

MINUTES

of a meeting of the Management Board
24 October 2017 (2.30pm-3.40pm)

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, Helena Cowin, Carol Denis, Maria Dugdale, Jenny Gregory, Diane Meid, Di Old, Vivien Saxby, Jennifer Smith and Ron Wright.

Apologies for absence were received from Dawn Ladbrook, Robyna Levitt, Dildar Khan and Val Perry

All resolutions were passed unanimously

306 MINUTES OF LAST MEETING

The minutes of meeting of the Board held on 26 June 2017 were confirmed as a correct record and the Chairman was authorised to sign them.

307 DECLARATION OF INTERESTS

Mr Patel declared an interest in the matters referred to in minute 312 below (Changes in Pharmacy Provision), as a pharmacist himself. There were no other declarations of interest in business before the meeting.

308 OUTSTANDING ACTIONS

Action item 33 – 19/5/15 It was agreed that the Enter & View Panel be invited to consider re-instating the programme for Enter & View visits to pharmacies.

Action item 34 – 8/12/15 It was agreed that this issue be revisited during 2018 as part of the proposed review of discharge arrangements across East London.

Action item 41 – 16/2/16 The initial survey was now complete and had been reported to Havering Council.

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Action item 43 – 13/12/16 The East London Health and Care Partnership had launched but further action on the STP was awaited.

Action item 45 – 13/12/16 it was noted that Locality Development Group meetings were continuing.

Action item 47 – 14/2/17 There would be a further review of hospital discharges through the Enter & View programme during 2018.

Action item 48 – 25/6/17 The project was now underway.

Action item 49 – 25/6/17 It was agreed not to pursue this action unless Havering Council required it.

310 FINANCE REPORT

The Company Secretary submitted the Finance Report for October 2017. £9,397 had been spent on Healthwatch activity.

311 REPORT OF TOPIC GROUP ON DELAYED REFERRALS TO TREATMENT

Following the Board's approval of the Report, the Health Overview & Scrutiny had also approved it. Responses from BHRUT, the CCG and NHS Improvement had been considered by the OSC in September and the Report, incorporating those responses, was now on the website.

The Chairman reported that she had copied the Report to the Chairman of Healthwatch England, who had been delighted with it and was using it to demonstrate to Ministers the value of Healthwatch activity.

312 APPLICATIONS FOR CHANGES IN PHARMACY PROVISION

Note - Mr Patel had declared a conflict of interest on this issue.

The Board was advised that, from time to time, NHS England notified Healthwatch of applications for changes in pharmacy provision, such as the withdrawal of a pharmacy service from a particular location or the move of a pharmacy from one premises to another.

It was noted that generally speaking, such changes would be commercial decisions for the pharmacy provider in question; objections often came from other pharmacies seeking to defend their own business interests. It was not for Healthwatch to comment on commercial matters.

The main interest for Healthwatch would be to protect the ability of patients to obtain pharmaceutical products, whether or not on prescription, in a timely and

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convenient manner, no matter by whom the products were to be supplied. In general, therefore, the response had been to advise that, so long as patients' needs, choices and preferences were being met and protected, Healthwatch had no comment.

There would, however, be occasions where comment was required – for example, if it were proposed that a pharmacy would close without there being adequate, or any, replacement in the vicinity. In such cases, then (without getting involved in commercial issues) it would be appropriate for Healthwatch to comment.

The Board **agreed** to the general approach that, where comment was necessary beyond simply observing that patients' needs, choice and preferences need protecting, appropriate sounding would be taken before a formal response was sent.

313 MEMBERSHIP OF THE COMPANY

One recruit was proposed for membership.

RESOLVED:

To admit Karen Kruzycka

Note: Ms Kruzycka has not been authorised to undertake Enter and View visits

314 2018 DIARY

It was noted that an order had been placed for the 2018 Healthwatch diary.

315 CHRISTMAS CELEBRATION

It was noted that the Christmas Celebration had been arranged for 12 December at the Unicorn Harvester, Gidea Park, at 6pm.

Chairman
12 December 2017