

**MINUTES**  
**of a meeting of the Governance Board**  
**10 May 2022**  
**(11:00-12:55)**  
**At Queen's Court**

**Present:**

**Anne-Marie Dean, Chairman**  
**Ian Buckmaster, Company Secretary**  
**Ron Wright, Non-Executive Director**  
**Carole Howard, Office Administrator**

**Jenny Gregory, Dawn Ladbrook, Di Old and Val Perry, Members**

**1 Welcome and apologies**

All members were welcomed to the meeting.

Apologies were received from Paul Rose, Bev Markham and Carol Denis

**2 Declarations of interest**

There were no declarations.

**3 Minutes of meeting held 12 April 2022**

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

It was noted that the Members' Meeting on 21 April had approved the arrangements proposed in minute 5 relating the roles of the Non-Executive and the Executive Directors, and that the consequential adjustments to the Company's bank accounts were in hand.

The Board agreed that Mr Rose and Mr Wright should report to the October meeting on the progress of their new roles.

**4 Finance report**

The report for April was presented, the first report of the new financial year.

Spending in the month totalled £10,934, which was slightly above recent months, but included several annual renewals and some spending left over from 2021/22.

The current prediction was that there would be a shortfall at year end of £3,456. It was too early in the financial year to be firm about this, and various options for increasing income to eradicate the shortfall were under consideration. This would be monitored monthly as the year progressed.

## **5 Meeting arrangements**

At the last meeting, it had become apparent that, in future, the Havering Over Fifties Forum, which is attended by several Board members, would be meeting at the same time as the Board had traditionally met.

Options for avoiding this clash were now proposed for addressing this. It was agreed that the possibility of re-arranging meetings for Wednesday should be investigated.

## **6 Policies and Procedures**

The Board was reminded that it was good practice to review Policies and Procedures regularly. Most current policies had been reviewed in 2019 (as part of the changes due to the then new contract with Havering Council) and it was decided then that they should be reviewed at this meeting.

It was noted that the Enter & View Policies and Procedures had been reviewed in March this year and did not need further review.

The following policy documents had been assessed for review but did not need to be reviewed as they remained current:

- Complaints
- Conflict of Interest
- Discipline
- Engagement Policy
- Equity of Access
- Escalation of Concerns
- Expenses
- Freedom of Information
- Health and Safety
- Incident Reporting

- Information Governance
- Media Policy
- Privacy Statement
- Publication Statement
- Recruitment and Employment
- Special Groups
- Whistleblowing

In addition, there were three policy documents that needed to be reviewed and updated, for the reasons indicated:

- Governance statement –to account for the appointment of Non-Executive Directors, and the consequential changes to the running of Healthwatch
- Relevant decision making - to account for the appointment of Non-Executive Directors, and the consequential changes to the running of Healthwatch
- Safeguarding – to account for the appointment of People in Positions of Trust (PIPOT) guardian

The revised documents were now submitted for approval.

**The Board approved all policies and procedures for continued use, with the next review due in May 2026.**

## **7 Communication between hospitals and GPs**

A member referred to apparent difficulties in communication between hospitals and GPs, whereby it appeared that advisory letters from hospital medical staff were not being sent or, if sent, were not being placed on patients' records, despite the significant risk to patients' health. It was agreed that further enquiries be made about this to the CCG.

## **8 Keeping in Touch (KIT) meetings**

KIT meetings had been introduced in 2020 in response to the Covid disruption and had given Healthwatch members an opportunity to meet weekly for a chat and to exchange information about health issues they were aware of. Now that the Covid disruption was largely over, it was questionable whether the weekly meeting was as necessary as it had been in the beginning.

Following discussion, the Board agreed that KIT meetings should now move to being held fortnightly, with the Engagement Panel meeting continuing to be held once a month as part of a KIT meeting.

## **9 New procedure at the Queen's Hospital UTC and A&E Triage**

The Board noted that a new procedure was being introduced within the triage arrangements for people arriving at UTC/A&E at Queen's Hospital. Triage (also known as Clinical Assessment) would now be undertaken jointly by PELC and BHRUT, to ensure that people were directed to the best facility to deal with their illness or injury. This would not apply to patients arriving by ambulance who would still be taken directly to A&E.

## **10 Next meeting**

The next meeting was due on Tuesday, 14 June 2022 at Queens Court.

## **11 Confidential business**

The Board considered a confidential discussion paper relating to the development of the new Integrated Care System, which would become operational on 1 July.

The Board considered the issue of whether Healthwatch should seek to exercise voting rights in relation to matters decided at "system" and "place" levels. The consensus was that Healthwatch should not seek such rights and, if offered, that such rights should be declined.

\_\_\_\_\_ Chairman