

DRAFT Minutes of the Healthwatch Leicestershire Board
Thursday 16 July 2015

Present Rick Moore - Chair: Gillian Adams - Vice Chair: Fiona Barber: Sue Staples: Anne Collier: Mina Rodgers: Alistair Wood: Chris Faircliffe and Vandna Gohil

Apologies: Pat Fraser MBE and Narendra Waghela

In Attendance: Gemma Barrow

Item	Discussion	Action/Outcomes
2015.07.01	<p>Welcome</p> <p>Rick welcomed everyone to the meeting and it was noted that the public session part of the meeting was under review, as many members public had not attended previous meetings.</p> <p>The Board wants to consider more fully how to be inclusive, as Board meetings to date have not attracted a large number of members or the general public.</p>	<ol style="list-style-type: none"> 1. Board to review session in public following a better understanding of the new LGA Guidance 'Local Healthwatch Governance' circulated by Fiona. Follow link to access the document http://goo.gl/xvE3tM 2. Vandna to also seek guidance from HWE to inform Board discussion on how best to involve and include members of the public at Board meetings.
2015.07.02	<p>Declaration of interest in respect of today's agenda</p> <p>The Board was asked to declare any conflicts of interest.</p>	<ol style="list-style-type: none"> 3. None declared. 4. Office to check that all conflict of interest records are up to date and refreshed.
2015.07.03	<p>Board survey: Findings and feedback from Board survey</p> <p>Vandna gave presentation titled 'Working Better, Working Smarter' reflecting the summary findings from the 1 to 1 interviews she had with the Board including 3 teleconferences between 11 May - 10 June 2015.</p>	<ol style="list-style-type: none"> 5. Board agreed to defer fuller discussion on the recommendations as part of a Board Development Session on 8 October. 6. The Board agreed to implement some

	<p>The Board welcomed the initiative and findings noting that there was a lot of information to absorb.</p>	<p>changes with immediate effect: -</p> <ol style="list-style-type: none"> a. Simplified feedback from stakeholder meetings b. Regular updates from Director reflecting 2- way feedback <p>7. Circulate the slideshow to the Board with the recommendations and proposed actions.</p>
2015.07.04	<p>Influence: Board representation Paper 1</p> <p>Vandna had prepared an updated overview of Board Representation and lead roles.</p> <p>The revised table reflected a better spread of members leading on key stakeholder Boards making the most of the time that members had to offer to HWL activities.</p>	<ol style="list-style-type: none"> 8. Board to review the suggested allocation at the October meeting following the circulation of the revised table. 9. The meeting noted that due to Sue's surgery that Chris would be taking up the LPT Board and ELR CCG roles.
2015.07.05	<p>Healthwatch England (HWE) Annual Conference 2015 - Paper 2</p> <p>Vandna presented that paper that provided headlines, highlights and recommendations from the conference.</p> <p>One the first day of the conference, she had sent tweets and photos for twitter and in the evening she was joined by Gillian Adams.</p> <p>Both attended the conference dinner and sat with Anna Bradbury, Chair for HWE, David Behan, CEO for the Care Quality Commission and flora Goldhill, Director for Children and Families for the Department Health.</p> <p>Vandna submitted an entry for the Healthwatch network awards and we had</p>	<ol style="list-style-type: none"> 10. The Board were delighted to formally record that HWL had received the highly commended award for making a difference to healthcare for the 'One week at LRI report.' 11. The Board also noted the press release announcing the award, which had been disseminated to all stakeholders and the media including a quote from UHL.

