

**Healthwatch East Riding of Yorkshire Board Meeting**  
**Thursday 4<sup>th</sup> September 2014**  
**Hornsea Library**  
**11am - 12.30pm**

**Present**

**Directors**

Barbara Mendham  
Joan Fletcher  
Louise Norton - Vice Chair  
Richard Davies - Chair

**Officers**

Alex Eslor - HWERY Volunteer Coordinator  
Chris Cherry - HWERY Delivery Manager  
Helen Grimwood - HWERY Contracts Manager Meeting New Horizons

**Members of the Public**

No members of the public were in attendance

**HWERY 2014/71 Item 1: Introductions and Apologies**

- i. Apologies were given by Alex Richards and Sheila West.

**HWERY 2014/72 Item 2: Declaration of Interests**

- i. There were no declarations of interest.

**HWERY 2014/73 Item 3: Minutes of the Previous Meeting held on Thursday 17<sup>th</sup> July - to approve as an accurate record.**

- i. The minutes were agreed as an accurate record

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

**HWERY 2014/74 Item 4: Matters Arising from the Minutes not on the Agenda**

- i. *Thursday 17<sup>th</sup> July Minutes, Item 9* - discussion was had around the Children & Young People's Strategy Progress Report. Chris Cherry fed back that Matthew Fawcett, the Children & Young People's Officer has been asked to do a presentation to NHS England as a model of best practice.

#### **HWERY 2014/75 Item 5: Public Questions to the Board**

- i. There were no public questions to the Board.

#### **HWERY 2014/76 Item 6: Dementia Report**

- i. The final draft Dementia Report had now been circulated and was presented to the Board at this meeting. The Board agreed that that it is a good report and congratulated Joan Fletcher as the lead for this Task & Finish group, and all those who contributed. A few more amendments have been suggested, such as removing photos and spelling and grammar errors corrected, and a marked up copy of the report has been sent back to the HWERY office to have these completed.
- ii. The Board are happy for the report to now be finalised and circulated with the amendments agreed today.
- iii. Jane Hawkard has requested that the CCG have a copy prior to full circulation for accuracy checking. It was agreed that this will be done but that this will be checking for factual information only and this will be made clear when the report is sent.
- iv. The report needs to be publicised in the press, and it was agreed that Richard and Joan will discuss a press release. They will also arrange to meet with Alison Cogan, the Health Correspondent at the Hull Daily Mail. Meetings will be arranged towards the end of the 20 working day period that Commissioners and providers have to respond to the report.
- v. Joan has agreed to present and discuss the report at the Rural Partnerships meeting on Thursday 18<sup>th</sup> September. As the CCG will still have the report for fact checking, a draft copy will be sent and Joan will forward the relevant addresses to Alex Eslor.

**Actions: The Board has agreed that the Dementia Report can be finalised and circulated, once amendments agreed today have been completed.**

**Action: Joan to send relevant addresses for the Rural Partnerships meeting to Alex Eslor so a draft version of the report can be circulated.**

**Action: Once amendments are completed, Alex Eslor to send the report for factual accuracy checking only to Deon Falcon and Jane Hawkard at the CCG.**

**Action: Richard and Joan to meet to discuss the media strategy, press release and organise a meeting with Alison Cogan at the Hull Daily Mail.**

#### **HWERY 2014/77 Item 7: Meeting reports from Board and the Executive Team**

- i. Richard recently met with Jane Hawkard, Deon Falcon and Sally Ann Spencer-Gray from the CCG. This is a standing meeting and was minuted by Deon. As soon as Richard receives the minutes, he

will circulate them. GP viability and the lack of GPs was discussed, and Richard, Jane Hawcard and others have written to request that this is put back on the Health and Wellbeing Board agenda before the end of the year.

- ii. Joan has been invited to join the steering group for the Goole, Howdenshire and West Wolds hub, so HWERY are now part of the steering group. Joan will continue to update on this.
- iii. Barbara has had another meeting of the Adult Residential care T&F group. A flow chart has been put together and this was tabled. Barbara talked through the flow chart, which details the process the group has followed. Barbara has listed 21 care homes which have evidence for a Enter & View visit, and a report will be put to the Board for approval. It was confirmed that this does not need to be presented at a Board meeting and can be circulated electronically. There are some concerns about information sharing with ERYC. Barbara will now be having bi-monthly meetings with Dorothy Montgomerie, Planning & Procurement manager for ERYC.
- iv. Chris is still attending the Better Care Fund meetings which are held twice monthly. Chris and the Carer's Advisory Group representative attempt to bring the focus back to patients, but the meetings are generally very strategic.
- v. Chris has also met with MacMillan who are keen to work HWERY on the issue of how rurality affects people affected by cancer. The plan is to hold a series of listening events in Bridlington, Withernsea and Hornsea, which will allow HWERY and MacMillan to engage with larger numbers of people. These will be hosted by MacMillan with a HWERY presence.
- vi. Chris has also attended the Patient Experience Forum at HEY. It has been stated that more complaints are coming through, and this is put down to Healthwatch. A 'You Said, We Did' function has been developed, although concerns were expressed that the responses do not always provide sufficiently complete answers. Positive publicity will be generated by publicising this in the Hull Daily Mail.

#### **HWERY 2014/78 Item 8: Monthly reports from the executive team**

- i. A report detailing all the issues collected from April 2013 - July 2014 was circulated prior to the meeting. It was suggested that statistical information would be more useful if it was broken down further e.g. into postcodes. It was confirmed that the idea of this report was to give a broad overview of all issues over this extended period, and there is the ability to drill further down and provide more detailed information when necessary.
- ii. The monthly Activity Report was also circulated prior to the meeting, and Chris talked through this. The main points were that:
  - The Directory is imminent. The feeling now is that this should be heavily promoted to the public and used for positive publicity for HWERY.

- Rebecca Devlin has started on the Executive team on a student Graphic Design placement and is fitting in really well and doing work in the office and at engagement events.
- Steven Mottershaw met with Ruth Puckering regarding Driffield Show and the majority of the feedback was positive. It was mentioned that at times there were too many people at the stand, and that the Operation game used was too small. HWERY did think through the use of the game and did not want to have it as the main focus of the stand. HWERY will take onboard all feedback and act on this for next year.

#### **HWERY 2014/79 Item 9: Financial Report**

- i. The Financial Report was distributed prior to the meeting. The funding model with the performance related pay makes the cash flow situation difficult. Savings will have to be made in order to get back into the black by October. The Board are aware that making savings could have an impact on delivery. The plan is to contain the situation and see what happens with the contract renewal at the end of September.

#### **HWERY 2014/80 Item 10: Any Other Business**

- i. No other business was discussed.

#### **HWERY 2014/81 Item 11: Date of next meeting**

- i. The next workshop meeting will take place on Thursday 2<sup>nd</sup> October from 9:30 to 12:30pm, at the Parish Centre Boardroom at Beverley Minster. Sheila West has already given apologies in advance of this meeting.
- ii. The next public Board meeting will be on Thursday 6<sup>th</sup> November from 11am - 12:30pm at Pocklington Arts Centre

**1pm - Close**

Approved by the Chair as an accurate record

Signature \_\_\_\_\_

Date \_\_\_\_\_