



Healthwatch North Somerset Directors Meeting

Tuesday 11th August 2015

at

**Clevedon Community Centre, 2 Princes Road, Clevedon, BS21 7SZ
2-4pm**

MINUTES

Present:

Georgie Bigg (GJB) [Chair]
Dick Whittington (DW) [Treasurer]
Lance Allen (LA)
Graham Briscoe (GB)
Craig Eddy (CE)

In attendance:

Eileen Jacques (EJ) (Chief Officer)
Claire Malton (CM - Administration Officer, Healthwatch North Somerset)
Janice Walsh (Operations Co-ordinator, Healthwatch North Somerset)
Karen Morledge (KM - Plum Communications & PR)
Shaun Fitzpatrick (SF – North Somerset Council)
John Gowar (JG)
Dewan Chowdhury
Jacqui Justice (Crossroads Care)
Mary Adams (North Somerset CCG)

01-15 Apologies for Absence

Apologies were received from Tim Evans and Celia Henshall

02-15 Declarations of Interest

GJB declared an interest in the Patients in Control project, details of which are included in the Chief Officer report. This project is run by Voluntary Action North Somerset, for whom she works.

03-15 Public Participation

JG commented on the Healthwatch North Somerset confidentiality policy, which he believes to include high level of demands of confidentiality. He had concerns that of the confidentiality policy appeared to conflict with one of HWNS's aims of transparency within the NHS. He hoped that the Board would consider revising this document. GJB agreed, and invited JG to meet with the Board to discuss the document further. EJ added that the confidentiality policy sought to protect those who provide intelligence, and ensure anonymity. JG understood this, but did not think the current wording of the agreement reflects this. GB agreed that the confidentiality agreement should exist to protect personal data and restrictions should lie with data protection principles. GJB added that information published in reports is anonymous at the time it reaches the public domain.

Action: GJB to arrange meeting with JG to discuss confidentiality agreement. GB to contribute.

04-15 Minutes of Meeting of 9th June 2015

The minutes of the meeting of 9th June were checked for:-

- 4.1 For accuracy
- 4.2 For matters arising
- 4.3 Outcome of actions

DW raised an issue of inaccuracy within the minutes. DW did not agree to provide a risk assessment, but instead agreed to consider the cost implications and options regarding the office premises lease, in conjunction with the contract.

Action: An amendment to be made to the minutes for accuracy.

The minutes were agreed as a correct record subject to amendment raised. There were no matters arising.

The outcomes of the actions from the previous meeting were as follows:

Action 1: Statements were received from Weston Area Health Trust (WHAT) and North Somerset Clinical Commissioning Group to clarify the status of the Emergency Department at Weston General Hospital (WGH), following concerns raised at the previous meeting with regards to the downgrading of the A&E department of WGH. WAHT clarified that there was no change to the status of this facility. These statements are available on the website.

Action 2: Discussed in previous item.

Action 3: To be discussed in Item 05-15.

05-15 Finance Report

DW reported that figures of performance against budget were largely as expected, although it is difficult to gauge figures on a month by month basis due to funding from NSC being received on a four-weekly basis.

CE made several enquiries with regards to the budget in relation to projected and actual expenditure. EJ agreed to meet with CE to discuss finances further in relation to the Patients in Control project, funded by last year's underspend.
Action 1.

DW explained that the HWNS 2014/2015 end of year figures have been produced into accounts by an independent examiner. Independent examination is a level of examination below a full audit which any organisation with an income of under £250,000 is entitled to have. The accounts were created on a receipts and payments basis, which means that income and expenditure is taken into account at the time that it is incurred, as opposed to being accrued. This method meets the charity reporting standards. DW will create accounts on an accrued basis in due course to be sent to Companies House. DW confirmed that overall, last year's accounts are as expected and final figures will be prepared for formal agreement by the Board at the AGM in October.

