

Healthwatch Doncaster - Minutes of Board Meeting

Thursday 31st March 2016

Venue: Healthwatch Doncaster Office, Conference Room
Members Present: Deborah Hilditch (DH), Vic Holbrey (VH), Sheila Barnes (SB), Andrew Bosmans (AB), Michelle Shore (MS)
Apologies: Debbie Osborne, Steve Shore
In Attendance: Philip Kerr (PK) Lead Healthwatch Development Officer, Akhlaq Hanif (AH) Administrator/Minute taker

	Agenda Item	Action	By
1	Welcome/Introductions/Housekeeping In the absence of the Chair, SB led the meeting. The meeting was informed as to what to do in the event of an emergency.		
2	Apologies Debbie Osborne, Steve Shore		
3	Declarations of interest SB noted a declaration in relation to Item 12 of the agenda; MS and VH for item 10.		
4	Agree/sign off minutes of previous meeting SB noted spelling errors in minutes of 2 nd March in agenda items 12 (Procurement exercise) and 13 (Future Opportunities). Minutes not signed off at this meeting.	Correct spelling errors	AH
5	Matters arising/actions from previous meeting Board noted their concern on the duration of communication and clarification on Arnold Ntiege. DH reiterated, for those not present at the previous meeting, actions taken by Steve Shore to bring a resolution on this. Information received during the Board meeting confirmed Steve Shore had arranged a meeting with Arnold Ntiege. Steve Shore will chase up CIC documents today and Board agreed to pay, if needed, any costs relating to the CIC name. AB spoke to the HWD patron who confirmed their intention to be involved once everything has been finalised.		
6	HWD Policies DH provided an update on the policies circulated suggesting firstly for Board support for the Lead officer in relation to any FOI requests; explained differentiations between policies for Support Team/Volunteers on Harrassment & Bullying; Health & Safety policy in line with other organisations; Information & Communication - to produce own policies with external sign off. Batch 4 policies to be ready for comments in April by DH including sending finance policy to AB then a wider circulation to Board and work to be undertaken on disciplinary policy also. Board thanked DH for all her efforts in this task.		
7	Transitions Planning Group Update PK confirmed I.T provider and Accountancy had agreed in principle for the tenders, after the		

	<p>interview process, and are awaiting clarification on a few points and are aware of independence dates. Board discussed current location of HWD and related liability. It was noted Steve Shore had discussed with the local authority on this issue and is on-going - Board felt end of April would be a date to complete this, and other discussions such as the budget with the local authority. It was suggested to look at other residential properties and be aware of opportunities available.</p> <p>MS confirmed she would be meeting with Paul Ritchie next Thursday on matters relating to TUPE, with DH.</p> <p>Organisation structure requires signing off once it has been circulated.</p>	Obtain prices for property identified and any other related information	MS
8	<p>Finance report/contract update - Andrew Bosmans</p> <p>Copy of the latest Finance report provided and AB discussed some of the points, including funding for the Doncaster Keeping Safe Forum has been obtained for another year but with no increase. Paul Ritchie to meet with local authority to continue budget discussions. No new contract updates.</p>		
9	<p>Proposed CCG Engagement Strategy - Debbie Hilditch</p> <p>Work on the strategy is on-going with aims to map out priorities including stakeholders, focusing on impacts on adults, children, and disadvantaged groups. Targeting distribution of strategy at next Board meeting in April. Request to HWD by the CCG on a presentation detailing engagement work across Doncaster.</p>	Send to strategy to SB	DH
10	<p>Procurement exercise feedback - Philip Kerr</p> <p>PK gave an overview of the interviews conducted alongside AB/DH noting prior requirement of innovation over cost. Feedback requested by some unsuccessful providers and has been given to them. Not anticipating current I.T provider to cause any unnecessary issues during transition to new supplier. DH commended PK for the work he had put through the procurement process, sentiments supported by Board.</p>		
11	<p>Opportunities</p> <p>PK said next phase of activity in the Working Together programme will be Doncaster, and a potential income stream for HWD. DH noted importance of engagement strategy being in place to aid this opportunity.</p> <p>PK and DH to meet with volunteer Mark Bright to receive an update on the analysis work he has been doing relating to feedback derived from Patient Opinion/HWD.</p>		
12	<p>Safeguarding issue raised by Advocate Client</p> <p>Board discussed the Safeguarding issue raised by an Advocate Client stressing the importance of informing the relevant organisations on the</p>		

	concerns noted. It was confirmed that the provider in question was dealing with it also. Agreed action by the Board was to draft a letter to the provider and copying in other relevant organisations also, detailing multiple concerns received at HWD about the service.	Work with Marion Boyd (HWD Complaints Advocate) to draft a letter	PK
1	Support Team Update - Philip Kerr		
3	HWD Volunteers met with DMBC's Quality Assurance Officers which was a very positive meeting discussing priorities. Next meeting re-arranged. PLACE Assessment going ahead on 7 th April, plans being finalised including training.		
1	Any other business		
4	SB informed that at the RDASH Governing Body meeting, there had been confirmation of the closure of the Street Triage service tomorrow. A letter to be drafted by SB on this issue, forwarded to Steve Shore to present at the next CCG meeting. SB provided feedback of a positive experience given by a service user at the RDASH meeting suffering from dementia who had treatment there.	Draft letter and forward to Steve Shore	SB
1	Date, time, venue of next meeting		
5	Thursday 28 th April 2016, 1.30pm, HWD Conference Room		
1	Close of meeting		
6	4pm		