

# Board Meeting in Public

<b>Date:</b>	Tuesday 24th July 2018	<b>Location:</b>	Blue Room, High Cross Church Camberley	<b>Time:</b>	2pm – 4pm
<b>Present:</b> Peter Gordon (PG as Chair), Jason Davies (JD), Deborah Mehanek (DM), Laurence Oates (LO)					
<b>Apologies:</b> Mark Sharman (MS), Richard Davy (RD), Lynne Omar (LOmar), Kate Scribbins (KS)					
<b>Other HWSY Attendees:</b> Matthew Parris (MP), Lisa Sian (LS)					

Agenda Item	Discussed/Action	Who	By When
<b>1. Welcome and apologies</b>	<p>PG opened the meeting, welcomed those present and noted the apologies.</p> <p>The meeting was declared not to be quorate, so any decisions would need to be ratified at a future Board meeting.</p>		
<b>2. Declarations of interest</b>	<p>DM advised that Beating Bowel cancer was now called Bowel Cancer UK.</p> <p>PG advised that he was no longer a Director of the Leadership Trust Training and Development Limited.</p> <p><b>Action: LS to update the declarations of Interest accordingly.</b></p>	<b>LS</b>	<b>30.10.18</b>
<b>3. Approval of the previous minutes and matters arising</b>	<p>The minutes of the 24<sup>th</sup> April Board meeting in public were approved by the Board, subject to that decision being ratified.</p> <p>DM asked whether the 16 people who had requested more information regarding new business in the reflective review had been contacted. LS explained that to date they hadn't been contacted due to the recent resource issues, so we had to de-prioritise this. It is however, a deliverable on our quarterly workplan so will not be overlooked.</p>		
<b>4. Questions from the Public (previously tabled)</b>	No previously tabled questions had been received from the public this quarter.		
<b>5. CEO Report Q1</b>	<p>MP gave an update on the Q1 CEO report highlighting the key points to note.</p> <p>Despite an operationally challenging time during Q1 due to being under-resourced the majority of KPIs are on track and rated green.</p> <p><b>Volunteers</b> – we saw a quarterly increase on hours, 3 new volunteers and volunteers continued to be involved in our work through engagement, in listening events, Enter &amp; View and presenting at What We've Heard meetings. One volunteer wrote our HW England award entries and we have been since nominated for 2 awards. We had our 1-year review of the local area teams and Surrey Heath gave feedback on some of the challenges around the Terms of Reference and confidence to run engagement events without staff members. This</p>		

	<p>feedback is important for lessons learned for the development of future local area teams.</p> <p><b>Evidence Gathering</b> – all engagement events have been attended as required. The Q1 planning outreach work was de-prioritised and postponed to Q2 due to resource issues. The plan will be to do all 4 outreach events and the next one will be Children’s services. We have also gathered evidence relating to Children &amp; Adolescent Mental Health Services (CAMHS) and have been active in the media around this topic.</p> <p><b>Championing the views of local people</b> – the influencer mapping is still being reviewed regularly to check progress of relationships against key influencers. The main areas of concern/challenge are related to the numerous changes in structure and people at Surrey County Council. We have also had a newly appointed commissioner Nicola Kilvington. Sussex &amp; East Surrey Alliance have more appetite to engage with local Healthwatch and we have also met with the new CEO of Frimley this quarter.</p> <p>The Board asked to see a copy of the Terms of Reference for the Surrey Heath local area volunteer team.</p> <p><b>Action: LS to circulate the Surrey Heath Group Terms of reference to the Board.</b></p> <p><b>Q1 Quarterly Activity Report</b> – the Board were happy with the new layout and additional pages added for the Q1 report. There was feedback around pg. 9 because the diagram is not easily understood.</p> <p><b>Action: LS to look to see if the diagram can be made clearer on Pg. 9 of Activity and Outcomes report.</b></p>	<p>LS</p> <p>LS</p>	
<p><b>6. Thematic Priority update</b></p>	<p>MP gave an update on the 4 thematic priority areas:</p> <p><b>Care at Home</b> – We will be looking to explore the strength of voice in relation to feedback and complaints for those receiving care at home. Do people know how to give feedback or complain? and we want to understand the experiences of those that have given feedback or made a complaint about a provider.</p> <p><b>Hospital Discharge</b> – The discharge checklist is being updated following trials at Royal Surrey County Hospital. Feedback from staff, patients and carers will be incorporated into the new version of the checklist which will be available in September.</p> <p><b>Care Homes</b> – the report ‘What I want...within reason’ was published in May. This will now be followed up with a mailout to all care homes in Surrey with a survey to see how they will respond to the recommendations contained in the report. The impact report will then be produced.</p>		

	<p><b>Mental Health Report</b> – ‘How to help’ was published in June. The key findings were that the individuals involved in care were integral with regards to how listened to and understood a person feels. Issues arose around availability and knowing the existence of services rather than the services themselves. Individuals that are involved in their own care planning feel more satisfied that they are being listened to and that clinicians are trying to help them. Recommendations have been made in the report which will now be followed up to request a formal response from mental health commissioners. We will meet face to face with them to discuss findings and next steps. An impact report will follow in Autumn.</p> <p>A question was raised around the use of a psychiatrist’s name in a quote (pg. 6 of the report) and whether we should name individuals or not.</p> <p><b>Action: MP to review the protocol around naming people in our reports.</b></p> <p>LO asked whether we are considering social prescribing in our thematic work given the boost it’s been given in the media recently by the new health secretary. MP confirmed there is a program in Surrey through the district and borough councils to roll out into communities.</p>	MP	
<p><b>7. Action Log</b></p>	<p>All green items were approved for removal from the Action log – to be ratified.</p> <p>Amber items to remain on the action log and the action currently allocated to JP regarding Maga Carta to be amended. The action going forward will be to go back to Magna Carta and reflect on the work, inform them JP has left and look at possibilities of Outreach work in relation to children.</p> <p><b>Action: The action relating to Magna Carta to be updated on the action log accordingly.</b></p>	LS	30.10.18
<p><b>8. Public questions not already dealt with (arising from the meeting)</b></p>	<p>A member of the public asked why we thought the new discharge checklist would work when other similar discharge initiatives have been tried in the past in hospitals and haven’t worked. MP explained that as the checklist had been developed on the back of the evidence we collected in the discharge project, and developed in conjunction with patients, carers and hospital staff, then we are hopeful we are producing something that is needed and useful. The success of any project is not guaranteed but all indications are that there is an appetite to introduce the checklist into the discharge process.</p> <p>Another member of the Public asked how many adults have mental health problems in Surrey. MP confirmed that he didn’t have a definitive figure but there may be information through ‘Surrey-I’, though this can be somewhat out of date.</p>		

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<b>9. Any other business</b>	There were no items of any other business and the meeting was closed at 3.15pm.		
<b>13. Date of next meeting</b>	The next meeting in PUBLIC will take place on <b>Tuesday 30<sup>th</sup> October, Parkside 1, Guildford Baptist Church, Millmead, GU2 4AZ</b>		

These minutes will be approved by the Healthwatch Board at the next Board meeting to ensure any Actions are progressed. Any questions or queries raised by members of the public at the next Board meeting in public will be welcomed and considered.

<b>Minutes approved by: (please print)</b>	
<b>Signature:</b>	
<b>Date:</b>	