

**MINUTES**  
**of a meeting of the Governance Board**  
**11 October 2022**  
**(13:30-15:30)**  
**At Queen's Court**

**Present:**

**Anne-Marie Dean, Chairman**  
**Ian Buckmaster, Company Secretary**  
**Paul Rose, Non-Executive Director**

**Bev Markham, Community Support Officer**  
**Carole Howard, Office Administrator**

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

**1 Welcome and apologies**

All members were welcomed to the meeting.

An apology was received from Ron Wright.

**2 Declarations of interest**

There were no declarations.

**3 Minutes of meeting held 20 September 2022**

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

Arising from Minute 11 (Harold Wood Polyclinic), it was noted that there had not yet been a response from NHSNEL. It would be chased.

**4 Finance Report**

Monthly income and expenditure

The report for September was received. Spending in the month had totalled £9,874, slightly above average for the year to date.

The current forecast deficit was £2,457 but in addition to the income expected from NHSNEL for supporting their activity, payment for the Home Care and Maternity Surveys was now imminent and the Havering Place-based

Partnership had also made funding available for the LD/Autism and Deaf Services projects (see minute 9 following).

The position would continue to be monitored and reported monthly as the year progresses.

#### Bank mandate

Nothing further had been received from Barclays and it was agreed that the Company Secretary should make further enquiries of them.

### **5 Safeguarding survey**

The annual survey on behalf of the Safeguarding Adults Board had now closed, with 74 responses having been received. The outcome would be formally reported in due course and a presentation based on it given during Safeguarding Week, 7-11 November.

### **6 Havering Place-based Partnership (HPbP)**

The HPbP had agreed to fund the LD/Autism and Deaf Services projects (see minute 9 following).

The Chairman reported that a good relationship was being built with the Clinical Director for Havering, as a result of which the four PCNs were being encouraged to support the LD/Autism project. Arrangements had been made for the Chairman and Executive Director to attend meetings of all four PCNs to explain the project and secure their support.

There will be an oral update on other matters.

### **7 NHS North East London/North East London Health and Care Partnership**

The draft Memorandum of Understanding for funding Healthwatch to support NHSNEL had now been circulated. A number of points of detail had been raised with NHSNEL in response and an initial list of the meetings they wanted to be covered had been received. Further discussions were due to be held with the other Healthwatch in North East London.

### **8 Safeguarding and Quality - update**

Ms Old reported that the Safeguarding & Quality meetings were now growing longer, indicating that more work had resumed. She outlined concerns for two of the residential homes in the borough, particularly with regard to the quality of

their management. Healthwatch had been asked to arrange to visit one of the homes in question and the Board discussed how best to do so.

It was agreed that, prior to any formal Enter & View visit, an informal approach be made to the managers to discuss the issues. Further details would be discussed and agreed at the forthcoming meeting of the Engagement Programme Panel.

## **9 Engagement projects - update**

- **Domiciliary Care**
  - The next group of surveys was currently awaited.
- **Post Covid Syndrome (Long Covid)**
  - The report would be published soon and will be available on our website.
- **Care Homes – Direct Enhanced Service (for GP cover at homes)**
  - The report would be published soon and will be available on our website.  
HW Redbridge would be paying the fee at the end of October.
- **Supporting Equity and Equality in Maternity and Neonatal across NE London**
  - The report would be published soon and will be available on our website.  
HW Redbridge would be paying the fee at the end of October.
- **Services for the deaf**
  - Preparation work for the project on services for the deaf was continuing. A meeting would shortly be held with an organisation providing services for deaf people.  
The HPbP had made £3,000 available for the project.
- **Autism and Learning Disabilities**
  - The draft proposal considered at the last meeting had been accepted by the HPbP, who had made £5,000 available for it.  
Preliminary discussions were taking place with the borough PCNs, NELFT, NHSNEL, the Council and voluntary sector partners.
- **Community Insights System (CIS)**
  - At the recent meeting, the outcome of the Care Homes and Maternity surveys had been discussed. Both had been well received by NHSNEL and were already proving influential.

- **Patient surveys for BHRUT**
  - BHRUT had asked the three BHR Healthwatch to put together a proposal for patient surveys, following disappointing results from the CQC National Patients' Survey that vary considerably from BHRUT's own survey work. The Healthwatch surveys, which would be a commissioned project, would be carried out regularly throughout the year. More details will be available at the next meeting.
- **London Ambulance Service (LAS): Strategy Development**
  - The LAS was developing a new Strategy and considering a proposal that Healthwatch across London should be invited to work with them on the public consultation arrangements. It had not yet been confirmed that they will wish to proceed this way but there were strong indications that they would.
- **Accident and Emergency Services at Queen's Hospital – Enter & View visit**
  - The planned visit to the A&E services at Queen's Hospital had gone well. It was noted that the recommendations from the visit would include the suggestion that more support be made available to patients awaiting initial attention at the UTC.

## **10 Members' Training Needs**

Further to discussion at the last meeting, the Board was advised that most members' training was up to date. A new volunteer was due to attend safeguarding training the day following the meeting.

## **11 Control of bed usage in hospital**

A newspaper article had recently reported on the use in a hospital in Maidstone, Kent of information technology to control in fine detail the use of beds. A member enquired whether it was known if a similar arrangement was in use, or proposed for use, at Queen's Hospital.

It was agreed that enquiries should be made.

## **12 HOFF – survey of members**

The Chairman and Executive Director had given a presentation to the Havering Over-Fifties Forum (HOFF) the morning of the meeting. Arising from questions dealt with at that meeting, the Chairman suggested that a survey of HOFF members be carried to test their understanding of current health concerns.

The Board accepted that proposal.

**13 Next meeting**

The next meeting was due on Tuesday, 8 November 2022 at Queens Court.

**Confidential business**

**14 NHS North East London – memorandum of understanding**

The Board considered the detail of the draft Memorandum of Understanding for funding Healthwatch to support NHSNEL and noted various suggestions that had been made to enhance its text.

**15 Future of Healthwatch**

Attention was drawn to recent discussions at a meeting of the Chairman of Healthwatch England with Chairmen and other leaders of local Healthwatch organisations.

\_\_\_\_\_ Chairman