

**MINUTES**  
**of a meeting of the Governance Board**  
**13 February 2024**  
**(13.30-15:00)**  
**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**

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

**1 Welcome and apologies**

Apologies were received for the absence of Carol Dennis, Dawn Ladbrook and Ron Wright.

**2 Declarations of interest**

There were no declarations.

**3 Minutes of meeting held 23 January 2023**

The minutes of the meeting held on 23 January 2024 were agreed as a correct record and the Chairman was authorised to sign them.

**4 Finance Report**

The report for January was submitted.

The month's spending had been £11,134, bringing the average spend this year to £10,366/month.

Uncommitted funding was currently £402 but outstanding invoices totalling £9,366 remained to be paid to the company.

The balances at bank at the end of January were noted.

## **5 Havering Place-based Partnership (HPbP) Board**

It was noted that the Council's precarious financial position was putting pressure on Adult Social Care, which in turn was creating problems for the HPbP.

Interviews for the Assistant Director posts supporting the HPbP were in hand.

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

There were no matters to report.

## **7 Safeguarding and Quality - update**

Ms Old reported on several care homes where particular actions were being, or had been, taken. There appeared to be a lack of monitoring to follow up reports of safeguarding issues at homes but CQC representatives were once again regularly in attendance.

The minutes of the meetings were unwieldy and over-long as they included much history of cases, which was irrelevant.

## **8 Engagement projects - update**

- **BHRUT Patients' Survey**

- This project was finished.

Publication had been authorised for 29 February and was being coordinated with Healthwatch B&D and Redbridge.

- **Long COVID**

- The report had been published towards the end of November.

A working group of Public Health Havering, North PCN and others, including Healthwatch, was looking at what steps were now needed. A training programme for Health professionals was being developed and focus groups of people living with Long COVID would be arranged to inform that training.

Healthwatch would be contributing to that training and leading the focus groups.

- **NHS Dentistry in NEL**

- This project was on hold pending a response from NHSNEL.

- **Allied Health Professionals in GP practices**

- The project aimed to identify what understanding there was of AHPs and to raise awareness of them.

The survey had been published and would run until the end of February.

- **Creative Health Havering**

- There had been no developments in this project.

- **Enter & View visits**

- Visits had taken place in December at:

- Queen's Hospital A&E services (BHRUT: Emergency Department; PELC: Streaming and UTC; LAS Ambulance reception) – report being drafted
- Harold Wood Polyclinic/UTC – publication of report in hand
- Glebe House – report published

The visit to Queen's Hospital to observe meal time arrangements had been arranged for the end of March.

## **9 Enter & View visit – A&E at Queen's Hospital (and King George Hospital)**

The Chairman, Mrs Old and Ms Perry had met the CEO of BHRUT, Matthew Trainer, and other senior staff on 5 February. Mr Trainer and his colleagues had discussed how the arrangements in the Emergency Department were being changed, with a new reception area and less use of the corridors to hold patients until a bed in a ward was ready. It was pleasing to note that staff recognised Mr Trainer – he was clearly no stranger to the front line.

Mr Trainer and his colleagues had been very open with the team and had outlined plans for imminent service improvements. He had invited the team to visit again in three months' time to observe what progress had been made in that time. The invitation had been accepted.

The Board noted that the hospital blood tests department had returned to its original location at the rear of the Atrium, with more working space available. Nonetheless, BHRUT was hoping that more space would be freed up by the opening of the new facilities at the St George's Centre later in the year.

## **10 Other business**

(a) Availability of medications

It was noted that patients were continuing to experience difficulties in obtaining supplies of certain medications, both prescription and over the counter. This was a national problem with no clear explanation for it.

(b) North Street Surgery – telephone system

A member reported that the Surgery had installed a new telephone system, which had a call-back facility (so that patients did not need to wait in a queue for the telephone to be answered) – and that the facility was working well. It was agreed that a quick survey should be arranged of surgeries to see how many more had such a facility available.

(c) St George's Centre

It was agreed that the progress of the building and service provision at the Centre should be discussed at the next meeting.

## **11 Next meeting**

The next meeting was due on Tuesday, 12 March 2024 at the office.

\_\_\_\_\_ Chairman