

Board Meeting in Public

Date:	Tuesday 30 th April 2019	Location:	Reigate Baptist Church, Reigate RH2 7LR	Time:	2pm – 3.20pm
Present: Peter Gordon (PG as Chair), Jason Davies (JD), Richard Davy (RD), Tacye Connolly (TC), Deborah Mechaneck (DM), Laurence Oates (LO), Don McIntosh (DMc), Andrea Lecky (AL).					
Apologies: Lynne Omar (LOmar), Maria Millwood (MM), John Bateson (JB).					
Other HWSY Attendees: Kate Scribbins (KS), Lisa Sian (LS), Matthew Parris (MP)					

Agenda Item	Discussed/Action	Who	By When
1. Welcome and apologies	PG welcomed everyone and noted the apologies.		
2. Declarations of interest	There were no changes to make to the declarations of interest.		
3. Questions from the Public (previously tabled)	No previously tabled questions had been received from the public this quarter.		
4. Approval of the previous minutes (January 2019)	The minutes of the January 2019 meeting in Public were approved.		
5. Q4 CEO Report & Q4 Activity and Outcomes report	<p><u>CEO report</u></p> <p>KS went through the highlights of the CEO report which included: the increased levels of activity across all areas for Q4; the work that has been taking place to promote the long-term plan survey in Surrey; and the increase in new volunteers following the recruitment drive with 11 new recruits now joined the team. We reached 5,500 useable experiences for the year. Also, we concluded the promotion of the community cash fund (CCF) with shortlisting and notification to the 9 successful applicants taking place at the end of March.</p> <p>It was noted that not all Board members had received the email notification of the community cash fund winners.</p> <p>Action: LS to send the details of the 9 successful CCF applicants to the Board.</p> <p>KS then reviewed the annual KPI summary for 2018/19, noting that the red against targets in the communications section were due to the communications officer post being vacant for 6 months of the year. However, although we didn't reach our stretch targets, we did exceed the previous year comms figures on all areas. Helpdesk was green for Q4 as the number of calls had increased for the last quarter where we had radio and bus campaigns running. The targets around evidence and insight were all met.</p> <p>DM asked that if we are doing an Enter & View or engagement in a hospital, do we let the PALS department know? MP confirmed we let</p>	LS	ASAP

	<p>the hospital know but this may not necessarily mean the PALS department are informed internally. With regards to the Enter & View we are conducting with West Sussex, PG noted that we should look at our database for any issues or concerns to address to ensure we adhere to our Enter and View Policy.</p> <p>Action: KS/MP to follow up on Enter & View policy to check we are adhering to our policy when doing joint Enter & View with W.Sussex</p> <p><u>Q4 Activity & Outcomes Report</u></p> <p>There were no questions regarding the Q4 report, LS updated the Board that the quarterly report content/format will be reviewed over the next few weeks in preparation for Q1.</p>	KS/MP	ASAP
<p>6. Thematic priority update</p>	<p>MP gave a verbal update on the thematic priority areas.</p> <p><u>Mental Health</u></p> <p>There will be a new project scoped in the summer. MP noted that we are having problems finding a stakeholder/system partner audience to provide and share insight with. We are not alone in this as the Independent Mental Health network have similar challenges finding people who want to hear what service users have to say. PG asked who the candidates are, and MP confirmed that they would be commissioners, providers, transformation programs.</p> <p><u>Hospital Discharge</u></p> <p>After a lack of patient feedback on the checklist itself, we spoke with key internal Healthwatch staff and hospital staff to review the checklist. The concept and content were positively received but with some negativity around the length of the booklet and it being at odds with some of the hospitals’ own discharge processes. The premise of having prompts to help patients know what they need to ask/have in place for discharge is however still valid and therefore we have developed a 1 page of key prompts that can be used by patients. A communication plan for this, and how to best reach patients and their family/friends outside of the hospital setting, will now be developed.</p> <p><u>Care Homes</u></p> <p>A new project initiation document has been developed around anticipatory care planning. Residents in Care Homes are more likely to need care planning in the future. The project will involve a series of Care Home Enter & View visits to take place late May, if the project is internally signed off to proceed.</p> <p><u>Care at Home</u></p> <p>The interviews of people receiving care in their home are currently taking place but securing people to take part in the interviews has been difficult, meaning we are still looking for more people. MP handed the flyers around the Board with details of the invitation to take part in the interviews. TC mentioned her father receives care at home so would check if he would be interested in taking part.</p>		

	<p>PG suggested that for future thematic updates a short report is circulated to the Board in advance, detailing the goals and objectives, where we have got to and what has gone well/not so well.</p> <p>Action: MP to produce a short report prior to the future Board meeting update on thematic priorities.</p>	MP	23.07.10
<p>7. Annual workplan & KPI tracker template for approval</p>	<p>KS explained that the new KPI tracker was developed building on the learnings from this year, to concentrate on the <i>outcome</i> of activity rather than the activity itself. Reporting on the more detailed metrics around activity will be included in the CEO report in the communications review and the evidence gathering strategy review sections.</p> <p>PG suggested that the change will need to have clear rationale for Surrey County Council given the shift in what we are measuring on the KPI tracker.</p> <p>The annual workplan was approved.</p> <p>The KPI tracker template was approved.</p> <p>KS noted that the KPI tracking was an iterative process that can be modified as we develop, should we need to.</p>		
<p>8. Action Log</p>	<p>Green actions were approved to be removed.</p> <p>The Amber action relating to the Hospital Discharge scoping was approved to be removed as operational.</p> <p>The Amber action relating the Care Home thematic priority to remain as the thematic priority hasn't ended yet.</p> <p>The Amber action relating to the split and classification of Board Director hours vs. volunteer hours to be taken outside of the meeting.</p> <p>Action: LS to check Wendy has the Board on her quarterly hours reminder.</p>	LS	23.07.19
<p>9. Public questions not already dealt with</p>	<p>There were no further questions.</p>		
<p>10. Any other business</p>	<p>There were no items of AOB.</p> <p>The meeting closed at 3.20pm</p>		
<p>13. Date of next meeting</p>	<p>The next meeting in PUBLIC will take place 2-4pm, Tuesday 23rd July, High Cross Church, Camberley.</p>		

Board Meeting in Public

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.

Minutes approved by: (please print)	
Signature:	
Date:	