

**Healthwatch East Riding of Yorkshire Board Meeting**  
**Thursday 6<sup>th</sup> March 2014**  
**Goole & District Hospital, Woodlands Road, Goole**  
**Conference Room**  
**11am - 12.30pm**

**Present:**

**Directors**

Richard Davies (Chair)

Joan Fletcher

Barbara Mendham

Louise Norton (Vice Chair)

Trevor Smith (Chief Officer Meeting New Horizons)

Sheila West

**Officers**

Chris Cherry (HWERY Delivery Manager)

Alex Eslor (HWERY Volunteer Coordinator)

Helen Grimwood (HWERY Contracts Manager Meeting New Horizons)

**In Attendance**

David Pinder

John Brown

Maggie Whitlock

Roy Taylor

Vanessa Vollans

**HWERY 2014/32 Item 1: Introductions and Apologies**

Apologies from Alex Richards (Director)

**HWERY 2014/33 Item 2: Minutes of the Meeting held on Thursday 6th February - to approve as an accurate record.**

- i. Alex Richards to be added as an attendee.
- ii. The minutes of the meeting held on Thursday 6<sup>th</sup> February were approved subject to the reworking of the numbering system.

**Action: Alex Eslor to publish on website**

**HWERY 2014/34 Item 3: Matters Arising from the Minutes not on the Agenda**

- i. *Governance arrangements* - Helen Grimwood and Sheila West are still working on this and stated they would be meeting following this Board Meeting.
- ii. *Clive Waddington* - Richard Davies stated that he will get back in touch with Clive.

**HWERY 2014/35 Item 4. Public questions to the Board**

- i. There were no public questions to the Board

**HWERY 2014/36 Item 5. Delivery Plan - comments, feedback and priorities**

- i. The Delivery Plan has been circulated to partners, voluntary organisations and the HWERY mailing list and the recipients were invited to comment. Chris Cherry, the delivery manager reported on the comments that have been received.
- ii. These comments and the issues raised via email, web forms, surveys, letters, phone calls and at all our engagement events will be factored into the Delivery Plan for 2014/15 for consideration by the HWERY Board.
- iii. The OSC's response has not been received yet but their comments would be added to the list to come back to the Board for approval of additions to the plan.

**Action: Chris Cherry to amend the Delivery Plan 2014/15 to reflect comments received**

**HWERY 2014/37 Item 6. Development of Volunteer Strategy (for Board approval)**

- i. Four sub-groups for volunteers were agreed:

*Time-Limited Task & Finish Groups:*

- 1) Dementia
- 2) GP Appointments
- 3) Adult Residential Care

*Permanent group:*

- 4) Horizon / Future (Media) Scanning which will also incorporate a rapid response element so this group can be used when needed

- ii. These will be presented and discussed further at the Volunteers Meeting on 10<sup>th</sup> March 2014. Board members with an interest in the areas will also be involved in the groups.

**HWERY 2014/38 Item 7: Guidance for HWERY representatives on external bodies document (for Board approval)**

- i. The guidance document was circulated prior to the meeting. This will form part of the governance guidelines. There was debate over how best to deal with discussion at meetings in areas in which HWERY has not yet given an official view. The document has been agreed subject to examining this further and investigating how ERYCCG handle this issue. The document will be brought to the Board for amendment and final agreement.

**Action: To investigate the guidance given to ERYCCG for their representatives and bring the document back before the Board**

**HWERY 2014/39 Item 8: Dementia Report (Update)**

- i. Joan Fletcher gave the update, HWERY now have an introductory report and a survey looking at services that are used and also those which are not available. Joan is attending a meeting of the Dementia Champions on 7<sup>th</sup> April in Market Weighton and will distribute the survey there. The closing date for the survey will need to be the end of April. Barbara Mendham stated that the Alzheimer's Society have done a survey with carers of people with dementia about services.