	<p>been informed that HWL had been shortlisted.</p> <p>A media release was issued in the news of the shortlist including a quote from HWE's shortlisting panel and the Leicester Mercury picked this.</p> <p>Gillian spoke about the conversation she had with Flora - the lead for Healthwatch from the Department of Health (DoH) and that she was interested in visiting HWL and understand more about our work and that of our key stakeholders.</p> <p>Gemma and Ivan from the staff team attended the conference on day 2 and were able to take part in the workshops and drop in clinics.</p>	<p>12. Toby Saunders, Chief Accountable Officer WL CCG had referenced the report for the Urgent and Emergency Care Vanguard bid.</p> <p>13. A couple of dates are in the diary for the visit by DoH with an outline programme.</p> <p>14. The meeting noted the report and agreed that next year explore option for a few Board members to attend alongside the staff members.</p>
2015.07.06	<p>Chairs Update</p> <p>The Board noted the Chair's activities in particular with the media as outlined in the Q1 performance report and the updates circulated by the HW office.</p>	<p>15. The Chair's report was noted</p>
2015.07.07	<p>HWE FOI on funding</p> <p>Rick reported on the action Healthwatch England had taken to write to 10 local authorities imposing the largest cuts - each one of which is cutting their Healthwatch well above the council's overall budget reductions. HWL Leicestershire is the 4th highest on the list with a cut of 31.9%</p>	<p>16. The Board noted the actions and asked to be updated following HWE's feedback on the Council's response.</p>
2015.07.08	<p>Income generation</p> <p>Rick informed the meeting that in light of reduced funds that he and the team would be looking to secure new sources of income and that this would take on a priority in the coming months.</p>	<p>17. Rick and Vandna to keep the Board informed on funding opportunities and discussions with the Commissioners on securing year 4 and 5 of the current</p>

		contract.
2015.07.9	<p>Finance update for Quarter (Apr - June 2015) paper 3</p> <p>Vandna reported that VAL's accounts were being audited and therefore a fuller update is pending completion of this exercise.</p> <p>The meeting noted that the financial sped was on tract to meet the budget although there was a small deficit in Q1 which will be off set and managed during the rest of the year.</p>	<p>18. A financial update (post audit) would be circulated end August.</p>
2015.07.10	<p>HWL Annual Report 2014 -15</p> <p>Vandna and Rick presented the Annual review submitted to HWE on 29 June 2015 (the deadline being 30 June).</p> <p>HWL had followed HWE's guidance on the content and use of the template.</p> <p>The report had also been circulated to the Commissioners, CQC, NHS England, WL CCG, ELR CCG, County Council Overview and Scrutiny Committee and posted on the website as required to fulfil statutory</p>	<p>19. The Board welcomed the annual report and the easy read version noting the design, case studies, photos and glossary.</p> <p>20. The Board agreed to include a STOP PRESS at the end of the report to include the HWE award news.</p> <p>21. A refreshed Annul Report to be submitted to HWE and wider onward dissemination.</p>
2015.07.11	<p>Performance: Updated Work plan 2015-16 - Paper 4</p> <p>Vandna presented the revised work plan reflecting changes following the departure of the Advisor and also reflections from the Board survey.</p> <p>The revised wok plan includes a table illustrating staff leads on work streams and the indicators and evidence for outcomes on local priorities.</p>	<p>22. The Board noted the revised plan and in particular the involvement of district based volunteers and working with the VCS as Healthwatch hubs to extend our reach.</p>

	<p>A detailed timeline was also presented as a hand out to Board for reference.</p>	
2015.07.12	<p>Draft Communications plan 2015-16 Paper 5</p> <p>Vandna presented the draft plan noting the 3 new objectives and how each one will be followed through using different channels and the products/campaigns that would be developed.</p> <p>All the events and campaigns would be supported by Comms with promotion including digital launch on the website, social media, press release and branded materials.</p> <p>There will be continued focus on press with both reactive and proactive responses.</p>	<p>23. The Board in approving the plan asked for the inclusion of internal comms.</p>
2015.07.13	<p>Draft Monitoring Quarter 1 (April- June 2015) report Paper 6</p> <p>Vandna presented the draft report and highlighted that the key metrics had been revised from the previous year to reflect capacity and resources.</p> <p>The meeting noted that there was a meeting with the Commissioners to discuss the report the following week.</p>	<p>24. The Board asked that the case study for 'One week at LRI' be updated to reflect the Vanguard Bid.</p> <p>25. Rick and Vandna would present the revised report to the Commissioners on 21 July.</p>
2015.07.14	<p>Evidence, Insights & Research: Enter and View - LRI Ambulance Handover Report- Paper 7</p> <p>Sue presented the report highlighting that it had been submitted to both UHL and EMAS for factual accuracy.</p> <p>Chris commended the report as an excellent example and emphasised that performance remains an issues.</p> <p>Gillian commented that the report findings to Health and Wellbeing Board (HWB) did</p>	<p>26. The Board formally adopted the report and commended Gemma's work on the Enter and View work stream.</p> <p>27. Sue also reported that due to her planned surgery Chris Bosley would</p>

