

Healthwatch North Somerset Directors Meeting

Tuesday 14th April 2015

at

Nailsea Methodist Church, Silver Street, Nailsea, BS48 2DS

MINUTES

Present:

Georgie Bigg (GB) [Chair]
Dick Whittington (DW)
Celia Henshall (CH)
Tom Foot (TM)
Eileen Jacques (EJ)

In attendance:

Claire Malton (CM - Administration Officer, Healthwatch North Somerset)
Sophia Jones (SJ – Volunteer Coordinator, Healthwatch North Somerset)
David Greenwood (DG – Healthwatch North Somerset Member)
Peter Cottle (PC – Healthwatch North Somerset Member)
Mary Adams (MA – North Somerset Clinical Commissioning Group)
Shaun Fitzpatrick (SF – North Somerset Council)
Miriam Robertson (MR)
John Rose (JR)
John Gowar (JG)
Joy Nix (JN)
Tricia Godfrey (TG)

Apologies:

Michelle Burnett (MB)
Nikki Williams (NW)

01-15 **Apologies for Absence**

Apologies were received from Michelle Burnett and Nikki Williams.

02-15 **Declarations of Interest**

GB declared an interest in relation to the inspection of accounts by Voluntary Action North Somerset (VANS) as she works for VANS.

03-15 **Public Participation**

DG submitted written questions prior to the meeting, to which GB had responded. DG suggested that draft minutes for the previous meeting should be made available to the public within a week of the meeting. GB explained that the Directors' response to this request is that it is not practical. GB concluded that the Directors would discuss this matter.

Action: Directors to decide appropriate time for publication of draft minutes on HWNS website.

DG reiterated his questions submitted prior to the meeting concerning the Healthwatch North Somerset (HWNS) website. GB responded that HWNS are undertaking an ongoing review of the website, considering the feedback from a variety of users, and will seek continuous improvements. PC commented that he had experienced some errors while using the website. GB thanked PC for his feedback.

Action: EJ to ensure website to be checked for errors experienced by PC.

JG raised two strategic issues: health services in North Somerset have to be integrated with, and complimentary to, the health services provided in Bristol. JG considered that Weston Hospital should not be administered from Taunton. JG suggested that more attention should be paid to the action plan for meeting the Seven Day Service Commitment that ought to be part of the commissioning of the next stage of the health service provision in North Somerset. GB thanked JG for his comments and confirmed that, as an organisation, HWNS can raise these questions with the commissioners who provide local services, and ask for a formal response, which will be available on the HWNS website.

Action: EJ to submit formal question to North Somerset CCG on the implementation of seven day service.

DW suggested obtaining a reaction from Healthwatch England with regards to the strength of the role of HWNS in such high-level strategic issues. GB agreed that this would be useful.

Action: GB to contact Healthwatch England re role of local Healthwatch in high-level strategic issues.

JR enquired whether HWNS submit every question that is received, even if it is only representative of the view of an individual, or do they wait until it becomes the view of many. GB responded that it depends on the nature of the question.

SF considered an information video made by North Somerset People First (NSPF) which explains the difference between the 111 Service and the 999 Service. He pointed out that this video does not appear on the 111 Service website, and suggested that it could appear on the HWNS website. GB agreed with this point.

Action: GB contact NSPF to agree HWNS use of 111 and 999 service video.

04-15 Minutes of Meeting of 14th April 2015

The minutes of the meeting of 14th April 2015 were checked for:-

4.1 For accuracy

4.2 For matters arising

The Minutes were agreed as a correct record and there were no matter arising.

05-15 Finance Report

DW advised that the report is a provisional assessment, since there are still outstanding bills which need to be processed. Overall, HWNS are showing an underspend against the 2014/15 budget of approximately £4000. DW proposed to ask Mike Bowles from Voluntary Action North Somerset to carry out an independent inspection of the accounts, in accordance with the Charity Commission's Statement of Recommended Practice (SORP). All Directors were in agreement. GB abstained.

DW outlined HWNS's financial figures for the previous financial year (2014/15) to be confirmed in the independent inspection later this year. DW outlined a draft budget for 2015/16 financial year, explaining that the £15000 unspent contingency item was diverted to additional work on marketing and PR. DW confirmed that the draft budget for 2015/16 did not include an allowance for Senior Community Link, due to their recent transferral to CURO.

SF commented that North Somerset Council will decide how much is budgeted for HWNS, according to their grant received by the Government. He confirmed that HWNS is currently in the Council's budget plan for this coming year, although the imminent General Election may introduce financial cuts, which may affect this.

CH commented that the financial report was clear and reasonable, and thanked DW for his work.

06-15 Conflict of Interest Policy

GB introduced the HWNS Conflicts of Interest and Loyalties Policy, explaining that the Directors had reviewed the existing policy, and had agreed that a new format was required in order to adhere to HWNS's status as a charity. GB explained that research was undertaken into various different policies belonging to other Healthwatch and other organisations, and felt that the new policy detailed what was appropriate for the needs of HWNS. Declarations of Interests Forms and the Register of Interests Form will be held in the HWNS office.

DW enquired as to whether Declarations of Interest will be made available to the public, since the policy does not clearly state this in the way that it is worded. SF suggested that the documents should be described as a 'register' as opposed to a 'form'. The policy allows for both individual forms and a register. A typing error was also pointed out on the last page, which will be amended.

GB proposed that the draft Conflicts of Interest Policy be approved with the above amendments. CH agreed. TF seconded.

GB and DW confirmed that this document is reviewed on a regular basis and appropriate changes, agreed by the Board, are made where necessary.

07-15 Safeguarding Policy & Procedures

It was agreed that the draft Safeguarding Policy is adjusted to include reference to volunteers. GB enquired as to whether this policy would be included in the volunteers information pack. EJ confirmed that it would.

EJ explained that all HWNS have undertaken safeguarding training, and that the Safeguarding Policy & Procedures were a way of formalising this.

DW raised an enquiry about the Safeguarding Procedures document, asking if the HWNS Designated Safeguarding Manager (DSM) referred to EJ. EJ confirmed that this was the case, and that if EJ is unavailable, she would designate an alternative DSM.

The Board were in agreement for the approval of these documents, with the above amendments.

08-15 Chief Officer Report

EJ described the success of the HWNS Pop-Up Shop in Nailsea, and the Young People's Mental Health Awareness Day at Weston College. Both events provided the opportunity for HWNS to receive a large amount of valuable feedback through community engagement. As a result of the success of the Young People's event, EJ hopes to establish a young people's forum. This is in the early stages of planning and EJ aims to liaise with other organisations, keeping the HWNS agenda at the forefront of plans.

EJ reported that the coming year's HWNS work plan focuses on community engagement, including those in rural, hard-to-reach areas. EJ publicly thanked the HWNS team for their hard work over the last year.

EJ briefly commented on the new Customer Management System (CMS) database, currently in its pilot stage. It will act as a more succinct method of inputting intelligence and will link to Healthwatch England and create a better, more all-encompassing picture of the feedback received by HWNS, and Healthwatch in other counties, and effectively highlight issues that need to be addressed by the government. GB added that it will enable HWNS to have a more direct influence on national policy. DW contributed that it will also provide an opportunity to raise strategic issues.

GB thanked EJ and the HWNS team for their hard work.

09-15 Other Business

GB reported that HWNS are advertising for new Directors, and that they have had some interest. EJ added that anyone who knows someone who is interested should please get in touch.

10-15 Date of Next Meeting

Tuesday 9th June 2015, time and venue to be confirmed.

Approved	
Date	

DRAFT