**Action: Joan Fletcher to circulate the survey to the Board**

**Action: Barbara Mendham to contact Kate Atkin from the Alzheimer's Society to find out more about their survey**

**HWERY 2014/40 Item 9: HWERY Financial Report/Budget**

- i. There were no budget variances to report. As part of the contract with ERYC, HWERY will receive a performance related payment for meeting the following criteria by the end of March 2014:
  - 1) Recruiting new volunteers and having them active for HWERY
  - 2) All governance documentation to be published
  - 3) The added value elements of Meeting New Horizons to be evidenced
  - 4) The Delivery Plan to show a clear link to the Health and Wellbeing Strategy and the Joint Strategic Needs Assessment (JSNA).
- ii. The Board discussed having a matrix of eight legal requirements which can then link to contractual obligations and the Delivery Plan. It was agreed that the timescale for having the

governance documentation completed was very tight and Richard will take this up with ERYC.

- iii. It was reported that Helen Grimwood and Sheila West are working on a comprehensive governance framework but this is proving to be a major undertaking.

**Action: Richard Davies to contact ERYC to discuss the timescales for governance documentation been in place**

#### **HWERY 2014/41 Item 10: HWERY Activity Log**

- i. We are awaiting confirmation from HEYNHST that the Hospital Discharge survey will proceed in April. This joint project with Healthwatch Kingston upon Hull will survey four wards - two that use the new model and two that use the old.

#### **HWERY 2014/42 Item 11: Public Consultation/Healthwatch Road shows (verbal update)**

- i. During February, Gillian Perry (Information and Signposting Officer) has been holding Outreach sessions in East Riding libraries along with Pete Robinson from ICA. This has been the HWERY public engagement focus for February. HWERY hope to hold more roadshows at the end of March/early April, but dates and venues have not yet been set. These are expected to be held at Pocklington, Market Weighton, Hedon, Hornsea and Driffield.

#### **HWERY 2014/43 Item 12: Public Contacts - Analysis of Issues Raised (to note any trends and to agree any further action required)**

- i. Trends which have been identified from recent work including the CQC survey are:
  - Hospitals
  - GPs
  - Social Care
  - People not knowing how to complain
- ii. Handling complaints is not HWERY's direct remit, but is a good opportunity to inform the public. A leaflet is in the process of been produced and the Board have once again asked for Pete Robinson to attend a meeting to talk about ICA.

#### **HWERY 2014/44 Item 13: Staffing Update**

- i. The Administrative Assistant commences Monday 10<sup>th</sup> March, and Children and Young People's Officer starts on 1<sup>st</sup> April. As part of the contract, HWERY need to ensure that the new staff members' roles cover certain things and this must be evidenced. HWERY have not yet appointed the Outreach and Engagement Officer, and this has been advertised again.

**Action:** Chris Cherry and the new Children & Young People’s Officer to informally present a strategy at the next Board Meeting

**Acton:** Helen Grimwood to send out documentation detailing the contractual objectives for the new roles.

**HWERY 2014/45 Item 14: Any Other Business**

- i. No other business was discussed.

**HWERY 2014/46 Item 15: Date of Next Meeting**

- i. The frequency and format of future meetings was discussed. It was agreed that meetings will continue to be held on a monthly basis. One month will be a full workshop session which will not be open to the public, and then the next month will be a workshop session followed by a public board meeting. This will be trialled for six months. Meetings will continue to be on the first Thursday of the month. The next meeting will be on 3<sup>rd</sup> April and will be a full workshop session.

**HWERY 2014/47 Item 16: CCG Presentation by Jane Hawkard - Chief Operating Officer, East Riding CCG.**

- i. The board meeting reconvened after lunch for a presentation by Jane Hawkard on the two and five year strategy. At the discretion of the chair, members of the public who were present were allowed to ask questions and express comments. The board agreed the following resolutions:
  - 1. To thank Jane for her presentation
  - 2. To agree their support for the two and five strategy as presented by Jane.

Approved by the Chair as an accurate record

Signature \_\_\_\_\_

Date \_\_\_\_\_