

MINUTES

of a meeting of the Management Board
30 June 2020 (10:30-10:50)
Held by Zoom video conference

Present:

Directors:

Anne-Marie Dean, Chairman
Ian Buckmaster, Company Secretary

Carole Howard, Office Administrator
Bev Markham, Community Support Officer

Members Mary Bell, Carol Dennis, Jenny Gregory, Di Old, Val Perry, and Jennifer Smith

Alvin Kinch of Healthwatch Havering was also present

Apologies were received for the absence of: Hemant Patel (Director), Dawn Ladbrook and Vivien Saxby

All resolutions were passed unanimously

394 MINUTES OF LAST MEETING

The minutes of meeting of the Board held on 10 December 2019 were confirmed as a correct record and the Chairman was authorised to sign them.

395 DECLARATIONS OF INTEREST

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

396 OUTSTANDING ACTIONS

The Board considered the list of outstanding actions.

It was noted that the majority of actions had been outstanding for some time but, for various reasons, had not been able to make progress. The Board was also reminded that, since the establishment last year of the Governance Committee, the methods of working on matters such as those listed as outstanding had been refined and re-focused.

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Following discussion, the consensus was that the list had outlived its usefulness as a working document, and it was **AGREED** that its use be discontinued.

397 CHAIRMAN'S REPORT

The Chairman's report is appended to these minutes.

398 FINANCE REPORT

The Company Secretary submitted the Finance Report for May. There were no matters to which attention needed to be drawn.

Some negative sums appeared in the report, in red. The Company Secretary explained that they were the results of adjustments either from refunds received, or of provisions brought forward from the last financial year.

Current reserves stood at £4,160.

399 GOVERNANCE COMMITTEE

The minutes of the meetings of the Governance Committee held on 14 January, 11 February, 10 March, 7 April, 12 May and 9 June were received and noted.

There were no matters arising.

400 STANDARD OF CARE AT QUEEN'S HOSPITAL

Ms Old reported on the excellent standard of care provided at Queen's Hospital to her husband, when he underwent a sudden and unexpected illness, and asked that her thanks be recorded.

401 MENTAL HEALTH DURING THE COVID-19 LOCKDOWN

A member referred to the negative effects of the Covid-19 lockdown on the mental health of people, especially those required to be shielded or self-isolated. She referred to the effect experienced by a friend. The Chairman said that she would raise the matter with the borough's Health and Wellbeing Board and report back in due course. The Community Support Officer remarked that GPs should also be able to help.

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402 HEALTHWATCH ENGLAND – SUPPORT FOR VOLUNTEERS

Ms Kinch from Healthwatch England referred to support that the Community Support Officer had given her during a project for Healthwatch volunteers and thanked her for her help.

She also expressed congratulations for the work and influence of Healthwatch Havering as set out in the Annual Report.

The Chairman, in return, thanked Ms Kinch for her continued support for the work of Healthwatch in Havering.

403 THANKS TO MEMBER

The Chairman thanked Ms Gregory for her hard work in 2019 on behalf of Healthwatch on the CCG's procurement of new Urgent Care Centres (which were about to come into operation), and on the re-provision of Moorfields Hospital in London.

404 ST GEORGE'S PROJECT

In response to enquiry, the Chairman reported that the St George's Project would be proceeding, although its scope was likely to be reviewed and changed in response to the Covid-19 pandemic and changes in the way the NHS would work in future.

405 RESUMPTION OF SURGICAL PROCEDURES

In response to enquiry, the Chairman advised that she understood that hospitals were now resuming routine surgical procedures following their postponement to enable the NHS to concentrate on tackling the Covid-19 emergency.

Chairman

Chairman's Report

Sometimes when writing a report, it is difficult to know where to begin and what to capture in a Chair's report, never more so than this one. So, my apologies if I have not captured everything particularly anything that was poignant to you and your loved ones. There will be time for discussion at the meeting and please do share your experiences and thoughts with us

In April 2020 we were already in lockdown, the enormity of the seriousness of the Coronavirus was beginning to be understood. For most of us we watched the daily news briefings and wondered whether we would ever be able to go back to living the life we had known.

As an organisation we had already taken steps to close the office and were working from our homes, with of course the exception of Carole who we were keeping a watchful eye out for a safe return home from Australia. The Friends Network which we launched in October 2019 has become the lifeline of our organisation. Between Ian and Bev, they have nurtured the network, providing regular and sometimes daily updates from organisation such as BHRUT, NELFT, LBH, CCG, STP and a wide range of charity and third sector organisation. They have sourced information, guidance and advice from the NHSE/I, Healthwatch England, CQC and national charities to provide as quickly as possible the latest position. **We now have over 100 subscribers, a number that is growing all the time.**

As we became a source of information, so our membership has grown, and those members have also shared our Friends Network information, **which in some cases has reached over 1,000 people.** No surprise then, people came to us for advice and Ian, Bev and Carole have sourced information and advice on a wide range of issues. We have captured the detailed information in our Annual Report. Our Volunteer Members have been the touchstone of their communities and on our weekly Zoom conferences calls have ensured that the voice of their local communities is heard, and we have fed this information back to all the relevant organisation. Our Governance Board has continued to meet and have approved the new projects which we have already launched including the Befriending Service and Care Home project which is aimed at hearing from relatives and friends of people in care homes, staff in care homes and residents, and as is our style we will be working in partnership with other organisations.

Our Annual Report sets out the detail of our work last year and our work plan for this year. This year we will be even more aware of how residents are experiencing the changes which have occurred, from wearing face masks on public transport, to the mixed emotions attached to children returning to school, returning to work, those who no longer have work and those who will be venturing either for themselves or a loved one, the coming out of social isolation.

The first quarter has seen the most amazing courage and dedication from all front-line workers, who have been an inspiration to us all – no-one can ever forget the inspiration of Captain Tom. However, the harmful effect of the Coronavirus has not been

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distributed equally it has also exposed inequalities in our health systems and those facing social and economic hardship and we will want to play our part in helping to create a society that recognises this and responds with positivity and kindness.