

## **MINUTES**

of a meeting of the Management Board  
18 July 2013 (11am-12noon)

**Present:**

**Directors:**

**Anne-Marie Dean, Chairman**  
**Ian Buckmaster, Company Secretary**  
**Hemant Patel**

**Joan Smith, Manager**

Note: except as noted, all resolutions were passed unanimously

**28 MINUTES OF PREVIOUS MEETINGS**

The minutes of meeting of the Board held on 14 June were confirmed as a correct record and were then signed by the Chairman.

There were no matters arising that were not dealt with during the course of the present meeting.

**29 FINANCE REPORT**

The Company Secretary submitted the Finance Report for June.

Total expenditure had amounted to £7,660.05 against income carried forward of £51,704.37.

Details were **NOTED** of contracts and business arrangements entered into by or on behalf of the Company to the end of June.

**RESOLVED:**

**That the Finance Report be NOTED and ACCEPTED.**

**30 OFFICE ACCOMMODATION**

Subsequent to discussion at the last meeting, it was reported that no progress had been made with the intended move to the Polyclinic. NHS Property had advised that they had been obliged to obtain valuation advice from the District Valuer and it had since become apparent that, after that advice had been obtained, it would be likely to take at least three months before a lease could be entered into – there therefore seemed little prospect of the move into the Polyclinic being completed much before the end of the year.

## **Havering Healthwatch Limited**

### **Minutes of a meeting of the Board**

The Manager's use of CarePoint having become increasingly difficult, the Company Secretary had located office accommodation at Morland House in Central Romford, initially for two months, at a monthly inclusive rent of £420. While not ideal, that accommodation was suitable for interim use.

The Board discussed how best to approach the accommodation needs, particularly bearing in mind that a number of volunteers had now been appointed. It was concluded that the possibility of using the Polyclinic should no longer be pursued and that better accommodation should be sought in Morland House (for which the rent was likely to be higher), with Morland House becoming a permanent base.

In order to accommodate the likely number of volunteers who might attend the office, it was agreed that a room capable of accommodating six people should be sought. It was also agreed that three more desk top PCs should be purchased as the PC and laptop passed over from Shaw Trust were not sufficiently powerful to make efficient use of modern office software.

#### **RESOLVED:**

**That –**

- 1 The possibility of taking accommodation at the Polyclinic be no longer pursued**
- 2 The use of Morland House be permanent and that better accommodation be sought, capable of accommodating six people at any one time**
- 3 That the PC and laptop passed over by Shaw Trust be disposed of and 3 new desktop PCs be acquired for use in the office**

## **31 REPORTS OF SIGNIFICANT DEVELOPMENTS**

### **Coroner's inquest into death of Maria De Jesus**

The Coroner's Verdict had now been received and would be referred to the Lead Member for Hospital Services and her team for them to consider.

### **CQC reports about Queen's Hospital and others**

The CQC had recently published an inspection report about Queen's Hospital which contained significant criticism of the hospital's management and clinical arrangements. In addition, further significant criticism had been levelled at a number of hospitals, though not Queen's, about unexpectedly high mortality rates and improper use of the Liverpool Care Pathway for those nearing death (such that the Secretary of State had withdrawn approval of the use of the

## **Havering Healthwatch Limited**

### **Minutes of a meeting of the Board**

LCP, requiring instead individual care plans for those needing end-of-life care).

Queen's would be among the first hospitals to be subject to the new, much enhanced, inspection regime announced on 16 July.

It was noted that both issues would be discussed in greater depth at a meeting on 23 July with the Lead Member and her team. Subsequently, the Chairman and the Lead Member would be meeting the Chief Executive of BHRUT to discuss these matters, on 9 August, with representatives of Healthwatches Barking & Dagenham and, possibly, Redbridge.

