

Agenda Item No: 1.2

Agenda Item: Previous Committee Minutes

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Previous decision: The minutes of the Committee Meeting of Wednesday 4 February were agreed as a true record of the meeting.

Executive Summary: This report will reflect the minutes and actions of the Committee Meeting of Wednesday 13 May 2015

Background: The Committee are asked to approve the minutes and action log of the Committee Meeting of Wednesday 13 May 2015.

Previous Minutes of the Committee Meeting on Wednesday 13 May, 2015 in Sheffield:

Present (Committee Members): Anna Bradley (Chair), John Carvel, Paul Cuskin, Deborah Fowler, Christine Lenehan, Jenny Baker, Patrick Vernon, Alun Davies, Jane Mordue and Andrew Barnett.

Apologies: Pam Bradbury, Michael Hughes and Liz Sayce.

In attendance: Dr. Katherine Rake, Neil Tester, Gerard Crofton-Martin, Susan Robinson, Sarah Armstrong, Deborah Laycock, Sarah Vallely, and Esi Addae.

A full recording of this session is available at www.healthwatch.co.uk or https://youtu.be/slv_wo5SIQw

AGENDA ITEM 1 - Welcome

The Chair opened the meeting and thanked local Healthwatch present for their contribution during the workshop and dinner the previous evening.

Discussions during the workshop and dinner included: how local Healthwatch can demonstrate their independence locally, branding and raising awareness as well as discussions on a year into the Healthwatch England 2014-2016 strategy.

AGENDA ITEM 2 - Previous Minutes

AGREED: The minutes of the meeting held on 4 February 2015, were reviewed and accepted as a true record of the meeting.

AGENDA ITEM 2 - Matters arising

The following matters were raised:

- The Committee commented on the Healthwatch England involvement with the new National Quality Board and asked how the organisation might need to be engaged. They observed that the National Quality Board is structured differently from local and regional quality surveillance groups, and asked for some clarity on how information is

communicated at national level.

- That the relationship with local authority commissioners is a crucial relationship that needs to be maintained in the absence of Local Government Association (LGA) contact. The staff team are working with the LGA to determine the next steps in providing support to commissioners.

AGENDA ITEM 3 - Declarations of Interest

No declarations were made in relation to agenda items identified.

AGENDA ITEM 4 - Chair's Report

Anna Bradley, Chair, presented her report to the Committee.

Members welcomed the Chair's report and the following comment was made.

- Agreed that clarity was needed on defining the content of the Chair's, Chief Executive's and Operational reports.
 1. **ACTION: To develop a clear reporting framework.**

AGENDA ITEM 5 - Chief Executive's Report

Dr. Katherine Rake, Chief Executive, presented her report to the Committee.

Members welcomed the Chief Executive's report and the following comments were made:

- The organisation would be using formal advisory powers to write to the Secretary of State with an action plan proposing steps needed to develop the complaints system to one where it is focussed on compassionate, swift and appropriate resolution for individuals.
- That legislative reform will need to be accompanied by practice change to target the cultural challenges that exist.
- The round table engagement of the children's voluntary sector was successful in highlighting the added value of local Healthwatch.
- That the learning from the roundtable event should be reflected in engagement with other voluntary organisations, as it gives an opportunity for shared learning and combining resources at a local level.
- Healthwatch England is supporting local Healthwatch to raise issues of ineffective discharge at their Health and Wellbeing Boards. In addition Healthwatch England are working with the Department of Health to organise an event which will bring together commissioners, regulators and providers of services to agree how progress can be made on discharge quality.
- There has been a delay in the procurement for the primary care project which will be a series of focus groups, with the aim of understanding the underlying health and social care needs people have from primary care services and what the implications might be for how services might be designed differently in the future.
- The King's Fund evaluation of local Healthwatch did not contain surprises, but it was disappointing as it contained very few views from external stakeholders and displayed some misunderstandings about the role of Healthwatch England. The next step is to ensure that the triennial review of Healthwatch England delivers a more rounded picture.

- The quality statements offer an opportunity for local Healthwatch to look at how to turn activity into impact, and to highlight influence within local communities.
- That NHS England are organising a workshop on 9 June 2015 which is an independently facilitated and dedicated event for local Healthwatch to discuss directly their concerns about NHS Citizen.
- Questions were raised about how to develop the understanding of Healthwatch within NHS England. It was suggested that the next step in building the relationship with NHSE should be a board to board discussion about the complementary roles.
- There was recognition of the work by Healthwatch England in terms of developing a requirement within the NHS standard contracts for organisations operating under the contract to provide clear information on how to contact their local Healthwatch.

AGENDA ITEM 6 - Consumer Index

Sarah Vallely presented the Consumer Index report to the Committee.

