

**Healthwatch North Somerset Board Meeting  
Held in Public**

**9<sup>h</sup> April 2019  
The Hive, Beaufighter Road, Weston-super-Mare  
2.00pm – 4.00pm**

**MINUTES**

**Present:**

Dick Whittington [DW] [Treasurer]  
Shaun Fitzpatrick [SF]  
Raquel Benzal [RB]  
Lance Allen [LA]  
Karen Whitaker (KW)  
Gerry Wadham (JW)

**In attendance:**

Rowan Williams (HWNS Strategy Manager)  
Vicky Marriott [HWNS Operations Manager]  
Michelle Burnett (Chief Executive North Somerset People First)  
Anna Hayes (Advisory Committee North Somerset People First)  
Jenni Carpenter (speaker on living with autism)  
Julia Senior-Smith [HWNS staff]  
Rebecca Jones (HWNS staff - minutes)  
Tim Evans (HWNS volunteer)  
Charlotte Ansell (HWNS work experience)  
Debbie Smith (HWNS staff)  
Neil Norton (member of the public)  
Andrew Rogers (member of the public)  
Brigitte Nowers (member of the public)

**1. Welcome**

Appreciation was given to Michelle Burnett and Anna Hayes on their presentations about living with autism and how the work of North Somerset People First has helped Anna cope with the stress of her condition.

Dick Whittington welcomed all to the quarterly meeting open to the public.

**2. Apologies for Absence**

Apologies were received from: Chair HWNS Trustees Georgie Bigg and Tricia Godfrey (HWNS Volunteer)

### **3 Declarations of Interest**

None stated.

### **4 Public Participation - questions**

None.

### **5 Minutes of Meeting February 2019**

The minutes of the meeting were checked:

- i. For accuracy

The minutes were agreed as a correct record of proceedings.

- ii. Matters arising not on the agenda

There were no matters arising that were not on the agenda

- iii. Actions outstanding

DW asked about the work experience roll and Charlotte Ansell was introduced who is working two hours a week work experience with HWNS office.

### **6. Finance Report**

DW reported that HWNS is currently running at a deficit of between £4,000 and £4,5000 which was a little bit below the planned deficit of £5,000. He said the figures for salaries was underestimated and it was around £5,000 more than stated. The annual accounts can be looked at on the Charity Commission website.

There was a mention about the office lease. SF said the lease should be extended for a couple of months after October even if we don't win the contract for any wind-down process of the organisation if the HWNS contract goes to another provider.

### **7. Strategy Managers Report/Operations Manager's Report**

This paper summarises activity undertaken by the Healthwatch North Somerset (HWNS) staff team in the period since the Public Board meeting on 12<sup>th</sup> February 2019.

#### **Action Required:**

The Board is asked to:

- Note the contents of the paper.
- Note the activities and outcomes of HWNS work in gathering views, advising people and speaking up for health and social care service users

## **8. Activity Update**

The key areas of work for the team since the last public meeting have been:

- a. Our main activity at present is to prepare a tender response to the current procurement of Healthwatch in North Somerset, Bristol and South Gloucestershire. The bid is to be submitted on 7<sup>th</sup> May 2019 and the contract will be awarded on around June 17<sup>th</sup>. The new operational model will go live on 1<sup>st</sup> October 2019.
- b. HWNS priorities, strategic plan and workplan for 2019 has been agreed and circulated. The workplan is flexible and being amended as new work is picked up and priorities arise
- c. HWNS has a full complement of staff. We have 5 employees, 1 individual completing a part-time work placement until end September and a team of active volunteers.
- d. The HWNS engagement project on the NHS 10 Year Plan is underway. The team will be surveying 250 local residents and conducting 2 focus groups on the experience in North Somerset of services for people with one of the three conditions; Autism Spectrum, Learning Disabilities and Cancer.
- e. Update 1 year on since the Enter and view visits to all GP Practices in North Somerset in 2018. Individual Reports were completed and published for 28 GP Practices. A HWNS volunteer is in process of contacting the 28 GP practices to ascertain whether or not recommendations have been implemented and suggested changes made – this is carried over from last meeting as Volunteer completing the work has gained full time employment for a 6 month fixed term contract. Her intention is to complete the work around her new employment and return as a volunteer with HWNS when her employment contract ends
- f. Smoking in Pregnancy: The Care Forum was commissioned by BNSSG CCG to survey the experiences of women offered ‘Support To Stop’ smoking cessation services provided by Public Health during their pregnancy in North Somerset. The final project report is now available for publication and we are developing a local press release based on recommendations.
- g. Community Health Services: a staff member and volunteer have been involved in evaluating the upcoming procurement of a new provider in 2019. The main body of work has been completed – follow up sessions are planned in April and May
- h. A wide range of engagement activities have been undertaken by volunteers and the new Engagement Lead to gather feedback. This has been entered into the CRM and sent to providers and commissioners in our monthly Patient Feedback reports.
- i. An independent review of HWNS employment contracts has been completed. We are working with Citrus HR to ensure that our contracts are in line with legislation and best practice.

## **9. Intelligence collected from local people relating to experiences of health and social care services**

Following discussion with Commissioners, we are in the process of reviewing the format, content and recipients of HWNS monthly Public Feedback Reports. The February report will be sent out in April following this review.

## **10. Prioritisation Panel actions**

HWNS has taken forward Priority Actions on 10 issues since February 2019, which were identified in the Feedback reports from the previous three months. A number of them will inform the areas of the workplan for 2019. The next Prioritisation Panel meeting is 15<sup>th</sup> July.

### **11. Engagement activities**

Our staff and volunteers have attended a wide range of events, meetings and services to collect views of residents of North Somerset to inform our wider work.

### **12. Key external meetings**

External meetings are attended by the Chair of the Board, Strategy Manager, Operations Manager and Volunteers – we have finished mapping the meetings we attend. A final meeting is planned among the 3 of us to agree the best method of communicating

### **13. Staffing**

The following staff changes have occurred since February 2019

- Debbie Smith Engagement Lead – 25 hours per week (6 month fixed term contract)
- Rebecca Jones Communications and Information Lead – 25 hours per week (6 month fixed term contract)
- Charlotte Ansell. Work experience (until end September 2019)

### **14. Volunteers**

We hold regular meetings with Volunteer Co-ordinator and involved in a range of projects, meetings and steering groups.

Volunteers are now working toward the Investors in Volunteers Standard

### **15. Policy and Procedures**

The Board agreed reviews of the Safeguarding Adult Policy and Safeguarding Children Policy. And refresher training for Staff, Board and Volunteers.

### **Future plans**

The focus of the Strategy Manager until May 7<sup>th</sup> will be compiling the HWNS bid. A series of 2 hour planning and development sessions have been organised with volunteers so that we can have co-production in our bid.

The Strategy Manager will bring to the Public Board meeting a list of actions that will need completion for the purposes of the bid and will request input from the Board wherever practical. The Board meeting closed at 4.00pm

The next Public Board Meeting is July 9<sup>th</sup> 2019

<b>Approved</b>	
<b>Date</b>	