

Healthwatch East Riding of Yorkshire Board Meeting
Thursday 6th February 2013
Brough Business Centre, Skillings Lane, Brough
Conference Room 2
11am - 12.30pm

Present

Directors

Richard Davies - (Chair)

Barbara Mendham

Joan Fletcher

Sheila West

Alex Richards

Trevor Smith - Director/Chief Officer Meeting New Horizons

Officers

Chris Cherry - HWERY Delivery Manager

Helen Grimwood - HWERY Contracts Manager Meeting New Horizons

In Attendance

Angela Ward - ERYC Contracts Manager

HWERY 2014/16. Item 1: Introductions and Apologies

Apologies from Louise Norton - (Vice Chair) and Alex Eslor (HWERY Volunteer Coordinator)

HWERY 2014/17. Item 2: Minutes of the Meeting held on Thursday 9th January - to be approved as an accurate record.

- i. Angela Ward was incorrectly recorded as an officer and to be recorded as In Attendance.
- ii. Subject to the above amendments, the minutes were approved as an accurate record and signed by the Chair.

Action: Alex Eslor to publish on website

HWERY 2014/18. Item 3: Matters arising from the Minutes not on the Agenda

- i. Location of the wound clinic at Bridlington Hospital - no further response has been received.
- ii. Friends and Family Questionnaire - National guidelines permit FFT to be applied at every ward move.
- iii. The Children's Trust Survey - Chris Cherry and Louise Norton are yet to meet to discuss this.

HWERY 2014/19. Item 4. Public questions to the Board

There were no public questions to the Board.

HWERY 2014/20. Item 5. Independent Complaints Advocacy (ICA) Update and Feedback)

Pete Robinson was ill and unable to attend - to rearrange.

HWERY 2014/21. Item 6. Healthwatch East Riding Health and Social Care Support Directory

Gillian Perry (HWERY Information and Signposting Officer) presented samples of a directory that explains Healthwatch and lists all local healthcare providers. There can be four editions of 12,000 per year published free of charge; the directories will be updated and replenished by the firm. The directory will also be available electronically so it can be linked to the HWERY website. The Board agreed to proceed but to approve final draft prior to publication.

Action: Gillian Perry

HWERY 2014/22. Item 7. Development of Volunteer Strategy

- i. Principles were discussed. It was agreed that further development is required.

HWERY 2014/23. Item 8. Dementia Report (Update)

- i. The next stage is to survey patients and carers by using a form. This will be returned in mid- March to enable a report with recommendations to be considered at the May Board meeting.

HWERY 2014/24. Item 9: HWERY Financial Report (monthly budget report from Meeting New Horizons)

- i. The monthly budget report was tabled. The Board noted the budget position.

HWERY 2014/25. Item 10: HWERY Activity Log

- i. Refresher training for ex-ERYLINK volunteers: Ruth Marsden unable to attend the proposed date on 12 Feb or 4 March. Availability sought for a variety of dates in March.
- ii. Survey undertaken via Hull Daily Mail and with Hull Kingston upon Hull to inform CQC visit - the results will be reformatted to include recommendations to CQC.
- iii. Dementia services in the community: the next stage is to survey service users and carers for their experiences.

HWERY 2014/26. Item 11: Public consultation/Healthwatch Roadshows

- i. Roadshows at Market Weighton, Pocklington, Hedon, Hornsea and Driffield are being scheduled for the first week of April.
- ii. Regular monthly engagement events - akin to the successful Hull model these are to commence when HWERY Engagement and Outreach Officer is in post.

HWERY 2014/27. Item 12: Public contacts - A report summarising all issues recorded since April 2013 will be presented to the March Board to inform priority setting.

Action: Jenny Smith

HWERY 2014/28. Item 13: Staffing update - three new posts have been advertised: Children & Young Peoples Officer, Engagement & Outreach Officer and Administrative Assistant. The closing date is 7th February and interviews will take place week commencing 17th February. It was agreed that Angela Ward will sit on the interview panel as this is written into the specification and contract amendment. Board members expressed their concern that this might show a lack of independence. It was therefore agreed that Trevor Smith would discuss this with Angela Ward. It was agreed that Shelia West will sit on the interview panel for the Children & Young Peoples Officer.

Action: Trevor Smith to discuss with Angela Ward

HWERY 2014/29. Item 14: Volunteering (verbal update)

- i. Volunteers have been reference checked and will be interviewed and then offered roles commencing in March.

HWERY 2014/30. Item 15: Any Other Business

HWERY 2014/31. Item 16: Date of Next Meeting

- i. The next meeting will be held on Thursday 6th March at Goole and District Hospital. This meeting will then be followed at 1pm by a presentation by ERYCCG on their Strategic Plans.
- ii. **Action: All Volunteers to be invited to attend this presentation.**

12:30pm - Close

Approved by the Chair as an accurate record

Signature _____

Date _____