

MINUTES

of a meeting of the Management Board
6 March 2018 (2.30pm-3.50pm)

Present:

Directors:

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

Members Helena Cowin, Dildar Khan (for part) and Vivien Saxby

Apologies for absence were received from Mary Bell, Carol Denis, Jenny Gregory, Carole Howard, Bev Markham, Val Perry and Ron Wright

All resolutions were passed unanimously

328 MINUTES OF LAST MEETING

The minutes of meeting of the Board held on 12 December 2017 were confirmed as a correct record and the Chairman was authorised to sign them.

Arising from Minute 325, it was noted that the application to re-open the pharmacy at the Polyclinic had recently been refused, following representations from several other local pharmacies. The Healthwatch submission supporting re-opening had been criticised because it had been based on general principle rather than a survey of users of the Polyclinic and GP surgery there.

It was **AGREED** that, in future, and where possible, a survey of users should be carried out in support of the Healthwatch stance on such applications.

It was also **AGREED** that the Chairman should write to the Accountable Officer for the NEL CCGs and to the Chief Executive of NHS England to draw attention to the inconsistency inherent in government plans to reduce the number of pharmacies while insisting that patients would be better off seeking advice on minor ailments from a pharmacist rather than a GP or hospital A&E department.

329 DECLARATIONS OF INTEREST

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

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330 CARRYING ON

The Board noted that the Council had decided to renew the Healthwatch contract with the Company for a further year, at the same grant level (£117,359). In announcing that decision, the Council had said:

We would like to take this opportunity to thank Healthwatch for the valued service you provide and look forward to working with you throughout 2018/19.

The Company Secretary reported that the Practice Manager at Chase Cross Medical Centre had expressed appreciation of the Enter & View Visit to that practice in January 2018.

Following discussion, it was **AGREED** that Healthwatch should Tweet congratulations to health and social care facilities achieving a Good or Outstanding CQC inspection rating.

331 OUTSTANDING ACTIONS

Action item 33 – 19/5/15 Mr Patel reported that NHS England was considering a new form of pharmacy contract, emphasising service quality rather than the volume of dispensing as at present. He suggested that the intended Enter & View visits be held in abeyance until the new contract was in place and in use.

Action item 34 – 8/12/15 Mr Patel reported that working group had been established under the Director of Adult Social Care to review discharge arrangements. It was noted that several complaints had been received about failures to dispense medications in a timely or appropriate manner to patients being discharged.

Action item 47 – 14/2/16 It was noted that, in view of other priorities, the planned Enter & View visit to Queen's Hospital outpatients had been postponed.

332 CHAIRMAN'S REPORT

The Chairman reported that three keys activities were now underway and would soon be finished:

- The report on services for visually impaired people
- The further survey of users of Urgent and Emergency Care for the BHR CCGs (in collaboration with Healthwatch Barking & Dagenham and Redbridge)
- The further survey of users of domiciliary care services for Havering Council.

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The work of the A&E Delivery Board, on which she represented Healthwatch, continued. The performance of Queen's Hospital had been significantly below national targets over the "winter pressures" period. Difficulties had emerged with the re-design of the department's accommodation and it was being reviewed. A pilot Red Bag scheme for patients being discharged was underway. The CQC would be carrying out a further inspection of the hospital in the week following this meeting.

The Board was **AGREED** that Healthwatch should contact the care homes participating in the Red Bag scheme to ascertain their view of it.

Significant differences had emerged between GP services in the three BHR CCG areas, with only Redbridge not overspending. It had also emerged that some GPs were re-considering the contracts they held for primary care services. It was difficult to see how all GP practices could work within the new general care pathways being developed.

333 FINANCE REPORT

The Company Secretary submitted the Finance Report for February 2018. £10,493 had been spent on Healthwatch activity.

There were no issues arising.

334 GENERAL DATA PROTECTION REGULATIONS (GDPR)

As foreshadowed at the last meeting, new legislation about Data Protection would come into force at the end of May. Although generally-speaking, it would not greatly alter current protections, there were specific issues that would need to be addressed in the next few weeks. In particular, it would be essential to appoint a Data Protection Officer (DPO) who, to comply with the new requirements, could not be an employee or member of Healthwatch Havering (HWH).

Healthwatch England (HWE) were helpfully rolling out a series of guides to GDPR.

Among the requirements would be the need to publish an updated privacy statement. The HWE guidance on that was presented at the meeting.

The Board was advised that it would be necessary to update the information given on the website about Data Protection, to review existing stored data and decide whether to retain it and what consents were needed for that, and to review existing policy to ensure compliance. A further report on these issues would be presented to the next meeting (17 April).

It would also be necessary to appoint a DPO. As that person could not be a member of HWH, an alternative arrangement would be necessary. An option

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being pursued was to appoint a suitable employee of another Healthwatch on a reciprocal basis.

The Board:

- (a) Noted the position generally and, in particular, the HWE advice about writing a privacy statement, and that a further report would come to the next meeting on 17 April.**
- (b) Authorised the Company Secretary to seek agreement with a neighbouring Healthwatch on the appointment of a DPO, on a reciprocal basis.**

335 MR PATEL

Mr Patel thanked the Board for their consideration in postponing the meeting from 16 February to this date as he was unavoidably out of the country. He reported that he was shortly going into hospital for treatment to alleviate a long-standing health problem and would thus be unavailable for a while.

336 SPENDING MONEY WISELY

Ms Cowin enquired whether the guidance promised on preventing the build up of ear wax had become available. No information was available on that point, but enquiries would be made.

337 WEBSITE

The Board viewed a short video that had been commissioned about Healthwatch activity and noted that it had been embedded on the home page of the website.

A statistical analysis of the use made by the public of the website was presented and noted.

Chairman
17 April 2018