

MINUTES

of a meeting of the Management Board
26 June 2017 (11.50am-1.00pm)

Present:

Directors:

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

Bev Markham, Community Support Officer
Carole Howard, Officer Administrator

Members Mary Bell, Jenny Gregory, Dildar Khan, Dawn Ladbrook, Robyna Levitt, Diane Meid, Jennifer Smith and Ron Wright.

Apologies for absence were received from Helena Cowin, Di Old, Sylvia Patten and Vivien Saxby

All resolutions were passed unanimously

296 MINUTES OF LAST MEETING

The minutes of meeting of the Board held on 4 April 2017 were confirmed as a correct record and the Chairman was authorised to sign them.

297 DECLARATION OF INTERESTS

There were no declarations of interest in business before the meeting.

298 OUTSTANDING ACTIONS

Action item 33 – 19/5/15 There had been no further development in this action.

Action item 34 – 8/12/15 Advice awaited.

Action item 39 – 16/2/16 The Joint Topic Group (with the Health OSsC) report was now in its final draft and would be published shortly.

Action item 41 – 16/2/16 Healthwatch support for monitoring the new contractual scheme for Domiciliary Services had been requested by the Council. The precise format of support was to be decided.

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- Action item 42 – 13/12/16 It was noted that the Enter & View Panel had approved the Relevant Decision Making Policy.
- Action item 43 – 13/12/16 Further action on the STP was awaited.
- Action item 44 – 13/12/16 This action was now complete.
- Action item 45 – 13/12/16 it was noted that Locality Development Group meetings were continuing.
- Action item 46 – 13/12/16 Workplace Pension arrangements were now in place for implementation on 1 July 2017.
- Action item 47 – 14/2/17 There would be a further review of hospital discharges through the Enter & View programme in due course.

299 FINANCE REPORT

The Company Secretary submitted the Finance Report for May 2017. £10,971.71 had been spent on Healthwatch activity and there had been income of £2,000.

The Council had confirmed that the grant for the current year would remain at £117,359 (for the fourth consecutive year). It was too early in the year accurately to forecast the outcome of expenditure but it was noted that management action was being taken to ensure that spending in the current year remained within the resources available and that any opportunities that arose for generating income would be taken.

It was not yet known whether the Council would invite tenders for the provision of the Healthwatch service in 2018/19 and beyond although there was a risk that funding would be reduced.

300 CHANGE TO TERMS OF EMPLOYMENT OF STAFF

Previously, staff (but not the directors) had been entitled to claim overtime for time worked in excess of their contracted hours. Following the decision of the Council to maintain grant at its previous level and in the light of the need to use reserves to support expenditure in 2016/17, the directors had formally consulted the staff on a proposal to withdraw the entitlement to overtime.

The staff had not objected to that proposal.

The cost of overtime in 2016/17 had amounted to about £3,900.

The Board **approved** the withdrawal of overtime with effect from 1 June 2017.

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In place of overtime, staff would be entitled to claim time off *in lieu*.

301 VOLUNTEER DAY

It was noted that, at the recent Volunteer Day organised by the Havering Volunteer Centre, the unstinting work of Healthwatch Havering volunteers had been formally recognised by the presentation of certificates. Mention was made of this event in the Annual Report for 2016/17.

302 REPORT OF TOPIC GROUP ON DELAYED REFERRALS TO TREATMENT

The Board was reminded that, in the autumn of 2015, it had become apparent that a significant number of patients who had been referred by their GPs to the Queen's and King George Hospitals had, through a failure of IT systems, not actually been seen by the appropriate medical specialist and had remained outside the appointments system.

Subsequently, Healthwatch Havering had joined with Havering Council's Health Overview and Scrutiny Sub-Committee to review the circumstances that had led to the delays, which breached the NHS constitution right that patients should be treated within 18 weeks of referral. A joint Topic Group had been formed by the Sub-Committee and Healthwatch and a number of senior staff from the Hospital Trust, the CCG and other NHS organisations had given evidence to it.

The report was now ready for publication.

The Board **approved** the report. It was noted that the Health Overview and Scrutiny Sub-Committee would be considering the report at their meeting on 28 June.

303 VISION STRATEGY

The Board was told about the latest developments in the Borough's Vision Strategy, which Healthwatch had been asked actively to support.

It was considered that the most appropriate way of doing so would be to carry out a further Enter & View visit to the Ophthalmology Department at Queen's Hospital (which was in fact already on the Enter & View Panel's medium-term plan) and to commence visits to opticians' practices. The Panel would determine a programme of such visits for over the coming autumn/winter period.

The aim of the visits would include ascertaining how these practices and the Department did and could support a strategy for people with vision impairments. The suggestion was made that it might be useful to use the visits as a way of monitoring a patient's pathway through the system.

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304 VOLUNTEERS AT QUEEN'S HOSPITAL

The Board noted that certain volunteers at the Hospital had been told that their services were no longer required and were, understandably, upset and angry at that. It was agreed that, while Healthwatch could not intervene in such matters, the position should be monitored in order to ensure that the interests of patients were not compromised in any way.

305 HOW HEALTHWATCH HAVERING IS PERCEIVED BY STAKEHOLDERS

It was suggested that, particularly in view of the possibility that it would be necessary to bid to continue to offer the Healthwatch service in 2018 and beyond, it would be useful to carry out a survey to ascertain how stakeholders perceived the activities of Healthwatch Havering.

It was agreed that the suggestion be pursued.

Chairman
3 October 2017