

MINUTES

of a meeting of the Management Board
29 July 2014 (2pm-3:25pm)

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

132 MINUTES OF LAST MEETING

The minutes of meeting of the Board held on 18 June 2014 were confirmed as a correct record and were signed by the Chairman.

133 OUTSTANDING ACTIONS

Actions 7/18 – Mr Patel's report was now before the Board (see minute 140)

Action 8 – It was agreed that that a briefing be sought on the Children & Families Bill

Action 23 – It was noted that the next News Letter would be published in mid-August

Action 28 – A submission had been made to the HWE Special Inquiry

134 FINANCE REPORT

The Company Secretary submitted the Finance Report for June.

Total expenditure had amounted to £9,321.45 against income brought forward and received of £49,162.43.

The latest, revised forecast of expenditure expected to March 2015 was also submitted.

135 LOCAL AUTHORITY HEALTH SCRUTINY

Mr Patel drew attention to recent guidance from the Department of Health for local authorities and partners on delivering effective health scrutiny. The publication reiterated previous guidance, taking account of the changes made by the Health and Social Care Act 2012.

It was noted that, on the whole, there was little new in the publication and that local practice generally followed it. There would be complications in the next few months as newly-elected Councillors found their way in scrutiny generally and in health in particular. Although OSCs and Healthwatch had differing but complementary powers to aid investigations, the view was that it would be an admission of failure if they had to be invoked.

It was also noted that Healthwatch Havering would have bi-monthly agenda slots with the Individuals and Health OSCs. At the first, in September, the Annual Report was to be presented – it was agreed that opportunity should be taken to emphasise to Councillors the scope of the respective powers, as outlined in paragraphs 2.1.1 and 3.3 of the guidance.

136 FUNDAMENTAL STANDARDS: IMPROVING QUALITY AND TRANSPARENCY IN CARE

Attention was drawn to the Government's intention to legislate to introduce fundamental standards for health and social care, by April 2015, as part of the response to the Mid-Staffs Hospital scandal.

The standards would inform the CQC's regulation and inspection of care providers, with legal sanctions where necessary, and compliance an obligatory precursor to registration.

It was agreed that the principles of the fundamental standards should guide the approach to Healthwatch Havering's work, especially in relation to the Enter & View programme.

137 PRIVACY POLICY

The Board agreed a draft Privacy Policy, based on that used by Healthwatch England, and adopted it for use on the website. The policy is appended to these minutes.

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

The Company Secretary reported that the individuals mentioned below had now fulfilled the agreed conditions for being admitted as a member of the Company

Havering Healthwatch Limited
Minutes of a meeting of the Board

and was now eligible, subject to satisfactory completion of the appropriate training, to undertake enter and view exercises.

RESOLVED:

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

Jennifer Cody
Iris Fox

139 AWAYDAY, 23 SEPTEMBER – FORMAT AND AGENDA

There was general discussion of the Awayday in September, and it was agreed that a further meeting be held in August to plan it in more detail.

It was also agreed to invite Barbara Nicholls of Adult Social Care, if available, to give an address on the new Care Act.

140 INAPPROPRIATE PRESCRIBING AND WASTAGE OF MEDICINES

Mr Patel presented his report on the inappropriate use of medicines (leading in some instances to increased health problems) and their wastage. He pointed to the considerable financial loss to the NHS that resulted from mis-prescribing and overprescribing.

Following discussion, it was agreed that the Company Secretary and Mr Patel would consider how best the issue could be taken forward by Healthwatch Havering.

Chairman
23 September 2014

Privacy Policy

This Privacy Policy sets out the data processing practices carried out by Healthwatch Havering through this website, www.healthwatchhavering.co.uk. If you have any requests concerning your personal information or any queries with regard to these practices, please contact us at enquiries@healthwatchhavering.co.uk.

Who we are

Healthwatch Havering is the independent consumer champion for health and social care services in the London Borough of Havering. The data controller of personal information collected via this website is Havering Healthwatch Limited.

References to "we" or "us" below are to Healthwatch Havering.

Note: This privacy statement covers only the Healthwatch Havering website. This statement does not cover links within this website to other websites.

Information we collect

We collect personal information from visitors to this website through the use of online forms and every time you email us your details.

When you simply browse through the information on this website, it does not store or capture your personal information. We do log your IP address (as it is automatically recognised by the web server) but this is so you can download this website onto your device rather than for any tracking purpose. We will only collect personal information volunteered by you, such as:

- feedback from surveys and online forms;
- email addresses; or
- preferred means of communication.

Cookies

Please be aware that some systems on our website may require the use of cookies, but we will always state if this is the case. We will never collect and store information about you without your permission.

Purposes for which we use the information collected

Personal information about you will be used for the following purposes:

- in our day-to-day work of championing the interests of users of health and social care services in Havering;
- to send you our newsletter where you have requested it;
- to respond to any queries you may have; or
- to improve the quality and safety of care.

Havering Healthwatch Limited

Minutes of a meeting of the Board

This may include any personal information that you choose to share with us, but we will treat this as confidential and protect it accordingly. We will never include your personal information in survey reports.

We may use your personal information in our contacts with health and/or social care agencies (NHS, local authority, private or voluntary) but only so far and so long as is necessary to deal with an issue you have raised with us.

Whom we disclose the information to

In order to fulfil our remit, Healthwatch Havering may disclose the personal information that we obtain through this website to the Secretary of State for Health, the Care Quality Commission (CQC), NHS England, Monitor, NHS commissioners and providers working within Havering, and Havering Council.

However, we will only disclose your personal information where we have your consent to do so, or where there is another very good reason to make the disclosure – for example, we may disclose information to CQC or a local authority where we think it is necessary to do so in order to protect a vulnerable person from abuse or harm. Any such disclosure will be made in accordance with the requirements of the Data Protection Act 1998.

Wherever possible, we will ensure that any information that we share or disclose is anonymised, so as to ensure that you cannot be identified from it.

How to obtain a copy of the information we hold about you

You have a right to access the personal information we hold about you. To obtain a copy of it, please write to us at enquiries@healthwatchhavering.co.uk or by post to Healthwatch Havering, Morland House, 12-16 Eastern Road, Romford RM1 3PJ (telephone 01708 303300)

Changes to this Privacy Policy

From time to time we may update this Privacy Policy. When we do so we will publish the changes on this website. If you do not agree to these changes, please do not continue to use the website. If material changes are made to this Privacy Policy, we will notify you by email or by placing a prominent notice on the website.

Signing up to our newsletter

If you wish to receive copies of our quarterly Newsletter, please contact us at the email or postal addresses given above.