

MINUTES
of a meeting of the Governance Board
15 February 2022
(11:00-13:40)
At Queen's Court

Present:

Anne-Marie Dean, Chairman
Ian Buckmaster, Company Secretary
Ron Wright, Non-Executive Director
Carole Howard, Office Administrator
Bev Markham, Community Support Officer

Carol Dennis, Jenny Gregory, Di Old and Val Perry, Members

1 Welcome and apologies

The Chairman welcomed all members.

Apologies were received from Paul Rose and Dawn Ladbrook

2 Declarations of interest

Mr Wright referred to his involvement with BHRUT as a patient partner and asked that his interest there be noted.

There were no other declarations.

3 Minutes of meeting held 18 January 2022

The minutes of the last meeting were agreed as a correct record and the Chairman was authorised to sign them.

4 Finance report

The report for January was presented.

Spending in January totalled £9,874.19, which was comparable to recent months, and included the cost of a new laptop PC to replace an older, worn-out device.

It was noted that there was likely to be a loss this year. The office PCs had been replaced at a cost of £2,500 at the beginning of the year, and anticipated income from the CCG for survey work had not materialised as the survey in question had been abandoned part way through. Assurance was given that the Company's reserves sufficed to cover the anticipated loss.

There was no other issue to which attention needed to be drawn.

5 Complaints, enquiries and meetings

It was noted that, from now on, on a quarterly basis, the Board would be presented with data relating to complaints received (about health and social care facilities in the borough), enquiries about facilities and meetings attended by directors, staff and volunteers on behalf of Healthwatch.

For the third quarter of 2021/22 (October–December), the details were:

- **Complaints/enquiries** - 38, consisting of -
- **Emails** - 16
- **Website Feedback Emails** – 12
- **Telephone** – 10

Telephone calls to the office - 62 (most did not leave messages) but this figure includes the 10 complaints above

The majority of requests for assistance related to access to GPs and an inability to find a local NHS dentist (it was noted that five of those cases were specifically for children's dental treatment).

- **Meetings attended** – 79 (including some internal meetings).

It was agreed that future reports would include greater analysis of the data presented.

6 Engagement projects

The Board considered plans for forthcoming projects as follows:

(a) Project Plan drafts

- New E&V process [Note: this would require updating of policies as well]
- NHS Dentistry in Havering (especially children)
- ICS – Connector (details from LBH)

- Maternity (details from CCG) – expression of interest submitted
- Long Covid (Post Covid Syndrome) (details from HW Redbridge)
- St John Raizer chair fundraising project [on the basis that any costs incurred by Healthwatch in supporting the project would be recovered in full from the funds raised]
- Dementia Care

The draft project plans now submitted were APPROVED.

(b) Possible projects

- E&V at A&E Queens, to include visit to the new Ambulance Receiving Centre (just opened: visit to be arranged jointly with PELC, BHRUT and LAS)
- Fertility – single policy: pre-engagement (to run in conjunction with the Maternity project referred to in (a) above)

The projects were approved in principle.

7 Services at Queen’s Hospital – negative perceptions

Ms Gregory reported that many people with whom she spoke at the hospital during volunteering there were expressing negative views without understanding the pressures that services and staff there were experiencing. She felt that the hospital should be supported by emphasising the positive aspects of work there.

8 Quality and Safeguarding

Ms Old reported increasing disappointment that the Quality and Safeguarding meetings for both the borough and the BHR level were currently poorly attended and of unusually short duration. Few safeguarding issues were being reported by care homes. She was concerned that the meetings were no longer effective in ensuring residents’ safety and security. It was agreed that discussion would be sought with the CQC as a means of improving the position.

8 Next meeting

The next meeting was due on Tuesday, 15 March 2022 at Queens Court.

_____ Chairman