

**Healthwatch East Riding of Yorkshire Board Meeting
Thursday 31st July 2013 12.30 am to 2.00 pm
Brough Business Centre**

Item 1 Introductions and Apologies

Directors

Richard Davies (Chair)

Barbara Mendham- Director

Alex Richards - Director

Joan Fletcher - Director

Sheila West - Director

Louise Norton - Director

In Attendance

Helen Grimwood - Healthwatch Contracts Manager Meeting New Horizons

Stephen Kimberley - Healthwatch East Riding Delivery Manager Meeting New Horizons

Apologies

Linda Davies - Director

Trevor Smith - Director/Chief Officer Meeting New Horizons CIC

Item 2 Minutes of the Meeting held on 11th July- to approve as an accurate record.

- Under item 1 page 1 first paragraph delete the word 'from'
- Under item 3 page 3 third bullet point reference to 'Louise Norton' should be 'Linda Davies'
- Under item 7 page 5 reference to 5 minute public questions should be 5 minutes per person for questions. Question on the day will be at the discretion of the Chair.
- It was also agreed that Louise Norton would act as Deputy Chair in Richard's absence.

Subject to the above amendments, the minutes were approved as an accurate record and signed by the Chair.

Item 3 Matters arising from the minutes not on the agenda

Working with the NHS Independent Complaints Advocacy

Report to the next meeting.

Action: Helen Grimwood

Patient and Service Analyst Post

Helen Grimwood reported no Board comments received on draft job description, recruitment for post to commence.

Action: Helen Grimwood

Meeting with CQC. The Chair reported this had been fixed for Thursday 12th September 12 noon at Market Weighton Business Centre (**note new venue**). The Board will meet Karen Knapton Compliance Inspector for East Riding.

Action: Board to confirm attendance with Steve Kimberley.

The Chair also reported he had been invited to attend a CQC internal staff meeting and will report back on the outcome.

Action: Chair to report back.

Budget update. This will be presented to the next meeting.

Action: Helen Grimwood

Draft Healthwatch Policies. Circulated at previous meeting for comment.

Action: To discuss and approve at next meeting

Directors now issued with Healthwatch email addresses and business cards.

Discussion on use of sky drive/drop box.

Action: Helen Grimwood to investigate

Expenses forms circulated at meeting. Alex Richards declared not claiming as his Company covers the cost of his attendance.

Item 4 Workshop Outcomes and Actions

From the morning workshop the following work streams were agreed with Directors identified. Scoping meetings for each will be set up involving interested Directors and staff to produce an implementation report for the next Board.

- Awareness Raising/Marketing
- Public Consultation/Road Shows
- Patient experience collection of NLAG service users using a reference group. This piece of work to be developed in to wider areas and include a letter to VCS organisations including a similar survey.
- Engagement of 'seldom heard' groups
- Volunteering
- Enter and View
- Healthwatch Representation on external bodies

- Collecting and analysing information

Action: progress reports on each worksteam to the next Board.

Item 5 Contract Update - Meeting New Horizons verbal report

Publicity material now available and being circulated to venues across East Riding (Libraries, GP surgeries, Leisure Centres) Monthly reports to Council gives details summaries can be prepared for the Board

Action: Helen Grimwood.

Item 6 Dates and Venues for Future Meetings

Proposed dates and venues circulated, Board approved dates with exception of next meeting now set for Wednesday 4th September at Market Weighton Business Centre. Venues after 4th September meeting to be local community hospitals and staff asked to promote at Hospitals.

Action: Revised list to be circulated and published on the website along with public questions requests.

Future meetings to comprise

9.30 to 11.00 closed meeting Board only

11.30 to 12.30 meeting in public with public questions slot

Action: Requests for agenda items to S Kimberley 10 working days before meeting, agenda to be circulated week in advance, draft minutes circulated week after meeting

Item7 AOB

Next meeting forms to be circulated for Directors to sign to register as Directors at Companies House. Helen Grimwood to stand down as Director, Trevor Smith to continue as Director and guarantor of Healthwatch CIC.

Action: Helen Grimwood

Item 8 Date of Next Meeting

Wednesday 4th September at Market Weighton Business Centre.

9.30 to 11.00 closed meeting Board only

11.30 to 12.30 meeting in public with public questions slot

Approved by the Chair as an accurate record

Signature_____

Date_____