Committee Members welcomed the report on the Consumer Index, the following comments were made:

- It was suggested that a wider group of Committee Members including Andrew Barnett, Michael Hughes, Deborah Fowler and John Carvel would be particularly interested in being engaged in the project to provide some assurance to the Committee that this work will deliver something of value.
- There were questions on how the credibility of the Index was being tested internally.
- There was a suggestion that there is a complementary area of work which looks at defining 'what good looks like' so we will know where we want the Consumer Index to get to.
- The role of Healthwatch England will be to identify the data deserts rather than to mould existing data into the pre-defined questions.
- There needs to be a supporting narrative explaining the gaps in data, challenging the system about these gaps and highlighting the need for more parity between health and social care in terms of data sets.

AGREED: To do some consumer insight work on information and education to help shape the data deficit in this arena.

- 2. ACTION: To work with the identified Committee Members on the further development of the project.**

AGENDA ITEM 7 - Local Intelligence Report

Deborah Laycock and Sarah Vallely presented the Local Intelligence report to the Committee.

Committee Members welcomed the Local Intelligence report and the following comments were made:

- How trends will be identified and how thematic analysis will be shared with local Healthwatch.
- Work is underway to establish a central place for receiving evidence and intelligence; this

Customer Relationship Management system is being developed to track trends highlighted by local Healthwatch.

AGENDA ITEM 8 - Local Healthwatch funding

Gerard Crofton-Martin presented a proposed approach to the way Healthwatch England might exercise its statutory powers in relation to local authorities with regard to local Healthwatch funding.

Committee Members welcomed the report on local Healthwatch funding and the following comments were made:

- Concern about the level of cuts, the variation within the network and the impact on local Healthwatch to deliver work that supports improvements across their local community.
- The Committee appetite is to take a more forceful approach in relation to cuts.
- Agreement that engagement with local authorities should be in consultation and collaboration with local Healthwatch.

AGREED: The proposed approach to the work on local Healthwatch funding.

AGENDA ITEM 9 - Public Participation Session

The Committee and the staff team responded to questions asked by members of the public and local Healthwatch.

AGENDA ITEM 11 - Policies for approval

Sarah Armstrong presented both the Accessibility policy and the updated political element of the conflicts of interest policy for approval.

Committee Members welcomed the policies and the following comments were made:

Accessibility Policy

- It was suggested that the staff team continue to respond to ad hoc requests in regard to the provision of audio CDs and that this would be reviewed only if it became a substantial resourcing issue.

AGREED: The Accessibility Policy was agreed and the next review is scheduled for May 2016.

Updated Conflict of Interest Policy

AGREED: The updated Conflict of Interest Policy was agreed.

AGENDA ITEM 12 - Operational Update

Sarah Armstrong, Head of Operations, presented the Operational Update to the Committee.

The Committee welcomed the update and the following comments were made:

- The Committee appreciated the update on the end of year position.
- It was suggested that a strategic dashboard should be explored which gives the Committee oversight of key priorities

AGENDA ITEM 13 - Healthwatch England Business Plan 2015/16

Dr Katherine Rake presented the Healthwatch England Business Plan for the 2015/16 financial year.

Committee Members welcomed the final Business Plan and no further comments were made.

AGREED: The Healthwatch England Business Plan for 2015/16 was agreed.

3. **ACTION - To share the Business Plan with local Healthwatch alongside a narrative of key learning.**

AGENDA ITEM 14- Members Update

No comments were made regarding the Members update.

AGENDA ITEM 15 -Sub Committee Chairs' Report

Chairs of Healthwatch England Sub Committees presented their reports to the Committee.

Audit and Risk Sub Committee

- There was discussion about the way Healthwatch England might share learning from the use of internal audit with local Healthwatch.

AGREED: The approach for the next internal audit was approved.

Finance and General Purpose Sub Committee

- The updated Terms of Reference should reflect the fact that the Healthwatch England Committee will report directly to the CQC board on procurement decisions.

AGREED: The updated Terms of Reference for the Finance and General Purpose Sub Committee were approved.

People and Values Sub Committee

- Anna Bradley remains a member of the People and Values Sub Committee with Christine Lenehan as Chair.

AGREED: The updated Terms of Reference for the People and Values Sub Committee were approved.

AGENDA ITEM 16 - Any Other Business and close of session

There being no further business, the meeting was ended. The Chair thanked everyone for their time and contributions.

AGENDA ITEM 2
ACTION LOG

DATE	LEAD	ITEM	ACTION	DEADLINE	STATUS
22/10/14	Sarah Armstrong	Present the Complaints Champion terms of reference and Whistleblowing policy in due course	The updated Whistleblowing policy was presented as part of Enhanced Governance at the February Committee Meeting	Quarter 2 (2015/16)	Carry forward
13/05/2015	Sarah Armstrong	To develop a clear reporting framework	The Senior Management Team have developed a governance and assurance framework for reporting purposes which is presented for feedback at the August meeting	ASAP	Completed
13/05/2015	Sarah Vallely	To develop a programme of engagement with a working group of identified Committee Members on the detail of the Consumer index project	A series of phone calls involving Committee Members and the staff team have taken place to discuss the development of the project	ASAP	Completed
13/05/2015	Neil Tester	To share the Business Plan with local Healthwatch alongside a narrative of key learning	The Business Plan has been updated on the Healthwatch England website	Quarter 2 (2015/16)	In progress