

MINUTES

of a meeting of the Management Board
18 June 2014 (11am-12:55pm)

Present:

Directors:

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

Joan Smith, Manager
Carole Howard, Administrative Assistant
Bev Markham, Community Support Assistant

Note: except as noted, all resolutions were passed unanimously

121 MINUTES OF LAST MEETING

The minutes of meeting of the Board held on 15 April 2014 were confirmed as a correct record and were signed by the Chairman.

122 OUTSTANDING ACTIONS

Mr Patel apologised that his report on monitoring and waste of medicine (actions 7 and 18) was not quite ready for consideration by the Board. He expected that it would be finished shortly – a professional colleague with whom he needed to consult was currently on sick leave. It was agreed that, once the report was to hand, the Board would consider how best to proceed.

The Carers Act (action 8) was now law. It was agreed that a speaker on the Act should be invited to give a briefing at the September Awayday.

It was noted that Advocacy (action 20) had recently been mentioned on Healthwatch Hub (Yammer). Some confusion remained over the scope of advocacy.

The Manager was thanked for producing the May newsletter (action 23), which had been well-received. It was agreed that, generally, there should be a quarterly newsletter with “special editions” in between as and when needed. It was also agreed that there should be a standing item on Communication for future Board agendas.

The Board noted that there had recently been an Appeal Court decision on “Do Not Resuscitate decisions” in hospitals that would impact on the End of Life Care work stream in the approved Work Programme (action 27).

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123 FINANCE REPORT

The Company Secretary submitted the Finance Report for May.

Total expenditure had amounted to £10,637.50 against income brought forward and received of £72,349.23.

A revised forecast of expenditure expected to March 2015 was also submitted.

124 EMPLOYMENT OF ASSISTANTS

The Board noted that Carole Howard, Administrative Assistant, and Beverley Markham, Community Support Assistant, had both satisfactorily completed their probationary period and that their employment had, accordingly, been confirmed.

125 HEALTHWATCH ENGLAND SPECIAL INQUIRY – DISCHARGE FROM HOSPITAL

Following a brief discussion, the Board agreed to proceed on the basis that the work done locally in respect of discharge (including reference to the Community Treatment Team arrangements) would be submitted as the Havering contribution to the special inquiry.

126 HANDLING UNIDENTIFIABLE OR ANONYMOUS COMPLAINTS

Healthwatch England had recently passed over two anonymous complaints and had so far not provided the identities of the complainants to enable direct follow-up. The Board felt that it was important, even if specific complaints could not be followed because the complainants remained unknown, that details be retained in case identifiable complainants came forward about the same matter: the anonymous complaints would be evidence of a trend even if their specific details could not be pursued.

It was agreed that the Manager would draft a policy document for consideration in due course.

127 MEMBERSHIP OF THE COMPANY, AND AUTHORISATION TO ENTER AND VIEW

The Company Secretary reported that the individual mentioned below had now fulfilled the agreed conditions for being admitted as a member of the Company and was now eligible, subject to satisfactory completion of the appropriate training, to undertake enter and view exercises.

RESOLVED:

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That the following be admitted members of the Company and, subject to satisfactory completion of the appropriate training, be authorised to enter and view:

Beverley Markham
Carole Howard
Lorna Poole
Lucy Sanya

128 LOCAL ELECTION IN HAVERING, MAY 2014 - RESULTS

The Company Secretary reported that, following the recent election, the Conservatives had retained control of the Council but on a minority Administration basis. There were now 22 Conservative Councillors but 32 of other Groups.

Councillor Steven Kelly remained as Chairman of the Health & Wellbeing Board, and the Cabinet Member for Health & Social Care was now Councillor Wendy Brice-Thompson.

Councillor Nic Dodin was now Chairman of the Health Overview & Scrutiny Committee, Councillor June Alexander was Chairman of the Individuals OSC and Councillor Gillian Ford was Chairman of the Children's OSC.

129 WEBSITE

The Board noted that additional information had recently been added to the website and congratulated the Company Secretary on the improvements that had been made. Healthwatch England had offered to provide some training and it was agreed that the Company Secretary, Manager, Administrative Assistant and Community Support Assistant should attend.

130 IT NETWORK

It was noted that an internal IT network had now been set up, centralising the electronic storage of Word, Excel and other files. This network was accessible remotely, enabling work to be done from home. For the time being, its use would be restricted to Directors and Staff.

131 INAPPROPRIATE REFERRAL BY QUEEN'S HOSPITAL TO AGE CONCERN

The Board was advised that, following a recent brief stay in Queen's Hospital, [REDACTED] had been contacted by Age Concern Havering, noting that [REDACTED] had been recently discharged and offering support and advice etc. The letter

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was copied to ■■■ GP. The Manager was concerned because, although undoubtedly a well-meant gesture, ■■■ had not given the hospital permission to divulge ■■■ details to Age Concern nor did they have permission to write to ■■■ GP. ■■■ would be raising this as a data protection issue with the Caldicott Guardian at Queen's.

The Board noted the position and expressed concern that such action should be taken without prior discussion or permission.

Chairman
29 July 2014