

**Annual General Meeting**

29th October 2019 11am -1pm

Vintage Church, 5 Hughenden Road, Weston-super-Mare, BS23 2UR

**MINUTES**

**Present:**

**Directors** Georgie Bigg (GB) [Chair]

 Dick Whittington (DW) [Treasurer]

 Gerry Wadham (GW)

 Lance Allen (LA)

 Raquel Benzal (RB)

 Shaun Fitzpatrick (SF)

Tim Evans (TE)

Karen Whitaker (KW)

**Staff**  Rowan Williams (RW) Strategy Manager

Vicky Marriott (VM) Area Manager

 Rebecca Jones (RJ) Communications Lead

 Julia Senior-Smith (JSS) Volunteer Coordinator

**Attendees**

Tricia Godfrey (Volunteer) /John Rose (Volunteer)/Jackie Eastmond (Volunteer) Debbie James (Volunteer)

1. **Welcome**

**Georgie Bigg (Chair)**

Georgie welcomed everyone to the Healthwatch North Somerset AGM and introduced the Board of Directors, the team, and volunteers. GB outlined the influence our project work and patient intelligence (feedback) reports had achieved in 2018/19. She thanked everybody involved in the bid to take on the contract for Healthwatch Bristol, North Somerset and South Gloucestershire and commented that it had taken 6 months planning and coordination, but that the real hard work had begun on 1st October, the date the 5 year contract commenced . GB mentioned there had been significant recent change and she was pleased that three staff had been retained. Former Operations Manager Vicky Marriott had been interviewed for the Area Manager role and began the post on 3rd October. The former Communications and Information Lead Rebecca Jones accepted her reframed Communications Lead role. Julia Senior-Smith accepted her reframed Volunteer Coordinator role. Mentioned there would be an opportunity later in the AGM to talk more about the future.

1. **Election of New Directors and Existing Directors**

A resolution was put to Healthwatch Members who voted on the election of Karen Whitaker, and re-election of former Director Tim Evans. Biographies were on the seats or at reception table. Members voted to re-elect two Directors Raquel Benzal and Gerry Wadham. Biographies were provided on the seats.

1. **Minutes of 2018 AGM for approval.**

Minutes were approved without change apart from a spelling mistake.

 **4. Presentation of Annual Report**

**Vicky Marriott (Area Manager)**

VM presented slides that covered some of the highlights from the past year. Our work included an engagement project called What Would You Do?, which canvassed over 300 views about the NHS Long Term Plan. We chose to ask about services for people with Autism, Learning Disabilities and Cancer diagnosis. Our report ‘Understanding Access to Mental Health support in Schools and Colleges’ was published with a recommendation that CCG bid for government ‘Trailblazer’ funding from mental health support teams in schools as a form of early intervention and prevention for mental health escalation. A trustee and a volunteer joined a CCG steering groups to judge tenders for the contract to run the North Somerset Crisis Cafe. Tricia Godfrey and Raquel Benzal had been involved for at least 6 months. Our Chair was interviewed for Points West BBC1 News over the NHS England money given for development of a modern surgery to replace Graham Road surgery. She welcomed the £3.4 million plus £1.4 million emergency funds and commented that speeding up this process would help patients families and carers as our report on Central Ward in Weston in 2017 had found 1/3 of residents responding to us said access to quality GP services was an issue . HWNS conducted 5 observations in GP surgeries as part of its Enter and View work and agreed to return a year later to look at how recommendations were implemented. VM encouraged more people in Bristol and South Glos to volunteer with us, either for engagement work or as a Trustee. She outlined the way in which we are being monitored by our 3 commissioners with key performance indicators. VM also revealed new website details for Bristol and South Glos and set out our work as asset-based community development; citizen led, place-based, inclusion focused, relationship-oriented and asset based.

1. **The Finance Report for Healthwatch North Somerset 2018/19**

**Dick Whittington, Treasurer**

DW presented the Annual Statement of Accounts 2018/19 charity number 1158487 prepared in accordance with the statement of recommended practice issued by the Charity Commission. He outlined that the core grant had reduced by 10% but we had been commissioned to carry out a project on the experiences of Pregnant women in North Somerset using Stop Smoking Services. We had ended the year with a small surplus.

Questions were invited on the Annual Statement of Accounts.

Q1 What is the reason for the surplus retained in the HWNS account?

1. DW responded that the surplus was a necessary precaution for the charity in the event of having to wind down its operations if it had not won the new contract. In agreement with commissioners, the surplus will be put towards projects in the North Somerset area and the commissioner will be kept informed of the spend on these extra projects.

**6. Presentation with slides Sirona Care and Health CIC**

**Janet Rowse, Chief Executive**

Janet Rowse (JR), outlined the contract they that begins in April 2020, which will rely on partnership between Sirona and other providers as Community Services are so central to an effective service provision for patients. She showed a slide of a Spanish festival where people form human towers, by linking arms. She said her organisation will work from a position of strength, trust, courage, and common sense.

Sirona has an Integrated Care Approach which depends on two main aims, to help people stay well and self-care and to reduce emergency admissions, A&E admissions, and admissions into long term care. JR said the work of community based care has to work with Primary Care Networks, Integrated Network or Locality Teams, and form six Locality Hubs across BNSSG. There is a focus on health and wellbeing, links with the third sector, strong use of digital technology and co-location of services. A Locality based frailty service day assessment units in a new type of ‘Chair’ called LARC is planned. They are setting up a single point of access and joining Bristol and North Somerset to the integrated Care Bureau already set up in South Glos. The plan is to offer 24/7 cover so that work can be aligned with secondary care and a levelling up to achieve consistency in the 3 areas. A management map was provided to see staff and governance structure planned.

 **7 Joint Strategic Needs Assessment**

**Matt Lenny, Director of Public Health**

The purpose of the Joint Strategic Needs Assessment was outlined and its role in identifying strategic direction of services based of need. The North Somerset JSNA has historically been updated every year or so. Matt Lenny (ML) said the documents will be updated and working with other councils, become a live document. ML defined the new JSNA which would attach local research as evidence, including Healthwatch qualitative and quantitative data. ML said there would be closer working with other Directors of Public Health in Bristol and South Glos.

 **8 Q & A public questions**

Q1 What are the mobilisation plans for the new Healthwatch?

1. **Rowan Williams (Strategy Manager)**

RW outlined the plans for October and November 2019, that none of the previous contract holders’ staff had Tupe’d across into the restructured Healthwatch. Individual consultations had taken place with those affected by the contract change. There would be recruitment to Area Lead posts in South Glos and North Somerset and two in Bristol. These staff would concentrate on projects and engagement. They would begin introductory presentations at meetings and forums about our ways of working, our role and its limitations considering the large reduction in funding. The emphasis in the contract is on a one organisation approach, but have three distinct geographical areas, that set their own workplans which are strategically relevant. The key would be making efficiencies in office functions across the three areas and finding projects that have the most potential for impact. This requires good partnership working. The Volunteers are more important than ever in representing us at meetings or helping with engagement. Therefore, the Volunteer Coordinator post would be extended from 20 to 30 hours and prioritise recruitment of volunteers in the Bristol and South Glos areas. There would be Prioritisation Panels set up in Bristol and South Glos as soon as possible with Board, staff, and Volunteers.

Q2 How soon do you expect to be running a full service?

1. **Vicky Marriott (Area Manager)**

Recruitment has begun and new staff should be in post by November or December at the latest.

 **9 Round up and close**

GB thanked everyone for coming and invited people to stay for a chat, refreshments, and lunch.