

Healthwatch Redbridge Board Meeting

Minutes and Action points

26 May 2016 - 1:30pm - 4:00pm

Present: Vanda Thomas - VT Cathy Turland - CT Mo Dedat - MD Athena Daniels - AD Mike New - MN	Apologies: Lorraine Sil	ver - LS	
ltem	Discussions	Actions	Update
1. Welcome, Housekeeping	1.1. Declarations of Interest - none.		
2. Minutes of last meeting - 14 April 2016	2.1. Matters arising and actions not on the Agenda 2.1.2 - Additional performance report from BHRUT: JS forwarded the link and CT to		Comp
	forward link <u>here</u> . 2.1.11 <u>- NELFT patient engagement group</u> : CT will forward email from JS answering all the issues highlighted during the		Emailed as part of minutes
	meeting. 2.1.15 - Scrutiny Committee appointment: Jinformed that the nomination is for VT, not organisation. 3.1.1 - Issues regarding potential closure of KCEmergency Department: the Board discussed whether KGH is still operating 24/7 but there was no evidence to suggit wasn't; CT to write a freedom of information request enquiring about how many ambulances were received within last few months after 9pm, including black-flagging. Letter to be circulated to directors for approval.	GH CT gest	O/S
	3.1.2 - <u>Director attendance at meetings</u> : VT to find notes from March scrutiny meeting 3.1.3 - <u>Meeting with Bob Edwards</u> : update to be provided on CEO briefing. Future meeting	n g De	O/S
	were not confirmed yet. CT to forward confirmed dates when set. 3.1.6 - <u>Healthbridge Direct (Hub Usage)</u> : the directors discussed the data and the 92 93% average take up in Redbridge. CT health requested further information Redbridge.	- nas	Emailed NELFT to confirm dates
	CCG to identify where patients referral are coming from. CCG is to draft a paper showing where most patients are based	s CT er	Awaiting next CCG for update

	3.1.10 - Transforming Services Together: MN		
	updated the Board. The Board agreed that		
	a meeting with Louise Mitchell should be		
	arranged to discuss whether there was		
	enough local (Redbridge based)		
	consultation. CT and MN to discuss issue	CT/MN	To arrange
	outside the meeting, draft paper and	CIMIT	when MN is
	arrange meeting with LM.		available
	4.1.1 - Barts Health Patients Engagement		avanabic
	Strategy: CT and MN have attended a		
	number of meetings with Barts Health and		
	other Healthwatch and expressed their		
	•		
	reservations as to the way the Patients'		
	Panels were to be set up and recruited to. The latest outcome has seen Barts Health		
	staff produce another proposal, more in	CT/MN	
	line with patient opinion and approval.	CI/MN	
	Each hospital will be able to develop		
	locally approved patient engagement		
	system instead of a 'one size fits all'		
	approach. CT concluded that the		
	combined power and effort of all local		
	Healthwatches has contributed to this		
	positive outcome. First Patients		
	Experience Committee meeting was due		
	to take place on 26 May and the launch of		
	Patient Engagement Strategy was due the		
	following day.		
	6.4 - Policies are to go forward under RISK		
	meeting. CT has actioned all the		
	suggested changes.		
	8.1 - <u>HWE Conference:</u> AD will be attending the		
	event with CT. The Board discussed recent		
	changes at HWE. Recruitment for the HWE		
	Director will not begin until September at		
	the earliest. The Board discussed the		
	current financial situation of HWE as well		
	as other issues the organisation is facing.		
3. CEO Briefing	3.1. CEO Briefing (paper provided):		
	3.1.1. CT is hoping to use a similar template		
	reporting system for directors to feedback		
	from meetings. Once the CRM system is up		
	and running, it is hoped that the system will		
	allow a private log in area for Directors in		
	order to share calendars, materials,		
	minutes, etc. MD to explore free/off the		
	shelf tools already available.	MD	
	_		
	<u>. </u>		