## **32 REPORTS OF MEETINGS WITH STATUTORY AND OTHER BODIES**

### **A. CQC**

The Chairman and Manager had attended the NEL Quality Surveillance Group meeting but had nothing of significance to report. There appeared to be some resistance to Healthwatch participation in the Group from the Havering CCG but any suggestion that it was inappropriate for Healthwatch to participate would be strongly rebutted.

The Lead Member for Social Care had attended a CQC event on 4 July. The Board recorded its appreciation of her taking the trouble to attend the event.

### **B. Overview & Scrutiny Committees**

Healthwatch had been represented at meetings of the Health, Joint Health, Individuals and Children's OSCs.

The Health OSC had requested that Healthwatch report to the next meeting on any follow up to the LINK report on patient discharge.

A Topic Group set up by the Health and Individuals OSCs to examine BHRUT complaints processes had been attended by the Company Secretary and Mr Patel. Two BHRUT officers handling complaints had reported on process and would be responding to various enquiries at a further meeting in the autumn.

### **C. Healthwatch co-ordination**

The Manager had attended a meeting with other Healthwatches across London. It had emerged that Havering was well in advance of others in preparing operational and other policies and general organisation.

**Havering Healthwatch Limited**  
**Minutes of a meeting of the Board**

D. Urgent Care Committee

It was noted that Healthwatches Barking & Dagenham and Redbridge had agreed that the Chairman should represent them as well as Havering on the Urgent Care Committee.

E. Integrated Care Committee

The Chairman reported that she had been invited to join this Committee but had since been told that it had been abolished, without ever having met. The Board agreed to await developments.

**33 COMPANY STATUTORY BUSINESS**

The Company Secretary reported that the change in the Company's financial year and reporting arrangements agreed at the last meeting had been accepted by Companies House.

Arising out of the move into Morland House, it was suggested and agreed that the Company's Registered Office be changed to that address.

**RESOLVED:**

**That the Company's Registered Office be changed to:**

**Morland House, 12-16 Eastern Road, Romford RM1 3PJ**

**and that the Company Secretary be authorised to take all steps necessary to secure Company House acceptance of that.**

**34 LOCAL MEDIA COVERAGE**

It was agreed that the Company Secretary should draft a policy for media coverage.

**35 OPINION RESEARCH**

The need for software to undertake opinion research was discussed. There were two possible programs – SurveyMonkey and Adobe Forms.

The Company Secretary and Manager were authorised to investigate and select the best program for the Company's needs.

**36 COMPANY SECRETARY**

Mr Patel referred to the progress made in setting up the Healthwatch and paid particular tribute to the Company Secretary's efforts. The complexity of the task of getting all necessary processes in place, and then maintaining them efficiently, had not been appreciated at the time the Company had begun operations and he considered that additional financial recompense was appropriate. He proposed that Mr Buckmaster be awarded a supplementary fee of £2,500 per annum, retrospectively to 1 April 2013.

The Chairman concurred with that proposal, adding that if the Company had had to engage a firm to undertake that work it would have cost considerably more.

**RESOLVED:**

**That in recognition of the unforeseen additional work required in setting up and maintaining efficient administrative processes for the Company, a supplementary fee of £2,500 per annum be paid to Ian Buckmaster for his work as Company Secretary, with effect from 1 April 2013.**

*Note: Mr Buckmaster took no part in the discussion or vote on this matter.*

**37 STORAGE OF COMPANY ASSETS**

The Company Secretary reminded the Board that, before the move to Morland House, the Manager had stored a considerable quantity of stationery and equipment at her home for some four months, and had also had to carry much of it around with her. Had the Company had to take space at a storage facility, it would have incurred expense in renting it.

It was agreed that, in recognition of the time, trouble and inconvenience experienced by the Manager in caring for the Company's assets, a payment be made to her of £200 by way of office expenses.

**RESOLVED:**

**That in recognition of the time, trouble and inconvenience experienced by the Manager, a claim for £200 for storing the Company's assets be entertained and paid.**

---

**Chairman**  
**12 August 2013**