

healthwatch Cumbria

Draft Minutes Board of Directors

Date: 11 February 2015

Time: 1pm - 3pm

Place: People First, 123 - 127 Botchergate, Carlisle, CA1 1RZ

Tel: 01228 550696

Agenda items and requests to: Lisa Blackwell

Board Members:

Helen Horne (Chair)
Gilda Wells (Board Member, Vice Chair)
Mark Hoeltherhoff (Board Member)
Gill Sadler (Board Member)
Diane Livingstone (Board Member)

Supporting Officers:

David Blacklock (Chief Executive Officer)
Sue Stevenson (Chief Operating Officer) (Minutes)
Sarah Allison (Health and Wellbeing Manager)

Part 1: Public

1. Apologies for absence

Lisa Blackwell

2. Declarations of Interest

None

3. Minutes

The minutes of the last meeting were agreed as a true record.

It was **AGREED** that when there were Part 2 minutes to be agreed, these would be received and agreed during Part 2 of the following meeting. There had been no Part 2 items at the meeting on 15 October 2014, so there were none for consideration today.

4. Matters arising

- a) It was noted that Maria Johnson was still listed as a Board member and AGREED that her name should now be removed.
- b) HWC staff were asked if a HWC position letter (minute of agenda Item 11 on 15 Oct 2014) had been sent to all stakeholders as agreed at that meeting. DB confirmed that a letter summarising the current position of HWC and indicating that CCC had confirmed that the contract would be extended to a third year had been sent to relevant stakeholders with the Reflective Audit.

It was noted that a copy of this letter had not been sent to Board members.

ACTION - DB to send copy of stakeholder letter to Board members.

5. Operations report

HH congratulated SA on the Operations Report. The first part was particularly well received and it was noted that the data was good.

HH asked for future Operations Reports to include an Executive Summary which should summarise key issues covered, as well as list actions taken and decisions required.

It was noted that this Operations Report required the Board to make 2 decisions.

- Mental Health - should the HWC team embark on a task and finish project to look in depth at Mental Health, following up on intelligence received to date?
- District meetings - are scheduled meetings the best way to engage at district level and if not what should replace them?

Discussion

The Board noted that it had AGREED at its development day on 21 January 2015 that the focus for the first quarter of 2015/16 should be on raising the profile of HWC and extending engagement rather than undertaking any further extensive reviews or projects. It was further noted that the Board needed a clear mechanism to support its decision making process and to provide an audit trail for how intelligence received informed activities and projects undertaken.

It was AGREED that it would be helpful to commission Dr Rohss Chapman to further develop the model instigated at the development day so that it could become a transparent mechanism used at Board meetings, held in public, for filtering intelligence and supporting decisions of the Board about HWC activity. It was anticipated that this could lead to HWC delivering two substantive projects each year.

It was AGREED that, in future the Board would receive a bi-annual summary of intelligence report at their meetings held in public, (29 April and 7 October 2015) and that this report would inform the decision making process used to identify major projects to be delivered.

It was also noted that HWC could do more to raise its profile and share its intelligence and knowledge by preparing and presenting patient stories at, for example, the Health and Wellbeing Board.

Mental Health

Following on from the discussion above, it was AGREED that the team should not deliver the Mental Health project at the moment. However, the Board noted that it was appropriate for HWC to raise specific issues which have been reported to HWC directly with, for example, CAMHS, CCG or the CFPT.

MH asked that the team ensure that reports do not contain stories/information that can be associated with individuals.

District Meetings

The Board considered the current situation in relation to district meetings. It was AGREED that it would be helpful to move towards community based public engagement events throughout Cumbria rather than static meetings, but it was noted that the rationale for this change would need to be effectively communicated to those who normally attended the current format of meetings. HWC will not be stopping activity in districts but extending its reach through being more “out and about”. This was in line with what had been expressed by members of the public in their responses to the Reflective Audit. (see item 9)

It was also AGREED that HWC needed to engage more effectively throughout the third sector, in particular with the Action for Health Network, and also with the locally based Health and Wellbeing Fora.

SA shared the list of planned engagement with the Board. It was AGREED that Board members and ambassadors could support these events.

ACTION - DB to commission Dr Rohhss Chapman to further develop the decision making model and present this to the Board at its next development day. Once agreed the Board to use this model (at Board meetings, held in public) to inform its decision making and agree future activity.

