

## BOARD MEETING

29<sup>th</sup> July 2019, 18:00 – 20:00. St Paul's Hammersmith, Queen Caroline St, Hammersmith, W6 9PJ

	<p><b>In attendance</b></p> <p><b>Trustees:</b>  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 Healthwatch CWL Board (LY)  Tania Kerno- Healthwatch K&amp;C Local Committee (TK)  Keith Mallinson- Healthwatch K&amp;C Local Committee (KM)  Patrick McVeigh- Healthwatch K&amp;C Local Committee (PM)  Abdul Towolawi- Healthwatch K&amp;C Local Committee (AT)  Chris Docherty- Independent Board Member (CD)</p> <p><b>HW CWL staff:</b>  Olivia Clymer- CEO, Healthwatch CWL (OC)</p> <p><b>External Note Taker:</b> Taylor Annabell (TA)</p>	
	<p><b>Conflict of Interest</b></p> <p>None recorded.</p>	
<p><b>1</b></p>	<p><b>Minutes of meeting 3<sup>rd</sup> June 2019</b></p> <p>Minutes of meeting 3<sup>rd</sup> June 2019 were approved.</p>	
<p><b>2</b></p>	<p><b>Matters arising and action log</b></p> <p><i>Item 1: Grenfell post. OC to send Board more information on costings, views of stakeholders and a job description for approval</i></p> <p>In progress OC informed the Board that the Grenfell scrutiny meetings were to be ceased and CV suggested waiting for the re-organisation before potentially raising concerns for residents. TK to send details about The Curve consultation on Monday 5 August. OC presented youth work job description to Finance Committee and this offer was discussed later.</p> <p><i>Item 2: Board encouraged a focus on volunteer policies.</i></p> <p>In progress. OC and Aliko to look at volunteer policies in August with the Trusted Charity Status. Date of expected completion 10th August.</p> <p><i>Item 3: Costing of the delivery of the Long Term plan vs the actual delivery cost to be circulated.</i></p> <p>In progress. OC to update Board at next Finance Committee meeting in September.</p> <p><i>Item 4: Authorised rep role description to be amended following HC drafting.</i></p> <p>Completed.</p> <p><i>Item 5: Develop a marketing strategy for Annual Meeting and Impact Report.</i></p>	

	<p>Annual Meeting has been held. Target date for impact report is 7th September. OC to prioritise Impact Report.</p> <p><i>Item 6: Revise the HR statistics report and organisation chart.</i> In progress. OC to complete for next meeting.</p> <p><i>Item 7: Develop the cost benefit for the NHS Complaints Advocacy contract.</i> Discussed in confidential item – tendering.</p> <p><i>Item 8: Share the draft of the Long Term Plan report.</i> OC sent draft to CV and make additional tweaks. OC to circulate to Board.</p> <p><b>ACTION: Expected date of completion to be added to the action log.</b></p>	
<b>3</b>	<b>Update on Annual Meeting and Local Committee Meetings</b>	
	<p>OC delivered a verbal update. At the Annual Meeting, 124 people signed up, 103 attended and signed in, 19 new members were gained, 27 experiences of NHS were collected, and 37 feedback forms were completed, which Alex will develop a report on. The feedback was primarily positive and encouraging. The Board agreed that the Annual Meeting was positive and well received.</p> <p>CV asked for breakdown of attendees based on borough. JMR suggested that resident’s voices could be further included through a video next year. OC to ask Alex to prepare a video for the Impact Report Launch and then for it to be uploaded to social media channels.</p> <p><b>ACTION: Video with local voices to be made and edited for impact report launch and social media.</b></p> <p>The Board agreed that the Annual Meeting should be held at a similar time next year. HC suggested that there could be follow-up on how the young people’s contribution was implemented next year. JMR also asked whether target numbers could be used further and statistics included as part of comms objectives.</p> <p><b>ACTION: OC to include statistics as part of the objectives for comms</b></p> <p>OC apologised that the announcement of local committee elections was not made at the Annual Meeting. There are 3 new members for Kensington and Chelsea and now 14 members for Hammersmith and Fulham. Further work is required for Westminster and another board member is required. This will be advertised in the Guardian and through local authority communications.</p>	<p>OC</p> <p>OC</p>
<b>4</b>	<b>First Quarter Management Accounts</b>	
	<p>LY reported that HW CWL is on target. There is a slight overspend because of how income is phased but OC has also raised other project funds. The auditors are currently in and audited accounts are expected for the middle of September.</p>	

<b>5</b>	<b>Treasurers report</b>	
	<p>Finance Committee minutes to be checked and then distributed.</p> <p>LY presented the Reserves Policy and proposed to move to percentage allocation and merge 2C and 3 together. Concern was raised around the name 'Research and Development Reserve' and how that might restrict its use. In addition, TK, OC and CV expressed concern about the amount that would be part of a combined 2c and 3 'Designed Reserves'.</p> <p>The Board agreed that a pipeline of projects would be valuable to demonstrate how reserves would be spent. OC proposed the youth worker as a project, which the Finance Committee had agreed to in principle. OC stated this would be £50,000 or less for a 1-year contract and CV asked to cover all 3 boroughs. There was general agreement this should be a priority.</p> <p><b>ACTION: OC to prepare job description, rationale, narrative and costing within the next week to advertise the position in September. OC to discuss costing with LY.</b></p> <p>PM suggested R&amp;D reserves could be used for a big data pilot project on what good looks like with data describing health. HC proposed that reserves could be invested into research on impact measures.</p>	
<b>6</b>	<b>CEO Report</b>	
	<p>HW CWL is responding to changes brought on by the NHS, the Long Term Plan and NW London Case for Change. The emphasis is for providers to be where patient's voices are. OC has received funding from Central London CCG to work with Central London on their primary care network development.</p> <p>There could be an opportunity to bid for A&amp;E wait time testing. Healthwatch England has secured funding from NHS England. PM suggested that HW CWL could lead a project on publishing queue times for drop in centres in real-time on Twitter.</p> <p><b>ACTION: OC to follow up with her contact about accessing data.</b></p> <p>OC also secured £30,000 to support PPG work. One engagement lead has been appointed but were unable to recruit the other.</p>	
<b>7</b>	<b>Delivery Plan 2019/20, Borough activity &amp; Communications Report</b>	
	<p>CV asked for the aspects of delivery plan that were not included in the Contract Monitoring Report to be included for the Board to view.</p> <p><b>ACTION: OC to present other aspects of delivery plan at September meeting.</b></p>	
<b>8</b>	<b>Confidential item - Tendering</b>	
	<b>H&amp;F Contract</b>	

The tender for Hammersmith and Fulham is expected to be released the following week. CV asked for KM and PM to be added to the task group in OC's suggested approach. CD suggested that a tender writing company be used. They would do tender analysis, drafting and checking for £4,000-5,000. The Board agreed to this. OC will contact the company. There was discussion of who competitors may be and CV asked for competitor analysis to be conducted. OC to talk to We Coproduce about potential collaboration.

**Health Complaints Advocacy**

OC presented the rationale for bidding for the tender. CV asked whether 2 separate operations would be required: Healthwatch and advocacy. OC outlined that it is delivered by other Healthwatch's and that it could increase brand awareness. CV asked for additional figures on workload, such as length of time taken to resolve a complaint, to be gathered. In addition, costing and clearer scheme of what is required to be compiled.