

Board Meeting in Public

Date:	Thursday 27 th January 2022	Location:	Zoom	Time:	4:30 – 5.30pm
Present: Deborah Mechaneck (DM as Chair), Jason Davies (JD), Peter Gordon (PG), Richard Davy (RD), Maria Millwood (MM), Laurence Oates (LO), Andrea Lecky (AL), John Bateson (JB)					
Other HWSY Attendees: Lisa Sian (LS), Natalie Markall (NM), Kate Scribbins (KS), Julie Callin (JC) and Tessa Weaver (TW)					
Apologies: Tacye Connelly (TC)					

Agenda Item	Discussed/Action	Who	By When
1. Welcome and apologies	DM welcomed everyone and noted the apologies.		
2. Declarations of interest	LS had updated the Declarations of Interest to reflect changes for LO that were noted in the November 2021 Board in Public meeting.		
3. Questions from the Public (previously tabled)	No questions had been received from the public.		
4. Approval of the previous minutes (November 2021)	The Board minutes from November 2021 Public Board meeting were approved.		
5. Review of Q3 <ul style="list-style-type: none"> • CEO Report including financial summary & KPIs • Q3 Influence and Impact report 	<p>CEO LHW Report including financial summary & KPIs</p> <p>KS reflected that we’ve had a good impact over the past quarter, and we have completed some strong projects. Over time, our relationship with the system is improving, they have more capacity to engage with us and there is an increase in appetite for the system to hear insight that Healthwatch Surrey is sharing. We are being invited to more places and meetings to report on those projects and findings, and there is more of an interest on hearing from Surrey residents through us.</p> <p>We have shared feedback on local services at both the Adults and Health Select Committee and the Children, Families and Lifelong Learning and Culture Select Committee and they want to interact with us on a regular basis.</p> <p>Our challenge is the staff vacancies that we currently have within the team and therefore it is important to have volunteer involvement.</p> <p>Our volunteers are crucial to our ability to engage with Surrey residents and to help us deliver our remit across the large Surrey system. We held our volunteer celebration event in November 2021 where we shared the results of the volunteer satisfaction survey, and we reviewed the</p>		

	<p>volunteer strategy for the year ahead.</p> <p>Engagement was back underway, but then paused again due to Covid in December/early January. It has been hard for the engagement team to keep up momentum, however we have met our KPIs. This quarter we have seen an increase in terms of people sharing experiences and our volunteer hours have also increased.</p> <p>Q3 Influence and Impact report</p> <p>There was praise for the new Q3 Influence and Impact report. MM has used the report to prepare for a system meeting and said it is a good document for us and volunteers to summarise what we have been doing.</p>		
<p>6. Thematic priority update: the Board is asked to note progress.</p>	<p>TW is finalising the January Insight Bulletin and we received a positive response from the system for our December bulletin.</p> <p>We have now had full written feedback from all of the acutes for our project on Carers Experience of Hospital Discharge, with hospitals responding to our recommendations. SCC response is still awaited.</p> <p>We presented our Dementia project to the Surrey Heartlands/SCC Joint Dementia Strategy Action Board last year, and we have received really positive feedback. The strategy is now out for consultation so we will feed into that.</p> <p>For our final project, we will be starting to look at elective care and ‘what does waiting well look like?’. This is also being looked at within Frimley and neighbouring Healthwatch areas. We’ll be looking at the quality of communication, whether the patient has been given any help or advice, and the consequences of waiting. We aim for the report to be finalised early next quarter.</p> <p>At the February Board workshop, we will present a paper on proposals for selecting projects for the coming year.</p>		
<p>7. Refresh of Enter & View Policy: the Board is asked to note changes and approve updated policy</p>	<p>The updated Enter & View (E&V) Policy was presented to the Board for approval. The main change to the policy has been made to reflect the fact we will sometimes do E&V as the result of commissioner coming to us, expressing a desire to get an independent perspective. Katharine Newman, our Intelligence Officer, will be leading on E&V activity for the team leading forward. Our volunteers will be heavily involved in reading our concerning cases which may lead to an Enter & View.</p> <p>The refreshed Enter & View policy was approved by the Board.</p>		

<p>8. Local Healthwatch – Decision Making Policy: the Board is asked to discuss and approve new policy</p>	<p>The new Decision-Making Policy was brought to the Board for discussion and approval, having been discussed at a Board workshop in November 2021.</p> <p>DM asked whether we want to include the statement “Healthwatch Surrey’s Board is composed solely of lay persons,” as this statement may not be appropriate.</p> <p>KS said that this statement was included in the decision-making policy Healthwatch England template, but we have looked back at the regulations and checked with Healthwatch England, who say we can decide whether we feel it’s appropriate to have health and care workers on the Board. It was agreed that as long as the majority of the Board are lay persons and we have a robust conflict of interest policy, then it wouldn’t need to be solely lay persons.</p> <p>LO suggested we change word ‘solely’ to ‘mainly’.</p> <p>PG raised some issues on the scheme of delegation annexed to the policy, in terms of matters delegated to the CEO role. JD to tweak the wording accordingly.</p> <p>The Local Healthwatch Decision Making Policy was approved subject to JD making the changes and then recirculate to Board for information.</p> <p>Action: KS & JD to amend the Decision-Making Policy and recirculate.</p>	<p>KS & JD</p>	<p>ASAP</p>
<p>9. Action Log</p>	<p>Both action points were green and approved for removal.</p> <p>KS gave an update on the Strategic Influencers group of volunteers. The small group is now up and running and meets monthly. The group is a mixture of Board, team and volunteer members. The Strategic Influencers will support KS and the team challenge and feedback within various system meetings.</p>		
<p>10. Public questions not already dealt with</p>	<p>No questions were received from the public.</p>		
<p>11. AOB</p>	<p>KS reminded the Board to log their hours through the volunteer hub. The hub is working really well, many more using it in the team to communicate with our volunteers. The hours just need to be logged quarterly for the reporting. KS confirmed Wendy Loosley’s last day will be the 10th February.</p> <p>Action: Board Directors to log hours on the volunteer hub for Q4.</p>	<p>ALL</p>	<p>April-22</p>
<p>12. Date of next meeting</p>	<p>The next Board meeting in Public will take place on Thursday 28th April 2022 at 4.30pm.</p>		

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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:	