

Healthwatch Doncaster – Minutes of Board Meeting

Thursday 28th July 2016

Venue: Healthwatch Doncaster Office, Conference Room
Members Present: Andrew Bosmans (AB), Deborah Hilditch (DH), Vic Holbrey (VH), Debbie Osborne (DO), Michelle Shore (MS), Steve Shore (SS),
Apologies: Sheila Barnes
In Attendance: Andrew Goodall (AG) Chief Operating Officer, Akhlaq Hanif (AH) Administrator/Minute taker

	Agenda Item	Action	By
1	Welcome/Introductions/Housekeeping SS welcomed new HWD Chief Operating Officer AG to the first Board meeting of Healthwatch Doncaster as an independent enterprise and introductions completed. The meeting was informed as to what to do in the event of an emergency.		
2	Apologies Sheila Barnes		
3	Notes of the last meeting See item 6		
4	Declarations of interest None		
5	Agree/sign off minutes of previous meeting HWD Board meeting minutes of 26 th May 2016 signed off		
6	Matters arising/actions from previous meeting SS intending to complete action relating to a follow up response to the NHS Doncaster Clinical Commissioning Group (DCCG) and the South Yorkshire Police Crime Commissioner (SYPCC) re: the closure of the Street Triage Service in due course. Work on financial polices on-going with DH liaising with AG for completion.	Complete letter out to DCCG & SYPCC AH to send out first batch of monthly feedback at the end of the month Forward an invite to volunteer Mark Bright re: attending the next Engagement group meeting	SS AH AH
7	Engagement Strategy and action plan Engagement Strategy signed off but Action Plan to be circulated detailing the development of activities. DH explained potential setting up of analysis group tying in with on-going work on a digital plan. AG discussed partnership work with a network of affiliates to target seldom heard individuals for feedback on services. Board discussed openings within the local business community and potential partnerships with recognised companies.	Register HWD as a member of Doncaster Chamber To contact Chair of a local not for profit health company to discuss opportunities	SS SS

	Discussions turned to recent meetings AG has attended with DCCG (including a well-received presentation at the Governing Body meeting on 21/7/16 alongside DH/SS) and suggested for SS to meet their Chair David Crichton.	Arrange a meeting with David Crichton	SS
8	Publicity and promotion of Healthwatch Doncaster AG discussed importance of a good relationship with the local press whilst having a meeting with an intern to look at amongst other things, time specific social media updates.	Begin work on a paper for the Board discussing a media plan, incorporating digital elements	AG
9	Finance update This item was not minute taken to protect sensitive confidential information not to be discussed in the presence of the member of the Support Team		
10	Community Interest Company – business process review Board collectively discussed process for independence and areas to improve on and a general consensus was held of the positive value of the operational meetings. DH said policies produced not yet received feedback from staff. It was agreed to continue to have an informal meeting alternating from a Board meeting to discuss on-going developments and issues. First two meeting dates arranged for Thursday 4 th & 18 th September, 10am, at the HWD office.	Send individual letters to staff following their TUPE meetings Send formal letter of appreciation to Paul Ritchie of Carers Federation	DH/M S AG
11	Business services workstreams AG gave an overview of all current services obtained by Healthwatch, additionally staff have received extra training to work remotely outside the office; intending to speak to the landlord on a few issues also.	Speak to landlord over a disabled parking bay on the office premises	VH
12	Board member portfolios and meeting attendance AG requested an overview of meetings currently attended by all Board members. A reminder given for all to read existing policies for HWD Board meeting attendance and procedures that are now in place.	Distribute existing meetings list to all Research existing avenues to help log Actions for all Board to access	AH AG
13	Any Other Business Apprentice: AG distributed a paper to the Board with details to hire an apprentice. Board authorised him to undertake initial work – after discussions on financial, suitability, employer responsibility were held - with the broker to get a shortlist of candidates. HWD Patron: An official letter to be sent to Patron confirming role with HWD now independent.	Send letter to Patron	AG

