



**Draft Minutes
Board of Directors**

Date: 31/01/2017

Time: 14:00-16:30

Place: Best Life Building, Workington

Tel: 01900 607208

Board Members:

Helen Horne (Chair)
Gilda Wells (Board Member/Vice
Chair)
Gill Sadler (Board Member)
Lynne Gibbons (Board Member)
Hilary Barker (Board Member)
Geoff Lamb (Board Member)
John Robson (Board Member)
Charlotte Studholme (Board Member)

Supporting Officers:

David Blacklock (Chief Executive Officer)
Sue Stevenson (Chief Operating Officer)
Luke Watts (PA to the CEO)
Daniel Taylor (Business Administration Apprentice
- Minutes)

1. Apologies for absence

None received.

Elaine Ralph was unable to attend and so the minutes of the meeting were taken by Luke Watts and Daniel Taylor in Elaine's absence.

2. Declarations of interest

There were no declarations of interest.

3. Minutes, paper enclosed

The minutes of the meeting of the 10/10/16 were agreed.

4. Action Log, Paper Enclosed

The Action log was reviewed and updated.

5. Matters arising

There were no matters arising.

6. Chair's report, paper enclosed

Helen advised the Board that Jane Mordue has had her position as Chair of Healthwatch England confirmed and Imelda Redmond has been appointed as National Director. Healthwatch England's(HWE) has confirmed three main priorities;

- To provide leadership, support and advise to local healthwatch to enable them to deliver their statutory activities and be a powerful advocate for services that work for people
- Bringing the public's views to the heart of the national decisions about the NHS and social care
- To build and develop an effective learning and values based Healthwatch England

The report was noted.

7. Operations Report, paper enclosed

Sue Stevenson provided the Board with a summary of the key projects that have been completed or are ongoing, including links to all appropriate reports.

Sue reminded the Board that activity is both strategic and operational and there are a substantial number of high level meetings which HWC is invited to attend.

Key points included;

- The team has engaged with 9,019 people from 1st October to 31th December 2016. A higher than usual number due to the large number of people engaged as part of HWC activity in relation to the Success Regime (SR) and corresponding consultation.
- HWC was heavily involved in supporting more people to know about, and be able to respond to the consultation "The Future of Healthcare in West, North and East Cumbria"
- Healthwatch Cumbria provided a coordinated response to the Future of Healthcare in North, West and East Cumbria Consultation drawn from its engagement with over 14,500 people at a wide variety of engagement activities during the time of the SR
- Co-chairing the Public Consultation Stakeholder Advisory Group (PCPSAG)
- Involvement with the development of Sustainability and Transformation Plans in both west, north and east Cumbria and in Lancashire and south Cumbria, and in

the development of ICCs.

- Working together with HW Lancashire, HW Blackpool and HW Blackburn with Darwin through the HW Collaborative.
- The final stages of the CHOc project
- Progress with the development of Young Healthwatch Cumbria
- Progress with the Review of Complaints Handling project
- Publication of the Diabetes Report
- Progress with Hospital Car Parking

The report also provided an update on activities associated with the HWC role on;

- Healthwatch England Advisory Group
- PLACE and RAISE visits
- Cumbria Health Scrutiny Committee (CHSC)
- West Cumbria Community Forum
- CCG Governing Body

The report was noted.

8. Enter and view programme of work

Sue Hannah presented the plans for the Enter and View Programme.

She told Board members that a Working Group had been established to develop and deliver the project plan which will guide the Enter and View Programme.

Sue said that visits would begin the week beginning 6th February with six care homes initially identified for Phase 1. Two training sessions were planned for those wishing to be involved in the Programme.

Helen Horne reminded the Board of the importance of HWC working with agencies to ensure a cooperative approach to HWC Enter and View programme. Visits should not be rushed and should be tailored to suit the circumstances of each setting.

The plan to deliver Enter and View programme was agreed.

It was further agreed that Gill Sadler and Lynne Gibbons would provide strategic support to the Programme and John Robson would take part in visits.

9. Business Cases

The Board had previously agreed that Business Cases for new key projects should be presented to the Board twice a year.

This paper had set out the 3 HW projects proposals;

1. Access to health and care services for people with a learning difficulty
2. Reconfiguration of services for older people
3. Improving the experience of people with eye conditions while attending eye

clinics

The Board considered each proposal in detail and discussed the resource requirements of the team in relation to each and in relation to current work.

Following a vote it was agreed that more detailed project plans should be prepared to develop and deliver the first two substantive projects, 1 and 2 above.

Board members also expressed some concerns about the delivery of mental health services in Cumbria, especially in relation to a perceived lack of equity government funding:

It was agreed that HWC should aim to include a project on mental health within the next 6 months.

The Board noted that it is not always possible to wait for the January and August meetings when approached to carry out commissioned work especially if it is focused on an issue of immediate concern.

It was agreed that delegated authority be given to the Chair to agree to negotiations for commissioned work to proceed when work required is of an immediate nature and when she is assured that delivery of such work will not have an undue impact on the delivery of work already agreed by the Board and/or as part of the core programme.

10. Strategic plan

The Board agreed the Strategic Plan in its two versions;

- HWC Strategic Plan on a Page
- HWC Strategic Plan (a slightly longer version providing more detail)

A more detailed action plan to support the delivery of the Strategic Plan will now be developed.

11. Communications and Engagement Strategy

The Board agreed the Communication and Engagement Strategy but asked for the grid setting out the relationship between power and influence of a variety of stakeholders to be removed.

A more detailed action plan to support the delivery of the Communications and Engagement Strategy will now be developed.

12. Finance Report Year 1 to date

David Blacklock reported that Gilda Wells would be joining the People First finance

team to offer assistance and get a clear overview of the relationship between the People First Independent Advocacy (PFIA) and HWC financial positions.

The Board agreed the HWC Finance Report

13. Healthwatch Forward View (Impact of the forthcoming changes in the NHS)

Helen Horne had asked Sue to provide the Board with a short verbal summary of the large scale changes being implemented across the health and care system, including some indication of the likely impact on people throughout Cumbria and on the HWC team itself.

Sue talked about;

- The recent consultation and the decision making process
- The development of STPs
- The boundary change for Cumbria CCG, creating a North Cumbria CCG and a Morecombe Bay CCG.

It was noted that it was important that HWC continued to ensure that the voice of people was included in all of these change processes.

Future Meeting Dates

Future Healthwatch Cumbria Board Meetings, held in public, will be held on the dates below.

Tuesday 09th May - Best Life Building, 123-127 Botchergate, Carlisle CA1 1RZ - 2-4pm

Tuesday 08th August - Best Life Building, 12 Duke Street, Barrow in Furness, LA14 1LF

Tuesday 07th November - Kendal - venue to be confirmed.