

Healthwatch East Riding of Yorkshire Board Meeting
Thursday 11th July 2013 9.30 am to 12.00 noon
Brough Business Centre

Present

Directors

Richard Davies (Chair)

Trevor Smith - Director/Chief Officer Meeting New Horizons CIC

Barbara Mendham- Director

Alex Richards - Director

Joan Fletcher - Director

Sheila West - Director

Linda Davies - Director

Louise Norton - Director

In Attendance

Meeting New Horizons CIC Staff

Helen Grimwood - Healthwatch Contracts Manager

Healthwatch East Riding of Yorkshire Staff

Stephen Kimberley - Healthwatch East Riding Delivery Manager

Brian Harrison -Healthwatch Volunteering and Partnerships lead

Gillian Perry -Healthwatch East Riding Information and Signposting Officer

East Riding of Yorkshire Council

Angie Ward - (Item 2 only)

Dave Pinder - (Item 2 only)

Item 1 Welcome and Introductions

The Chair welcomed everyone to the first meeting of the Board. As this was the first chance for Directors and staff from to meet, he proposed that the meeting be kept fairly light and relaxed.

Board Directors and staff then introduced themselves and outlined their background. (Details can be viewed on the Healthwatch website).

Joan Fletcher declared she sits on the East Riding Clinical Commissioning Group (CCG).

Item 2 Introduction from East Riding of Yorkshire Council

The Chair introduced Angie Ward and Dave Pinder from East Riding of Yorkshire Council who as commissioners of the Healthwatch service wished to speak about their work to date and their future role in relation to management of the contract.

Angie and Dave circulated a copy of a presentation outlining the background to Healthwatch and the commissioning work done by the Council. Key points they raised for Board attention covered:

- The Council had supported Meeting New Horizons in the first few months of the contract to set up Healthwatch. Now the Board was in place their role would change to performance management of the contract.
- The Council could assist in brokering key relationships - a key one being between the Board and the Health and Well Being Overview and Scrutiny Committee. Other key relationships the Council would like to see developed were with the Care Quality Commission; and local voluntary groups.
- Representation by members of the former LINK on various Committees - the Board were asked to review this. As a start it was noted that the Chair had attended his first meeting of the Health and Well Being Board in his role as Chair of Healthwatch.
- The need to build strong links to the local community was stressed and it was suggested that the Board should identify a number of 'quick wins' to build its reputation.
- Over time as the Board becomes established the Council will look to work with the Board rather than Meeting New Horizons in terms of performance management of the contract.

The Chair thanked Angie and Dave for their presentation and there being no further questions they left the meeting.

Item 3 Meeting New Horizons CIC - Contract Requirements

Trevor Smith explained that Meeting New Horizons had set up Healthwatch East Riding of Yorkshire as a Community Interest Company (CIC) which had 1 share owned by Meeting New Horizons at a value of £1. This meant the CIC could be sold to this Board once it is fully established as a CIC.

In the interim the Healthwatch Board would now start to deliver the functions of Healthwatch and Meeting New Horizons would employ the staff team to who in time would transfer to become employees of Healthwatch. Meeting New Horizons also held the Healthwatch budget and provided back office functions for the Board such as finance and IT services, for a management fee.

Once Healthwatch is fully independent the contract would be handed over to the Board and a contract agreed with Meeting New Horizons to provide back office services. The aim is for the transfer to be completed within the next 12

months. Until then Meeting New Horizons would act as guarantors of the contract.

Helen Grimwood explained that in relation to the signposting and information service function of Healthwatch, Meeting New Horizons as part of their tender submission had sub-contacted this to the Carers Federation (a national Charity). Gillian Perry was employed by the Carers Federation to set this service up for the East Riding and work was progressing on this.

In discussion the following points arose:

- Barbara Mendham enquired about information on NHS complaints being passed to Healthwatch as this was a crucial issue. Helen Grimwood replied the Carers Federation had a separate contract with the Council to provide a NHS complaints advocacy service and Meeting New Horizons had a good relationship with them and the East Riding advocate. Discussions were ongoing on sharing information.

Action: Further report on this to be presented at the next meeting.

- Joan Fletcher enquired about the 0800 number. Helen replied that all calls go to the Carers Federation call centre at Rotherham where they are logged and then are directed to Gillian.
- Helen Grimwood circulated a draft job description for a new post of Patient and Service Analyst. Louise Norton also suggested it may be useful to develop links with researchers at the Hull and York Medical School for data analysis.

Action: Comments on the draft Job Description to be passed to Helen Grimwood.

- Stephen Kimberley reported that he had met the Care Quality Commission lead for East Riding and they would like to meet the Board to discuss joint working and the sharing of information.

Action: Chair to meet CQC to discuss further.

Item 4 Healthwatch resources - staff, volunteers, funding

A Directors Handbook was circulated comprising the Healthwatch CIC governing documents, workplan and budget for Healthwatch and staff job descriptions. Also circulated were draft Healthwatch policies for approval at future meetings.

Helen Grimwood discussed the Healthwatch budget which is quite tight in certain areas e.g. marketing and volunteer travel. The Chair requested regular updates on spend to be brought to the Board

Action: Regular budget reports to be presented to future Board meetings.

Item 5 Inheritance LINK legacy/Healthwatch strategy and priority setting

The Chair stated the former LINK had left a number of issues/challenges for Healthwatch to pick up and asked Joan Fletcher as the former LINK Chair to outline these. Joan explained the legacy issues covered:

- Dementia report produced by Dr G Mitchell follow up in Sept
- MIU review
- Domiciliary care
- Issues at the acute trusts
- Enter and view reports to certain care homes
- IAPT

A legacy report had been passed to Healthwatch on these issues. There were also a number of ex LINK members still active and attending various meetings as interim Healthwatch reps

The Chair thanked Joan. This led into discussion on Healthwatch priorities and it was agreed a priorities setting exercise was needed by the Board to look at the legacy and plans of health and social care agencies. (An Information Handbook was circulated giving details of the NHS structures in East Riding and the statutory powers and responsibilities of Healthwatch).

Action: Staff Team to prepare Priorities Paper as basis for discussion at workshop for circulation 1 week in advance of next meeting.

Item 6 Directors Portfolios

The Chair proposed that following the priorities setting workshop portfolios and roles for Directors should follow from this. He hoped that over time Directors would develop specialisms.

Item 7 AOB

The following issues were agreed.

- Directors to be issued with business cards, ID badge and a Healthwatch email address.
- Directors to have access to a private online forum to share views.
- Future meetings would be rotated across East Riding and advertised.
- Meetings to be held monthly. A schedule for the year ahead to be developed. (Wednesdays and Fridays were days to avoid)
- Meetings to be held in public with an open and closed part of the agenda.

- The public to be allowed to ask question in a 5 minute slot on the agenda. Question to be submitted a week in advance of the meeting. No questions to be allowed on the day.
- Directors to be able to claim travel expenses and claim forms to be circulated. Directors to also claim expenses for ink costs in printing material.

Item 8 Date and Time of Next Meeting

Priorities Workshop Wednesday 31st July 9.30 to 4.30pm at Brough Business Centre. Lunch to be provided.

Approved by the Chair as an accurate record

Signature_____

Date_____