4. Financial	4.1. Financial Report :		
Management	4.1.1 Updated accounts to April (paper		
Mariagement	attached): MD discussed the paper and		
	current financial situation of HWR. CT to	СТ	New project
	discuss underspent amount from	0.	approved to
	HENCEL budget with the Steering group		collate
	(meeting to take place on 21st June).		signposting of
	The directors discussed whether different		Accessible
	projects should have separate bank		Information
	accounts. It was agreed that this would be		Standard Data
	revisited within Risk meetings at a later		
	date.		
	4.2 Monitoring meeting: CT informed the Board that		
	the format of the meetings had changed slightly		
	with a clearer review process being instigated.		
	The meeting went well and John Turkson (JT)		
	was pleased with the year-end figures. The next		
	meeting is on Tuesday 19 July at 2pm.		
	4.3 <u>Healthwatch budget in Cabinet papers</u> :		
	Directors discussed the factual inaccuracy in the		
	January Cabinet papers. Although discussed at		
	the monitoring meeting, the Board requested	6	0.10
	further information. CT to draft a letter to JT	СТ	O/S
E IID	and circulate it before sending.		
5. HR	5.1. Staffing recruitment update: HWR is currently		
	advertising for the permanent Projects		
	Coordinator role, deadline - 13 June. 5.2. Director recruitment update: the directors		
	were happy with the document and discussed		
	where to advertise it. Board agreed for small		Currently
	budget for advertising (£250) and any	ALL	advertising on
	suggestions where to advertise should be put		free websites,
	forward to CT. Closing date should be set by		no interest has
	the end of June with interviews taking place		been
	in the middle of July. The panel would consist		registered
	of VT plus 2 more directors, and additional,		3
	independent person. The board also discussed		
	Co-opted members (non-voting) covering		
	specific areas (like young people).		
	5.3. Legal Entity: CT informed the Board that some		
	Healthwatch's have decided to create trading		
	arms. The board discussed the issue and		
	directed CT to review and bring back more		
	information to the Board in September	_	
	(discuss with our legal representative and	СТ	To do
	request further information from other		
	Healthwatch).		
	5.4. Risk Meetings: CT asked directors to begin	A 1 1	
	identifying the risks for first meeting. Risk	ALL	
	meetings are to take place every other month		

		(altering with board meeting). CT to come up		
		with dates and draft agenda and circulate	CT/ALL	O/S
		for directors to contribute. MN suggested		
		building in <i>review after 2 meetings</i> (for		
		September).		
	5.5.	Market Warming Event at Tower Hamlets: CT		
		spoke to TH HW and informed her that HWR		
		were planning to attend the event. The		
		commissioners want to hear from Healthwatch		
		organisations to help them shape the		
		specification. The directors discussed the		
		approach HWR should have during that event		
		and agreed that HWR should attend, listen, take notes, and possibly suggest which areas		
		they have expertise in. CT will attend and	СТ	On agenda
		report back to the Board.	Ci	On agenda
6. Membership	6 1	Membership Update: no new memberships		
Update	0	have been processed this month. In response		
op and		to MD's question CT informed the Board that		
		HWR is actively encouraging new members		
		within our outreach activities but with little		
		results. The Volunteer Coordinator will be		
		working on future engagement activities to		
		actively recruit. VT suggested adding the issue		
		to Risk register to see whether membership is		
		working.		
7. Projects,	7.1.	<u>Annual Report</u> - deadline is 30 June and CT		
items and		should have the draft ready by 14 June for		
events	L	sending to the designer		
updates	1.2.	Work Plan: The provisional work plan has been	\	
		published. VT requested that the work plan	VT	
	7 2	comes to Risk meeting to review.		
	7.3.	<u>HENCEL event</u> : CT provided feedback from the conference. Overall, it was good event which		
		included the launch of the BHRUT Deaf		
		Awareness video. A conference summary is to		
		be completed and released with a video of the		
		event. Actions from the event will be noted		
		and briefings prepared for the steering	СТ	To follow
		group with an update coming to the Board as		
		and when appropriate. Board members able		
		to attend the event suggested sending thank	СТ	
		you card to Neil and Elspeth for the		
		contributions.		
	7.4.	Volunteer Charter: should be approved on 14		
		June. CT suggested writing a letter of	CT/VT	
		appreciation to MP for her hard work in		
		completing the process - VT to sign. AD asked		
		whether HWR could provide or suggest		
		supported volunteering placements. CT asked		



			neubridge
	her to email any contact details to MP and	AD	
	 copy CT. 7.5. Enter & View Reports: the report from 30 November will be released in time for the HSC meeting upon approval of the board. Directors to get back to CT with any feedback by Tuesday 31 May. 7.6. Intermediate Care - report for HSC: CT has written to NELFT in regards to carrying out the independent review of the Intermediate Care service. Their response was shared with the Board. After discussion, the Board agreed that CT and VT would send a response to say that HWR were disappointed in the NELFT response. If the report cannot be completed in time for the HSC meeting a report will be completed and sent to HSC stating the full 	ALL CT/VT	Completed and sent On agenda
	reason for non-completion.		
8. AOB	8.1. Health Services for Homeless People Programme across London - run by Healthy London Partnerships (HLP). CT was told that HLP met with Redbridge CCG to talk about homelessness and the issues and relevance within the area. CT contacted the Welcome Centre and was told they were not involved. CT is meeting with Phil Herbert (from Welcome Centre) to find out from him what he considers the issues (CT already raised some issues with CCG).		
	8.2. Accessible Information Standards - CT has agreed that BHR CCG will commission HWR to run a workshop for practice managers at the end of June. CT will forward information as soon as confirmed.	СТ	Event booked for 14 July (AM)
	8.3. MN and CT agreed they need joint meeting with Waltham Forest and Rebecca Walters about CQC report. They will also put on agenda joint working.	MN/CT	On agenda
9. Future Meeting	08 Sept 2016		
Dates:	10 Nov 2016		
	12 Jan 2017		
	09 March 2017		
	Dates of RISK meetings (bi-monthly) to be added.		

Signed	Date