

Board Meeting in Public

Date:	Thursday 25 th January 2024	Location:	Astolat & on Teams	Time:	3pm - 4pm
Present Board: Deborah Mechaneck (DM Co-Chair and as Chair of this meeting), Jason Davies (JD Co-Chair), Richard Davy (RD), Maria Millwood (MM), Tacye Connolly (TC)					
Other Staff Attendees: Kate Scribbins (KS), Lisa Sian (LS), Samantha Botsford (SBo), Julie Hodges (JH), Vicky Rushworth (VR)					
Apologies: Peter Gordon (PG), Sarah Billiald (SB)					
Absent: John Bateson (JB)					

Agenda Item	Discussed/Action	Who	By When
1) Welcome and apologies	DM welcomed everyone attending the meeting both in person and remotely. Peter and Sarah had sent apologies.		
2) Declarations of interest	AL has officially stepped down from the Board and she passed on her good wishes and thanks to the whole team. LO has also stepped down from the Board and has joined the LHWAG. The Board thanked Andrea and Laurence for all their support. Action: LS to update the declarations of interest accordingly.	LS	Jan 2024
3) Questions from the Public (previously tabled)	No questions had been received from the public.		
4) Approval of the previous minutes	The minutes from the Board Meeting of 2 nd November 2023 were reviewed. DM asked a question about item 5 relating to whether a "how to" guide for engagements was being put together. SBo confirmed it was not an active project but was firmly on the 'to do list'. The minutes were approved.		

<p>5) Review of Quarter 3</p> <ul style="list-style-type: none"> ○ LHW Report including financial summary & KPIs ○ Quarterly Impact report 	<p>SBo highlighted the key areas for this quarter.</p> <p>One important addition to note since the report was issued is that we have been shortlisted for a HWE Impact Award, the first time we have been shortlisted since 2017. We will be showcasing the work on 11th March to HWE and the winners of the awards will be announced on 12th March.</p> <p>All our priorities are progressing well. We are very pleased with the progress on KPIs for volunteers and the advocacy service, which has exceeded the KPI for a second quarter in a row. We are still seeing the positive impact of the Helpdesk coming in house, specifically, advocacy has noted the increase in referrals coming through directly from Healthwatch.</p> <p>This time of year we are focussing on forward planning and refreshing our strategies, checking our progress against the current work and making any adjustments as we go along.</p> <p>In terms of challenges, one area continues to be the issue of Place vs System, but we believe we are making progress here. We have raised the issue of inconsistency in relationship to HWSy and our escalations to Surrey Heartlands Quality and Performance Assurance committee who have an action to address this and get assurance from the place-based leads.</p> <p>Another challenge is how to get the balance right between recruiting new volunteers and supporting our existing volunteers, ensuring that they are nurtured along the way. The final challenge is looking at the KPI for the number of experiences we are receiving. While we have made up a lot of ground, we are still a little behind where we would like to be on the numbers, which is largely due to the fact that so many of our experiences are of a much better quality and are very in depth.</p> <p>DM asked the question about the percentage of advocacy enquiries that were repeats and how many of these were new cases.</p> <p>SBo confirmed this does relate to new cases where they have had a complaint previously resolved and have come back with another related issue.</p> <p>MM had a question about the Helpdesk. MM asked if we were still happy with the amount of resourcing given that we'd now brought it in-house, and were finding many of the cases quite complex?</p> <p>SBo advised it has the potential to go on and on and we do have a number of people contacting the Helpdesk with complex enquiries which takes up a lot of time as we try</p>		
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	<p>to establish what advice/signposting we can offer. We are however, expanding the role of the Helpdesk and Natalie is going out and about making face to face connections and offering signposting. She is participating in community engagements in hospitals to promote the Helpdesk, to encourage them to share their experiences with HWSy in the future.</p> <p>KS noted that as we go into next year's budget the resourcing will be reviewed. We are more confident now than last quarter and Natalie is learning about imposing boundaries and when to end a conversation. If Natalie is away or off sick, SBo advised that we also have Abby Rodd covering Ellen's maternity leave who currently covers the Helpdesk one day a week. The wider team are involved and offer valuable advice via the dedicated "Helpdesk Hub" on a Teams channel.</p> <p>MM also mentioned she thought it would be useful to have, in the future, an understanding of how the volunteers are spread across the county. SBo was fairly sure we had that information and just needed to create a document to reflect this.</p> <p>SBo: to map how the volunteers are spread across the county and circulate to the Board.</p> <p>DM commented that the Q3 Impact Report was very thorough and it had been discussed at the LHWAG, primarily in terms of who receives the report, the length and content and whether it was still deemed suitable.</p> <p>SBo has tried to keep the report consistent across the four quarters. After discussion at the LHWAG, possible changes were suggested and we will look at restyling it from Q1. In terms of audience, this is the LHWAG, the Board and forms the foundation of our discussion with the HWSy Commissioners. Therefore, it is important to capture a comprehensive view of our work. Traditionally it has been an "activity report" and this year we renamed it an "impact report". We do still need to have a conversation with the Commissioner with regard to what they want to see from the report. Our first contract review meeting is scheduled for next week. Any further comments or feedback are welcome.</p> <p>JD commented it was interesting to see the responses from the hospitals, but it will be fascinating to see if they follow up with actions. SBo advised that we had received an invitation from Ashford & St Peter's today and they are planning a half day workshop looking at patient experience and complaints and want HWSy to be a fundamental part of that.</p>	<p>SB</p>	<p>Apr 24</p>
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<p>6) LHWAG membership and next steps</p>	<p>SBo advised that the initial aim of the advisory group was to have a diverse group of local people. Following the unsuccessful recruitment campaign last summer and upon further reflection, it was considered we were struggling with promoting the formality of the role and our statutory powers, whilst trying to promote the opportunity in an informal way and to those who may not have prior experience of formal governance.</p> <p>The first proposal is to keep the core membership as it is for now. The group meets regularly, provides a useful space for discussion and has a mixture of expertise and insight coming through.</p> <p>The second proposal is to convene a set of workshops to include local voices for each of our priority areas. This will enable people who have a special interest in one of our priority areas to contribute, which will make it easier for people to get involved with our work. SBo confirmed there was a good mix of new and existing volunteers participating.</p> <p>The third proposal is to increase the local volunteer involvement by no longer having the strategic influencers group, which is reducing, in any case. We would create a Reading Panel which has proved successful in some other LHWs. This would work with our volunteers who are interested in desk-based research. We have also had a lot of requests coming through the system for comments and it can be confusing to know if they want a lay perspective or a HW perspective. A Reading Panel could prove useful for providing these comments and we can also offer them coaching and guidance.</p> <p>The fourth proposal is to work with our existing volunteers to fully understand and develop their skills or areas of interest. This could identify if there were any candidates we would want to nurture and put forward to join the advisory group in the future.</p> <p>All four proposals were approved.</p> <p>This will be reviewed in November 2024.</p>	<p>SBo/KS</p>	<p>Review Nov 24</p>
<p>7) Action Log – correct at 25.10.23</p>	<p>Green items removed.</p>		

8) Public questions not already dealt with	No questions received from the public.		
9) AOB	KS urged everyone if they (or family members) have any interaction with any part of the NHS or social care to ensure they put this feedback on the website. This can be added on the website or an experience can be emailed through to our Helpdesk.		
10) Date of next meeting in public:	Thursday 25 th April 2024. DM closed the meeting.		

These minutes will be approved by the Board of Directors of Luminus Insight CIC at the subsequent 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 in respect of these minutes will be welcomed and considered.

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