



	<p>2.2.8. Volunteer dismissal: SO discussed the changes to be included in the dismissal procedure for volunteers. She informed the board that the following steps will be considered when new volunteers are recruited:</p> <p>2.2.8.1. A question will be added to the volunteer application form asking applicants about his/ her support needs,</p> <p>2.2.8.2. After one month, the volunteer coordinator will have an informal conversation with the new volunteer to address any issues and then a formal meeting will take place after the second month.</p> <p>2.2.9. Board members to <b>agree on suitable meeting to invite CCG managing director and councillors when Cathy returns to work.</b></p> <p>2.2.10. GD informed the board that she attended one of the events run by the CCG. She said that the footfall was low and they did not provide the PowerPoint presentation. She asked about whether they could put the PowerPoint on their website and they declined saying that they distribute leaflets at the events. <b>GD to share the email sent to her from the head of communication team.</b></p>	<p>ALL</p> <p>GD</p>
<p>3. <b>Staff recruitment</b></p>	<p>3.1. SO reported that the job description has been completed. MP emphasised the importance of advertising the job vacancy online. SO provided the costs associated with the different platforms. Based on current research, the two most suitable options are LinkedIn (£249) and Charity Jobs (£175).</p> <p><b>The board suggested that SO should conduct further research to ascertain which platform is the most suitable for the organisation.</b></p> <p><b>SO to also disseminate the job vacancy to all board members, RCVS, RCSS, One Place East and other local organisations.</b></p>	<p>SO</p> <p>SO</p>

<p>4. <b>Projects, items and events updates</b></p>	<p>4.1. <b>Enter &amp; View GP review-</b> 28 visits have been completed. Deadline for completion of project has been extended to August due to rescheduling some visits. No issues have been identified during the visits. <b>SO to provide update about progress in the next meeting.</b></p> <p>4.2. <b>NCS- working with young people-</b> The first session took place on 11 July where 60 young people got involved. The group reviewed two leaflets produced by HWR and gave feedback about changes to make. They were also asked to prioritise on which areas of health &amp; social care appeal to them: they chose healthy living. They created some questions for the survey. This survey will be reviewed by the next group which will then be disseminated to other young people.</p> <p>SO informed the board that we were unable to take pictures due to the organisers being disorganised and not sharing the consent forms with attendees prior to the workshop. <b>SO to follow up with the contact from NCS to ensure that the attendees complete the photo consent form before attending the next session.</b></p> <p>Report to be completed when both sessions have taken place.</p> <p>4.3. <b>Joint working with Redbridge Low Vision Group-</b> Healthwatch Redbridge was approached to work in partnership with this group to develop a directory of services and providers who can support people with communication impairments.</p> <p>In terms of our involvement, the group would like our volunteer coordinator to draft a Role Description and Person Specification for the volunteer who will be putting together the initial list. The volunteer will be based with Redbridge Low Vision group and their team will provide an induction and ongoing support.</p> <p>Once the list is complete and has become a directory, they would like further involvement from HWR in terms of keeping it up to date. This will be at some point in 2019.</p> <p>The board agreed that this would be a good project for HWR to be involved in.</p>	<p>SO</p> <p>SO</p>
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	<p>4.4. <b>Patient experience data-</b> SO informed the board about an opportunity to work with other Healthwatch to provide our statistics and patient feedback in a different, joined up way using a community insights system. This idea is still in the initial stages and no information has been confirmed yet. The system costs about £5000 to set up and about £250 per/ day to get the officer to come and extract the data.</p> <p>The HWs involved are Waltham Forest, Tower Hamlet, Hackney and Newham. They suggested that this information could be shared with Barts Trust who would potentially pay each HW for this information. <b>SO to find out more information about patient experience data.</b></p>	SO
5. <b>Confidential matters</b>	<p>5.1. <b>Financial management-</b> These minutes have been redacted due to commercial or personnel sensitivities.</p> <p>5.2. <b>HR Management-</b> These minutes have been redacted due to commercial or personnel sensitivities.</p> <p>5.3. <b>Board recruitment-</b> These minutes have been redacted due to commercial or personnel sensitivities.</p>	
6. <b>6. AOB</b>	<p>6.1. SO to include the Redbridge Disability Charter in the next meeting agenda.</p> <p>6.2. VT informed the group that the Constitution Institute is running training courses for local Healthwatch. <b>VT to find out about the cost.</b></p>	SO  VT
7. <b>8. DONM</b>	8. 8.1. <b>Thursday 13 September, 5:30pm - 7:30pm</b>	

Signed \_\_\_\_\_

Date \_\_\_\_\_