ACTION - SA and HWC team to focus on raising profile for first quarter of 2015/16 and to not proceed with Mental Health project, other than to raise specific issues of concern by letter directly with appropriate service deliverer.

ACTION - SA to put in place plans to ensure that local stakeholders who normally attend HWC district meetings understand the rationale for moving to community based engagement events and are involved as far as is possible in developing and rolling out the new way of working focused on increased awareness and involvement at a very local level.

ACTION - HWC team to prepare suitable patient experience stories to take to significant

NHS meetings including the Health and Wellbeing Board.

ACTION - SA to ask for slot on next Action for Health meeting to provide an update on HWC activity, and to build up third sector networks, sharing and extending its knowledge and intelligence base.

ACTION - HWC team representatives to attend each Health and Wellbeing Forum and offer to provide updates on HWC activity and intelligence as appropriate.

ACTION - SA to advise Board members and ambassadors of dates of engagement events and encourage them to provide additional support.

HH advised the Board that she had been contacted by the Disability Forum with a concern that HWC was not linking in sufficiently to this and other key networks. HH had suggested that a representative of the Disability Forum could apply to be an ambassador. It was AGREED that this was a good model to follow in order to expand the reach of HWC. Examples are a potential ambassador, Rebecca Kiggins, applying to represent the Deaf Forum and Derek Cotton now becoming an ambassador and representing car parking.

ACTION - SA to follow this up with Disability Forum

6. Board Development Day

A Board Development Day had taken place on 21 January 2015, facilitated by Dr Rohhss Chapman. As noted above, the Board had AGREED during this day that it would be helpful to develop a robust and transparent model to support its decision making and Dr Chapman would be invited to develop this in more detail and present to a future meeting of the Board.

Reflecting on the development session, the Board AGREED that it was important to assess progress and determine whether the Board was doing a good job. It was AGREED that it would be helpful to revisit the nationally developed (by HWC England) HWC Outcomes and Impact Tool which had been used during the initial meetings of the Board. The Tool asks critical questions to enable the Board to consider how well it, and HWC in general, is performing across a number of headings. Desirable short, medium term and long term impacts, in relation to a range of HWC outcomes, are described and a self-assessment process is used to assess current development progress and performance. Repeating this assessment now would allow the Board to identify and address gaps in performance and areas for improvement. It would also highlight where HWC is performing well and provide an opportunity to benchmark against other similar local Healthwatch organisations. This process would also be enhanced by the findings of the Reflective Audit - see item 9.

ACTION - An item to be added to next agenda on the Outcomes and Impact Tool and a copy of the tool to be sent out with the papers for the next meeting.

7. NCUHT Independent Engagement Report

DB advised the Board that the report had been submitted and presented to the Trust Board. The Trust is now required to respond to its findings within the 20 day statutory timeframe. The report summarised the responses of the public gathered over a series of commissioned engagement events, which had been agreed using a SLA between HWC and the Trust. The response from the Trust will be shared with the HWC Board.

The Board AGREED that it is important to do this kind of additional work but that it was important to ensure that the SLA accurately sets out exactly what is expected and clarifies roles, in particular reinforcing that despite the commissioned relationship, HWC retains the right to be completely independent when carrying out the work, and also has independent ownership of the findings and any reports produced. The Board also noted that HWC England has stated that it supports local HWC being able to accept commissions and is aware of HWC being involved in this work.

ACTION - SA to share the Trust's response to the report with Board members by email.

ACTION - SA to consider the key requirements for a robust SLA and ensure that this is used to shape future commissions.

8. Hospital Parking Survey Report

The Board was advised that this report had also been presented to the Trust Board on behalf of the Task and Finish Group and that a response had been received, including an Action Plan which has been shaped to address the issues raised. The Task and Finish Group will be replying to this since it was felt that not all issues raised were covered in the Action Plan. The Board was advised that the Task and Finish group has now been stood down with some anxieties about continued progress being acknowledged. This has been addressed by inviting Derek Cotton to become an ambassador with a special interest in parking and for him to report back to the HWC Board on progress in six months' time.

It was further noted that it would be helpful to take the findings of the Task and Finish group to the new Public Health alliance because this is also an environmental issue. The Alliance may wish to explore the extent to which other sustainable transport options have been considered.