LA pointed out differences between the published finances in the HWNS Annual Report and HWNS's draft accounts. He explained that the figures were largely the same, but the headings were different, which could be misleading and suggested the two need to be reconciled, or a note included to explain the differences. It was discussed that the demands set by HWE for HWNS to provide these figures does not line up with the timescale needed to produce the figures themselves. Statutory obligation dictates that these figures must be made public. GJB explained the impact that gaining charity status has had on this. She also explained that HWNS finances are accessible and available to all for clarification.

DW invited all present to contact him with any comments or questions.

06-15 Reserves Policy

DW explained the revised Reserves Policy, its background and its primary purpose, which is to guard against the event of loss of contract.

GJB proposed the Reserves Policy to be approved, and reviewed on an annual basis. All were in agreement.

DW added that, following his meeting with SF, it is understood the HWNS contract would be extended by one year beyond the end of March 2016. SF was in agreement with this. DW added that the office lease is a six year lease, with a three year break in September 2016. It had been agreed that the current office space was satisfactory and finding new accommodation would need a significant financial driver. However, this needs to be reviewed before the end of March 2016.

07-15 Director Co-option

GJB welcomed two new potential Directors of the Board: Craig Eddy and Graham Briscoe. Each provided a short verbal biography as an introduction. Biographies of these members will be available on the website.

GJB proposed that Craig Eddy and Graham Briscoe be co-opted onto the Board of Directors, with full directorship to take place at the AGM in October. All were in agreement.

GJB formally welcomed both Directors to the Board.

08-15 Healthwatch England Reports

GJB introduced two reports published by Healthwatch England – Complaints and Special Inquiry Discharge Report. EJ reported that HWNS contributed to the Special Inquiry report by accessing homeless people in North Somerset and recording their experiences of hospital discharge. This data, along with data from other local Healthwatch, has been incorporated into the HWE report.

GB pointed out that the discharge system for vulnerable people at hospitals in Bristol (UBHT) has been considerably developed in the past six months and has improved, but this is not reflected in the report as the developments happened since its release. GJB commented that, by comparing different hospitals in different areas, it was found that there are varying discharge systems across the area. One of the positive results of the release of our report is that it has generated discussion within the health environment and housing sector, and has highlighted areas which require attention. GJB agreed with CE that the next step will be to measure the outcomes of this report, and how things have changed. SF suggested that it would be beneficial to repeat this report in the future to measure how the situation has developed in different areas. EJ agreed, and commented that this would fit well the planned Central Ward project.

09-15 Dentist Report

GJB reported that this report was received very positively by the Board, and by the Health Overview and Scrutiny Panel in North Somerset. Present in this meeting were NHS England, who were appreciative of this report. The recommendations presented in this report were reasonable and achievable. CE commented that the report lacked information about specific dental surgeries who, it was concluded, need to make improvements, and share this information with specific surgeries. EJ explained that the availability of accurate information for the public is dependent on the dental surgeries themselves updating the information and NHS Choices ensuring this occurs.

10-15 Plum Activity Report

KM explained the Activity Report compiled by Plum PR & Communications, and their role within HWNS's work plan, including the media coverage they have achieved already, and their future plans regarding training, marketing strategies including social media, and a focus on outcomes.

GB emphasised the objective to create a culture which ensures that Healthwatch is the first 'port of call' with regards to health and social care issues in the media in North Somerset. DW agreed with this, but added that this would happen gradually, in conjunction with the measurement of outcomes.

11-15 Chief Officer Report

EJ presented the CO report to the Board and invited all in attendance to share comments or questions.

12-15 Any Other Business

GJB reported that Michelle Burnett intends to return from leave from HWNS but would still like to be a part of the organisation, however will not attend meetings. All were in agreement for this to take place.

GJB also announced the resignation of Tom Foot from the HWNS Board of Directors.

13-15 Date of Next Meeting

Tuesday 13th October 2015 (AGM)

Action Log

Action Number	Start Date	Details of Action	Person	Date to be Completed
1		EJ to meet with CE to discuss finances further in relation to the Patients in Control project, funded by last year's underspend.	EJ/CE	13.10.15

Approved	
Date	8 th September 2015