



**Draft Minutes  
Board of Directors**

**Date:** 25.01.2016

**Time:** 2.00 pm - 4.00 pm

**Place:** Best Life Building, Workington

**Tel:** 01900 607208

**Agenda items and requests to:** Elaine Ralph

**Board Members:**

Helen Horne (Chair)  
Gilda Wells (Board Member/Vice Chair)  
Gill Sadler (Board Member)  
Tamsin McGlinchey (Board Member)

**Supporting Officers:**

David Blacklock (Chief Executive Officer)  
Sue Stevenson (Chief Operating Officer)  
Elaine Ralph Information and Administration Officer  
(Minutes)

Note it was agreed that the financial part of the meeting should be moved to Part 2.

**1. Apologies for absence**

Gill Sadler

**2. Declarations of Interest**

None

**3. Minutes**

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

**Action - Lisa Blacklock to publish on website**

#### 4. Matters arising

The action log from the previous meeting was reviewed.

Outstanding Actions

**Intelligence Reports** - It was agreed that Intelligence Reports would inform the Healthwatch Cumbria Board future agendas.

**Podcasts** - Podcasts were discussed at the Board Development Day on 25 November 2015. The board agreed that development was needed with developing people's stories. Further discussion was needed and it was agreed to discuss at the next Board Development Day due on 22<sup>nd</sup> February 2016.

**Edenwood Unit** - Healthwatch Cumbria has had growing concerns regarding the Edenwood Unit but are aware of the challenges to the Trust. The Partnership Trust agreed to HW to do 3 observational visits via the Enter and View service. This included observations on interaction and communication with staff. The unit has stopped using agency staff which will ensure consistency for service users/patients which is important to the needs of the patients at the unit. The Trust has responded well to the Enter and View recommendations and Healthwatch Cumbria would keep under review the possibility of more Enter and View visits.

**Skills Matrix for Ambassadors** - Discussion to have a whole day for Ambassadors to meet following the recruitment of more representatives for HWC - TBC once tendering process is confirmed.

**Action** - ER to post on Healthwatch Hub "Yammer" to find out if any HW have something similar

**Healthwatch Work Priorities** - Kate Johnstone from Healthwatch England is taking over from Julie Turner - A date to be confirmed with Kate Johnstone to attend a future HWC Development Meeting -

**Action** - SS

**Action Log** -

**Action** -ER to take off completed actions (green) on the action log and review the referencing within the log.

#### 5. Operations Report - Sue Stevenson

HH commented that the cover sheet for the report was really useful and recommends that all agenda items should have cover sheets in the future.

**Action** - ER to ensure cover sheets on future reports

SS explained that Healthwatch Cumbria works on "core" work and also commissioned work and the Operations Report captures all of this work. SS summarised the latest work included in the report for the board.

**6. *Complaints Report - Sue Stevenson***

The press release is ready to go and will go out beginning of next week (w/c 01 February 2016) with the report. The recommendations are to be progressed through an implementation group which will comprise of at least one member of each of the participating organisations.

**7. *HWE Commissioners Event -Sue Stevenson/David Blacklock***

DB commented it was a good event and that HWC has been asked to be on the HW panel and potentially present at future HW event. HH congratulated DB/SS on HW Cumbria's involvement in these events.

In future it might be useful to map out upcoming events HW Cumbria should attend and possibly send HW Board members or ambassadors if appropriate.

**Action - SS/DB**

**8. *Maternity Report - Sue Stevenson***

HW Cumbria were asked to support the Royal College of Obstetrics and Gynaecology Implementation Group to do a maternity engagement and survey following the recommendations of the RCOG Falconer report. HW Cumbria carried out effective and comprehensive engagement work throughout November in partnership with the Cumbria Maternity Services Liaison Committees and Cumbria and North Lancashire Clinical Commissioning Group. The engagement involved a range of service users from those planning on having children to those who have had children in the last five years. There was an online survey with 1234 responses asking people's experiences of maternity services before, during and after birth. The University of Cumbria did some analysis of the findings for HW Cumbria in conjunction with Dr Rohhss Chapman who wrote the report and SS presented initial findings to the RCOG group on 10 December 2015. SS stated that this was one of the best pieces of work that HW Cumbria had done and stated that all staff had worked really hard on this project.

SS/DB looking into using other researchers/student to help with future projects - Jackie Longrigg at the University of Cumbria is in discussion with DB.

HWB thanked HW Cumbria for all the hard work done on this.

**Action - A copy of the final report to be sent to board members - ER**

**9. *Success Regime - David Blacklock***

HW Cumbria has been commissioned by the Success Regime Programme Board to carry out engagements with the public regarding local health services. These events will be carried out from January until the end of March 2015. HW Cumbria have hired a "Chatty Van" vehicle which is branded with HW Cumbria and Success Regime logo's in order to attract and engage the public wherever it goes and are using iPad's to carry out surveys with the public.

HW Board acknowledged that this is a significant piece of work and acknowledges that HW Cumbria would appear to be valued as an organisation if we are being commissioned for such high profile work.

**10. Giving Healthwatch NICE Teeth -A Guide for Local Healthwatch Organisations: How to use the resources from the National Institute for Health and Care Excellence - Helen Horne**

The guide was tabled and HH asked that a link be put on the website for information including NICE newsletters and updates --

**Action - ER to put link in HW Cumbria website**

P.17 includes reference to HW Cumbria Cancer report

**11. Feedback from the Last Development Session - Helen Horne**

HH - The HW Quality statements were discussed at the Development day. Also discussed was how to develop HW Cumbria's information, i.e. website, information to ambassadors etc. It was agreed that a future HW development day should include invites to all ambassadors/representatives in order to discuss. It was decided feedback from Development Sessions are not to be future agenda items as they are informal meetings and not public.

**Action - ER to remove "Feedback from Development Day" item from future agendas**

**PART ONE ENDED**