

MINUTES

of a meeting of the Management Board
25 June 2019 (10:30am-11:30am)

Present:

Directors:

Anne-Marie Dean, Chairman
Ian Buckmaster, Company Secretary

Bev Markham, Community Support Officer

Members Vicki Cook, Jenny Gregory, Vivien Saxby and Jennifer Smith.

Apologies were received for the absence of: Hemant Patel (Director), Mary Bell, Helena Cowin, Carol Dennis, Carole Howard, Dawn Ladbrook, Emma Lexton, Robyna Levitt, and Val Perry

All resolutions were passed unanimously

379 MINUTES OF LAST MEETING

The minutes of meeting of the Board held on 12 February 2019 were confirmed as a correct record and the Chairman was authorised to sign them.

380 DECLARATIONS OF INTEREST

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

381 OUTSTANDING ACTIONS

Action item 41 – 16/2/16 The Domiciliary Care Survey was drawing to a close and was expected to end by July.

Action item 43 – 13/12/16 An update on the STP would be arranged for the members' Awayday in October.

Action item 47 – 14/2/16 The report of the recent E&V visit to the Discharge Lounge had just been published.

Action item 49 – 25/6/17 Now that SurveyMonkey software had been purchased, surveys of users were possible an din hand.

Action item 51 – 6/3/18 Action to comply with the GDPR had now been completed.

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It was noted that Action items 48, 53, 54, 55, 56 and 57 were now complete.

382 CHAIRMAN'S REPORT

The Chairman reported that:

- 1) Healthwatch had been asked to support the CCG in its procurement of Urgent and Emergency Care facilities. Jenny Gregory, Di Old and Karen Kruzycka had now been nominated to represent Healthwatch in working groups examining the contractual arrangements.
- 2) Phlebotomy/blood testing services – the CCG would be reviewing the contractual arrangements for this service, with a consultation expected to begin in September. Healthwatch had already been planning its own review of the service, in conjunction with Havering Over Fifties Forum so the work would dovetail.

The Governance Board had agreed to involve the proposed Healthwatch Faith Group in the consultation.
- 3) Following a recent meeting with the CCG, work had begun on a project to ensure the use of a Single Point of Access for patients, coordinating GPs, Hospital and social care providers. This could be a significant development if progress were made in implementing it.
- 4) Members known to have affiliations with churches, synagogues and other faith groups had been asked to help establish a Healthwatch Faith Group, a network of contacts within various faiths that could facilitate the increased amount of public consultation that Healthwatch was expected to carry out as part of the new contract with the Council.
- 5) In the autumn, it was expected that a survey of Chiropody/Podiatry/foot health services in the borough would be undertaken, following complaints and concerns about the provision of the service raised earlier in the year.
- 6) On 1 October, a “launch event” for the new Healthwatch contract would be held at the Town Hall. The Mayor had been invited and Gary Etheridge of BHRUT and Jennie Gray of the Council had been invited to give a keynote speech/presentation about Living with Dementia.
- 7) Later in the year, a project for reviewing mental health services, especially for younger people, would be scoped for attention in late 2019 and early 2020, possibly in conjunction with the Health and Wellbeing Board.
- 8) Discharge of care home residents from hospital continued to be a concern. Arrangements for a meeting with representatives of care home managers were in hand with a view to a joint approach to BHRUT with suggestions for improving the discharge experience for care home residents.

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383 FINANCE REPORT

The Company Secretary submitted the Finance Report for May 2019. £10,247 had been spent on Healthwatch activity, rather more than usual as a result of work in connection with the survey on the NHS Long Term Plan.

384 GOVERNANCE COMMITTEE

The minutes of the following meetings of the Governance Committee held on 5 March, 9 April, 15 May and 17 June, were received and noted. There were no matters arising.

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

- (a) Six recruits had now provided satisfactory DBS checks and were nearing completion of (or had completed) their training. It was, accordingly, **RESOLVED:**

To admit, and approve for Enter & View (subject to satisfactory completion of all necessary training):

Constance Baah

Victoria Cook

Sonya Edwards

Josephine Mansaray

Vivienne Miles

Jane Onaiwu

- (b) The membership structure of the Company was being reviewed consequent upon the requirement by the Council and Healthwatch England that the extent of public consultation be expanded. In the future, not all members would be expected to be involved in E&V, but to help carry out consultation events. Such members would not require to undergo the training and checks involved in E&V activity.

The Board **NOTED** that the Governance Committee would be considering a paper on these issues at its July meeting.

Chairman
September 2019