

Healthwatch Doncaster - Minutes of Board Meeting

Thursday 28th May 2015

Venue: Healthwatch Doncaster Office, Conference Room
Members Present: Debbie Osborne (DO), Stephen Shore (SS), Sheila Barnes (SB), Arnold Ntiege (AN)
Apologies: None
In Attendance: Philip Kerr (PK) Lead Healthwatch Development Officer, Akhlaq Hanif (AH) Administrator/Minute taker

	Agenda Item	Action	By
1	Welcome/Introductions/Housekeeping Introductions were made and group informed as to what to do in the event of an emergency.		
2	Apologies None		
3	Declarations of interest SS declared a potential conflict of interest, arising from his work as a solicitor, with a HWD stakeholder. He would not participate in any discussions or vote regarding that stakeholder for the foreseeable future.		
4	Agree/sign off minutes of previous meeting Previous HWD Board meeting minutes from 30 th April 2015 signed off.		
5	Matters arising/actions from previous meeting SS said he had picked up the meetings that Ann Gilbert had been assigned to. SB agreed to attend the next Doncaster and Bassetlaw Board of Governors meeting. Ann Gilbert had replied to SS re: helping to facilitate a visit to the Frailty and Assessment Unit at DRI, and SS will continue to work on this task. SS to raise the link between mental health and working at the next Health and Wellbeing Board (HWB) meeting next Thursday confirmed he'd request an item on the agenda to discuss this. Discussion turned to HWD's position on the HWB and specifically, to its voting power. SS attended a follow up meeting on 30 th April 2015 regarding the course run by Common Purpose for DMBC on making health and social care in Doncaster for older people a world class service by 2020. SS said it seemed promising, and that there had been a few actions from the meeting and he would attend any further meetings relating to this. HWD's Support Team had sent out a letter to all active Ambassadors thanking them for their input to the HWD Strategy Day held on 27 th April 2015. SB said she had conducted Coding on service user experiences received by HWD, which included several items that had been picked up by the HWD Independent Complaints Advocacy Service. SS discussed the first meeting of the Doncaster Inclusion Fairness Forum, which he had attended. SS felt it was important to feed issues of equality	Attend next DBH Board of Governors meeting Continue work on arranging a visit Obtain confirmation relating to HWD's voting position on the HWB Board Update the Board on any updates	SB SS SS

	around health and social care to this forum. AH confirmed Board meeting dates for 2015 had been finalised but will be sent out to the Board in due course.	Send to HWD Board 2015 meeting dates	AH
6	<p>Chair's Report</p> <p>SS discussed meetings he had attended as Chair, including the NHS Doncaster Clinical Commissioning Group Governing Body meeting, and discussions were had by the Board on how best to participate in the meeting as a representative of patient views, including approaches to work with GPs more. A letter had been sent by SS to First Group in relation to drivers congregating outside the HWD office, which was not helpful to improving footfall. A reply had been received by First which noted concerns raised and a slight improvement had been noticed by the Support Team. SS suggested trying to get current HWD members to be part of their local Patient Participation Groups also.</p>		
7	<p>Strategy Day Review</p> <p>SS thanked everybody for their contributions towards the Strategy Day follow up held on Tuesday 26th May. The HWD Board agreed to adopt the Strategy document proposed by facilitator Andy Hanselman, to allow work to be begun on the actions and allow Board members to review the document and officially sign off at the next meeting. Resulting from discussion on Tuesday's meeting, it was decided to publish the actions once finalised.</p>	Review The Way Forward document in preparation for sign off at the next meeting	All
8	<p>Recruitment of new Board members</p> <p>The Board were shown the Board advertisement and a copy of the information pack with SS stressing the term of 24 months was based on corporate status as voluntary organisations normally include a two year term and that directors retire by rotation. Board signed off all documents to allow the recruitment process to begin. Board discussed interview process and the panel will include SS, a Healthwatch North East representative and Paul Ritchie. Normal advertising methods (HWD e-bulletins/updates, website/social media) to be undertaken for promotion of the advert.</p>	Email the Board the Information Pack	PK
		Complete necessary advertising work for Board recruitment Begin process	AH PK/SS
9	<p>DMBC Draft Voluntary, Community and Faith Strategy</p> <p>An offer to comment on this had now been withdrawn, as the document had been withdrawn by DMBC.</p>		
10	<p>LHM Media</p> <p>PK explained meeting with LHM Media to help improve HWD's collation of service user experiences but this would also provide HWD with sentiment analysis to help analyse trends etc. The costs for the package will be dependent on what option is selected. PK said initial discussions with</p>	Send electronic copy of LHM HWD pamphlet to Board	PK

	<p>stakeholders had been positive. PK explained benefits would be that it joins in with Healthwatch England and other local HWS are using this software. PK said it would take 6-8 weeks for set up which could culminate in a launch event. SB said it would be a good way to target young people but queried how it would attract people not on the internet. PK replied that the use of iPads/tablets to extract feedback from consumers would help provide a personable, 1-to-1 service. LHM Media could also provide a package for the Care Act. PK requested LHM to attend the next Board meeting to explain further.</p>	<p>Discuss about visiting another HW with this software in place.</p> <p>Arrange LHM Media to attend next HWD Board Meeting</p>	<p>PK/SS PK</p> <p>PK</p>
11	<p>Support Team Update from PK</p> <ul style="list-style-type: none"> • MB had begun her sick leave after her operation. • Discussions with Doncaster Metropolitan Borough Council regarding HWD Enter and View volunteers shadowing their inspectors to gain experience. Also Quality Improvement Partnership has been mentioned. More information to be provided when available. • PK meetings to attend over the next month: Yorkshire and Humberside Patient and Public Engagement event to see how HWD fit into children's strategy 29th June; NHS Citizen's launch conference on 9th June; Healthwatch England Commissioner's and the future 2nd June - will also invite Lead Officer Julie Turner to visit HWD; DRI Patient and Experience meeting tomorrow (29/5/15) to query support available for people wanting to make an NHS complaint. • HWD had received requests for feedback on various Quality Accounts and suggested to bring these to the Board. • A contract review with DMBC had been positive but topic mentioned wanting more in-depth feedback to stakeholders. • There had been positive feedback for the Doncaster Keeping Safe Forum and the work done by Angela Barnes, who had attended St Leger Homes' Open Day. • Financial costs to outsource the HWD Annual Report 14/15 had been undertaken and found to be unrealistic. There is a template that can be used by HWD it is suggested this be completed internally by AH. • All key HWD Reps meetings were covered. South Yorkshire Healthwatch Officers Group meeting was discussed with PK emphasising the importance of involvement going forward • Partnership work currently being conducted with CHAD in relation to producing an easy to read card for people with Learning 		

	Disabilities and Dementia, to be A5 size and include pictures, with CHAD's symbol. Also discussed was a HWD easy read form for service user experiences.		
12	<p>Any other business</p> <p>AH brought forward a suggestion from the Support Team regarding a potential merger between the Information and Publicity Group and Engagement Group to facilitate a stronger link between engagement and information/communication. Board agreed to this merger with a new Lead for the Engagement/Communication group (temporary lead is Sandie Hodson) to be announced in due course to allow people to nominate candidates. DO volunteered to attend the Advisory Group for Doncaster Children's Trust.</p>	To attend Advisory Group meeting	DO
13	<p>Date, time, venue of next meeting</p> <p>Thursday 25 June 2015, 1.30pm, HWD Office</p>		
14	<p>Close of meeting</p> <p>3.30pm</p>		