

Annual General Meeting

Tuesday 10th October 2017

at

Weston College, Hans Price Building, Knightstone Road, Weston super Mare BS23 2AL

MINUTES

Present:

Directors Georgie Bigg (GB) [Chair]
Dick Whittington (DW) [Treasurer]
Tim Evans (TE)
Lance Allen

Staff Eileen Jacques (EJ)
Maisy Griffiths (MG)
Vicky Marriott
Gill Auden
Karen MacVean (KM)

Attendees Cllr Ruth Jacobs / Anne Bunn / Annie Higgs / Graham Turner WAHT / Mike Newman NSC / Mary Adams PPI BNSSG CCG / Mary Lewis NSCP / Cath Gibbons Weston Town Council / Hildegard Dumper WEAHSN / Andrew Rogers / Laurence Fineman Clarence Park PPG / Ruth Lough CQC / Maureen Bezzant / Geraldine Wadham / Nicola Hill CQC / David Jolly NSC

Members Mary Backhouse (MB) BNSSG CCG / David Campbell Volunteer and Portishead PPG / Mike Bowles MJB Accounting / Tricia Godfrey Volunteer (Speaker) / Jane Towler (JT) Volunteer (Speaker) / Sue Stone Volunteer (Speaker) / Rachel Clarke SEAP / Anne Skinner (AS) Volunteer / Bob Skinner Volunteer / John Rose Volunteer / Cllr Mike Lyall Volunteer / John Nixon / Rosemary Dowie / Alan Rice Graham Road PPG / Neil Turner Volunteer

Apologies for Absence

Apologies were received from: Celia Henshall (Director) / Sarah Wakely Volunteer / Liam Fox MP and Cabinet Member / Graham Paine WAHT / Cllr Ashton NSC / John Penrose MP Weston / Doreen Smith VANS / Tracey Fitzpatrick New Court Surgery Practice Manager / Judith Brown NSCP / Cllr Don Davies / Lorraine Rowsall NS Stroke Network / John Gowar Volunteer / Brian Kemmish Volunteer

1 Introduction and Welcome from Georgie Bigg (Chair)

Georgie welcomed everyone to the Healthwatch North Somerset AGM and introduced the Board of Directors and the team.

2 Election of Directors. Election of New Director

The following five existing Directors were re-elected as per Healthwatch North Somerset Articles of Association which states that at least three Directors must be re-elected (in alphabetical order) at each AGM:-

Lance Allen
Georgie Bigg
Tim Evans
Celia Henshall
Dick Whittington

A proposal to elect Gerry Wadham to the Board of Directors was made by Georgie Bigg and was seconded by Celia Henshall. Members were asked to agree the proposal.

Members voted unanimously to re-elect the Board of Directors and to elect Gerry Wadham to the Board.

3 Presentation of Finance report

DW presented the draft annual Statement of Accounts 2016/17. He outlined that the core grant reduction had been 5% in this period. Direct expenditure costs dropped in the area of salaries, events and meetings, publicity and marketing and use of consultancy and agency. DW said support costs were also lower in 2016/17 and there was a spend on two partnership projects; Heart of Weston Central Ward project and a project run by The Diversity trust.

Questions were invited from the attendees

Q1. ML What was the amount on the Central Ward project actually for?

A. It was a project carried out to assess access to Health and Social Care services for people in the Ward. Vicky Marriott undertook the project on a freelance basis - she can give more details at the end.

Q2. What are the salaries of the staff at Healthwatch North Somerset?

A. The total spend is seen on the slide and that is equivalent to 3.5 FTE salaries as 4 of the 5 staff work part-time.

4 Presentation 1.

You can run but you can't hide from Social Media

Maisy Griffiths Information and Communications Officer Healthwatch North Somerset

An insight into the way Healthwatch North Somerset promote their work, gather feedback and signpost the public using the internet. MG outlined the use of the Healthwatch North Somerset Website, Twitter, Facebook, LinkedIn and Instagram in creating followers, establishing 'digital visibility', connecting with important stakeholders and engaging with national campaigns.

5 Presentation 2.

Reflections: Enter & View

Tricia Godfrey Volunteer for Healthwatch North Somerset

TG outlined her personal reflections on the volunteer work she has undertaken to carry out 'Enter and View' observations of services. TG outlined how and why E&V is carried out, the practicalities of it, the way safeguarding is ensured and how the reports are used.

6 Presentation 3.

Presentation of the 2016/2017 HWNS Annual Report

Eileen Jacques Chief Officer for Healthwatch North Somerset

Reflecting on the Healthwatch North Somerset Annual Report EJ outlined the work carried out by staff and volunteers in the past year. EJ outlined the work on monthly intelligence and special reports and where they are sent.

Q1 AS asked what do you do if provider does not respond to Healthwatch North Somerset recommendations or get back to us after they get the intelligence?

EJ said we seek responses from all providers and commissioners. We are looking at how we can find out how providers and commissioners may have made changes after receiving the public feedback.

EJ thanked the team, the Board of Directors and Volunteers for their hard work and support.

7 Presentation 4.

Patient and Public Involvement

Mary Adams PPI Lead for the BNSSG CCGs

MA outlined the changes occurring to the North Somerset CCG; plans towards a BNSSG merger in April 2018 and the move towards closer collaboration and a single commissioning voice. MA explained the ways PPI in which Primary Care seeks to engage with the public over service change. She outlined further opportunities that will be created such as a Patient and Public Engagement Forum. MA mentioned the 'Heathy Weston' publication on the NS CCG website and outlined plans for public engagement over draft proposals for joining up services for better care in Weston.

Q1 JT asked what is the difference between the BNSSG and the old Avon arrangement for me as a patient?

MA said the BNSSG would improve the reach of current services, strip out variation, provide better value for money. She said they are still putting the top team together but one name on the top table is Colin Bradbury from the CCG in North Somerset.

MB said 100% GPs are behind the merger. People in NS regularly use the acute hospitals of Bristol as well as Weston already. NHS England have appointed a new Chair of the STP, the former Chief Executive of Guy's and St Thomas' Foundation Trust, Sir Ron Kerr. Lisa Manson of NHS Improvement is to head up contracts for the BNSSG. By next year there will be two localities in North Somerset, one in the North and one the South and each will have a clinical leader who will be represented on the governing body.

8 Presentation 5.

Prioritisation Panel

Jane Towler and Sue Stone

The presenters explained the reason for the Prioritisation Panel, the members who are part of it, the times it meets and the public accessibility. SS outlined the responsibility of the Panel and projects that were carried out at Healthwatch North Somerset as a result of the Panels work.

9 Presentation 6.

Engagement: squaring the circle

Karen MacVean

KM gave details of how in the past year Healthwatch North Somerset has ensured that local people have a voice about health and social care services. KM outlined how outcomes and success from our engagement activities are shown not only in the numbers of pieces of feedback on services but also through the changes that providers have told us they have made as a result of report recommendations or letters.

10 Moving Forward

GB provided a roundup of the work being undertaken and a future perspective. GB said a big thank you to staff, volunteers and Board for their hard work

11 Date of Next Meeting

9th October 2018.

Minutes agreed by members:

YES

Date agreed:

9th October 2018

Signed by Chair of Trustees Georgie Bigg _____