stated that workshops have been delivered with varying responses. Most targeted 10 people with the exception of the children and young family group. CV suggested that the cohort selection may have been wrong.

The questionnaire response was reasonable. OC to send National Report and report from Elizabeth. OC meet with 8 Healthwatches last Thursday to discuss how to capitalise on this. HC proposed that collectively Healthwatches could issue a statement about the NHS long-term plan based on findings from London, which could gain traction in media from a political perspective. OC to raise this at next London region meeting.

ACTION: OC to send National Report and Elizabeth's report to Board.

<p>CEO Report</p>	
<p>OC to deliver report at next meeting.</p>	
<p>Delivery Plan 2019/20</p>	
<p>OC attended the meeting with commissioners with TK who wanted a template that was further focused on key priorities. Each borough has 3 key priorities that need to be included into the template. HC stated that the template should be data driven and impact focused over narrative. There was discussion about the role of the Healthwatch and how to define and report on impact and influence. HC proposed the role of Healthwatch was to hold other organisations to account based on the reports they were issued. CV stated that producing and delivering reports with recommendations is the extent of the remit. OC was concerned around being output driven and reporting on numbers only.</p> <p>There was discussion on how Healthwatch is able to influence decisions and report on this. OC cited the example of the Vocare contract at St Mary's and their role in the improvements made. Beyond reporting, Healthwatch offers context to Councillor Coleman and focuses on relationship-building. Currently, this is captured through narrative in contract monitoring reports. HC suggested that OC could report on priorities and TK proposed offering an executive summary.</p> <p>CV proposed that the template from the commissioners should be used but a different template could be used internally. CV asked for the draft to be completed by the end of the week and HC to overlook it. HC suggested including a worked-up example. At the July meeting they would look at first quarter and revise the template.</p> <p>ACTION: OC to put together template by the end of the week and HC to offer comments.</p> <p>ACTION: The role of Healthwatch and template to be revised at next July meeting.</p>	
<p>Updates From Local Communities</p>	
<p>2 of the 3 meetings have taken place. IM thanked TK for her written report on Grenfell.</p> <p>OC read out a note about the Westminster committee meeting from Isabel. The selection of a new chair was postponed and it is hoped that Ann Heath will step forward. Jill provided a briefing on PPG work in Central London.</p> <p>CV asked for an update on the Hammersmith and Fulham meeting to be circulated.</p> <p>ACTION: OC to forward on relevant information and updates.</p>	