	<p>not do justice to the report.</p> <p>Vandna explained that the slideshow for HWB had to be prepared and sent ahead of the designed report and infographics. The slides gave an overview of the report.</p>	<p>Gemma and Vandna support acting Chair for the Enter & View group during her absence.</p>
2015.07.15	<p>Update on GP surgery visits</p> <p>Gemma gave the Board an update on the enter and View programme 2015 -16 and the first two visits to GP practices</p> <ul style="list-style-type: none"> • Barrow Health Centre which serves 8500 patients and • The Practice in Ashby that has 2500 registered patients <p>The reports are in draft stage and will be sent to the providers for factual accuracy.</p> <p>Sue reported that Care Homes in each District would be visited in August with a planned visit to CAMHS in Coalville in the Autumn.</p>	<p>28. The Board noted the progress and developments with the Enter and View visits.</p> <p>29. The Board noted that the GP surgery reports would be presented the Primary Care Co-Commissioning Boards.</p> <p>30. Vandna to follow up for guidance from HWE on handling of confidentiality by HW reps on the Boards.</p> <p>31. Safeguarding training for the new authorised reps was in the pipeline.</p> <p>32. It was noted that Anne was interested in attending the safeguarding training session.</p>
2015.07.16	<p>Safeguarding Update</p> <p>The meeting noted that Sue has arranged with Helen Pearson, Safeguarding Boards Officer, Leicestershire and Rutland Safeguarding Adults and Children for HWL to attend:</p> <ul style="list-style-type: none"> • Safeguarding Effectiveness Group and • The Engagement and Participation Group 	<p>33. The Board noted the Safeguarding Concerns log that was maintained by the office and updated.</p>

	<p>Helen will also attend the Enter & View and Safeguarding Working Group on the 24 August to discuss working together, share insights, information and influence change.</p>	
2015.07.17	<p>Quick Poll Survey - GPs Paper 8</p> <p>The Quick Poll Survey is an initiative developed by Ivan and designed to allow local people to quickly share their opinions and experiences with HWL via a short survey that is intended to take one minute or less to complete.</p> <p>A short report will be compiled after each survey that will act as a stand-alone product that will provide additional research aligned to HWL priorities. The report will inform HWL representatives and stakeholders.</p> <p>One of the key points of the survey is to reduce high intensity engagement and to focus mainly on HWL members by supplying them with an online and hard copy of the survey via the quarterly newsletter.</p> <p>The survey is designed and taken to any engagement events that HWL were attending, allowing for a wider completion of surveys.</p>	<p>34. Board welcomed the Quick Poll initiative and the design of the summary.</p> <p>35. Board members reminded to complete the Dentists Quick Poll.</p>
2015.07.18	<p>Board Themed discussion</p> <p>The session was led by Chris on the overview of the local health economy taking into account the following:</p> <ul style="list-style-type: none"> • Patient Choice • The Alliance • GP Federations • Urgent Care • Better Care Together 	<p>36. The Board asked that the CEO for the Alliance be invited to the next meeting to give a presentation on the Governance and PPI involvement.</p>

2015.07.19	<p>20. Board updates - Roundtable</p> <p>The Board discussed the planned meeting with the Acting Chair for LPT on 28 July and Healthwatch representation at the LPT Board. This place is held by Sue as the tripartite rep with Chris acting as a deputy.</p> <p>The suggestion for HW places assigned to a separate table away from the main Board table and only give input when invited to do so was noted and the meeting agreed that any new changes be deferred until the ne Chair of LPT is appointed.</p>	<p>37. The Board agreed to maintain the status quo with HW place as Participating Observer.</p>
2015.07.20	<p>Minutes and Actions</p> <p>21. Minutes of B Agenda 23 April 2015 Paper 11</p>	<p>38. The Board approved the minutes</p>
2015.07.21	<p>22. Minutes of Public Session 23 April 2015 Paper 11.1</p>	<p>39. The Board approved the minutes</p>
2015.07.22	<p>23. Actions Update 23 April 2015</p>	<p>40. There were no actions update that had not been covered in the substantive agenda.</p>

The next meeting : Board Development session

Date: Thursday 8 October 2015

Time: 10 - 3pm

Venue: VAL Offices.

The next Board meeting :

Date: Thursday 12 November 2015

Time: 10 - 1pm

Venue: VAL Offices.