

Responses to questions submitted by the public for the Healthwatch North Somerset Board AGM held on 13th October 2015.

1.

Q. 2014/15 Accounts. Has web development been booked twice?

A. The website was accounted for only once on the accounts.

2.

Q. Why is IT split across 3 entries in the 2014/15 Accounts?

A. IT relates to a mix of small IT purchases and computer support. Equipment and IT relates to larger IT purchases such as software and security programmes and equipment. The telephone and IT should read only telephone.

3.

Q. If the figures are correct what equipment cost £11,478 in 2014? Or alternatively what web development was done for £11,325 in 2015?

A. The equipment costs relate to Office IT equipment, software and security expenditure.

4.

Q. Why has the staffing bill gone up in 2015 by £32,000?

A. In the previous year the full team had not been recruited. In 2014/15 we became fully staffed.

5.

Q. When will the website have correct information and be made easier to use?

A. Since the development of the website we have had approximately 10,000 visits to the site and have received very little negative feedback regarding difficulty in using the site and accessing information. The site is being well utilised and we continually monitor any feedback and bear it in mind when considering development of the website.

6.

Q. Board Meeting minutes are not yet properly reported. The June minutes are in draft form only.

A. The Board meeting minutes for June 2015 have been replaced by the final version.

7.

Q. No draft minutes were shown for August, and the final version only came in September.

A. The final version of the minutes are on the website.

8.

Q. December 2014 minutes are missing.

A. There was no Board meeting in December 2014

9.

Q. 23 'Hospitals' are still shown on the website under "Services"; several are not hospitals and several more are units are accessed only by referral.

A. These services are part of Hospital Trust services and therefore are listed accordingly. They can all be accessed through adding the name of the service to the search bar at the top of the page.

10.

Q. The emergency numbers shown would not be much help in a real emergency. (NHS 111 is at Colchester not Colechester).

A. [This has been adjusted.](#)

[All other questions raised were discussed at the AGM and are incorporated in the AGM minutes.](#)