The Board was prompted at this stage to consider mechanisms to ensure that the public is kept aware of, and up to date with, HWC activity at all times. SA was asked to look into the effectiveness of POD cast updates being available on the HWC website.

ACTION - Derek Cotton to be asked to present an update on parking to the HWC Board at its meeting on 15 July or 7 October 215.

ACTION- the Car Parking report and the Trust response to be presented to a future meeting of the PH Alliance

ACTION - SA to look into POD cast mechanisms for the HWC website.

9. Reflective Audit

The Board received a summary the key findings from Reflective Audit which had been circulated to the public and to key stakeholders. It was agreed that this provided a very helpful insight into what HWC was doing well and what it needed to improve. It was AGREED that the team should develop an Action Plan designed to address the areas identified for improvement and that this should be shared with the Board in advance of the next meeting. It was further AGREED that it would be helpful to discuss some of the findings at the next Board Development Day.

The Board noted that a key improvement theme of needing to continue to raise awareness of HWC and its role had already been discussed and addressed during the item on the Operations Report.

ACTION - SA to develop an Action Plan to address improvements highlighted by the Reflective Audit.

ACTION - An item to be added to the next Board Development Day to discuss the findings of the Reflective Audit in more detail.

10. Meeting date schedule

The dates for future meetings were agreed as follows;

18 March 2015 - Board Development session

29 April 2015 - HWC Board meeting (In Public)

27 May 2015 - Board Development Session

15 July - HWC Board meeting

2 September 2015 - Board Development Session

7 October 2015 - HWC Board meeting (In Public)

25 November 2015 - Board Development Session

20 January 2016 - HWC Board meeting

It should be noted that the full HWC Board meetings (in bold) will be held in public and the papers and minutes for these meetings will be available on the HWC website.

The Board has AGREED that Board members should now represent HWC at certain key meetings as follows;

Cumbria Health Scrutiny - HH

Public Health Alliance - GS

West Cumbria Community Forum - GW

H and WB Board - DB with a move towards HH in time

It was agreed that HWC staff would provide appropriate support to Board members. Including provision of papers, briefings and appropriate support at meetings if required.

It was noted that DL and GS, as new HWC Board member, would benefit from an induction.

ACTION - Sarah to confirm dates of future meetings and aim whenever possible for Wednesday mornings from 10am to 12 noon.

ACTION - HWC team to ensure that papers and appropriate support are provided to Board members to support them attending meetings

ACTION - DB/SS to liaise to arrange a suitable date and programme for an induction for DL and GS.

11. Engagement

SA presented a table listing engagement activity and dates for the coming months. This was AGREED by the Board.

Annual Report - the Board requested that a draft of the next annual report be presented to the Board prior to it being sent to HWC England.

Conference - the Board considered the pros and cons of holding an annual conference. It was noted that a key objective was to provide an opportunity for the public and key stakeholders to influence HWC, to receive and respond to feedback and to encourage an interactive and informed approach to development. It was AGREED that an annual conference is not necessarily the best or most cost effective way of achieving this and that it was unlikely to attract many members of the public. The Board considered other options and concluded that it would be advisable to test out a bi annual Board meeting with an extended "held in public" session, starting at 9am with coffee and in advance of the main Board meeting at 10am. At this a short presentation on development and outcomes would be given and those present would be encouraged to provide feedback and ideas. Invitations would be extended through HWC networks to boost attendance and questions would be welcomed. These meetings would be held in different geographic locations so that people from all parts of Cumbria could attend. The first of this style of extended public HWC Board meeting will be held on 7 October in the south of the county. Venue to be confirmed.

ACTION - Preparations to be made by HWC team for an extended Board meeting in public to be held on 7 October in the south of Cumbria.

12. Communications Strategy

A copy of the original Communications Strategy, developed as part of the mobilisation phase for HWC, was sent out with papers for the meeting to prompt a conversation about a renewed Communications Strategy now.

It was AGREED that a new Communication Strategy would be prepared for internal use and which would include a refreshed core narrative, a marketing plan, and an engagement plan. This will be circulated for the Board's consideration by email. Once in

place, this will inform a more formal Communication and Engagement Action Plan which will be presented to the HWC Board at its meeting on 29 April 2015.

ACTION - SA to refresh the Communication Strategy and develop an Action Plan to be presented to the HWC Board on 29 April 2015.

There being no other business the meeting closed at 3pm.

DRAFT