

Minutes of the 70th full Healthwatch Warwickshire Board Meeting
Tuesday 12th March 2024
10.30am to 12.30pm
MS Teams Conference Call

Present:

Liz Hancock (EH) – Chair
Robin Verso (RV) – Vice Chair
Kate Morrison (KM)- Vice Chair
Mike Flaxman (MF) –FAG Chair
Jerry Roodhouse (JR)
Gita Patel (GP)

In attendance

Chris Bain (CB) – Chief Executive (CE), David Alexander (DA)
Authorised Representative, Tanisha Reddall (TR) – minutes.

1) Welcome and Apologies:

John Copping and Leonard Harvey.

2) Declarations of Conflict of Interest

Liz Hancock, Chief Executive, Mary Ann Evans Hospice
Jerry Roodhouse, Councillor, Warwickshire County Council
Mike Flaxman, SWUFT Governor

3) Minutes from previous meeting

The minutes of the Healthwatch Warwickshire (HWW) Board meeting on 09/01/24 were agreed as an accurate record of proceedings and were electronically signed by the Chair.

4) Matters Arising

From the Action list:

- Staff team to arrange leaflet distribution to Board Directors at next staff team meeting (15/01/24). **CLOSED**
- CG to take leaflets to the South Warwickshire Patient Engagement Forum meeting (11/01/24). Give copies to the PPG representatives. **CLOSED**
- CB/EH to discuss WCC Community Reporting project with LL. **CLOSED**
- TR/LM to carry out appraisal of current office-base. **Ongoing, agenda item at the next Operations Committee meeting.**
- KM to contact CB regarding details of HW East and West Midlands regional network meeting on 26/01/24. **CLOSED. Next meeting 22/03/24, EH to attend.**

5) Chair's Report

Meetings EH has attended:

- WCC Health & Wellbeing Board
- Two Warwickshire North PLACE Executive meetings
 - Together for North Warwickshire event.
 - Included tour of the frailty hub in North Warwickshire which is currently a pilot.
- HWW Board strategy meeting (Chair/Vice Chairs, Chair of Finance & Audit Group and CE).
- Pre-meeting with Healthwatch Coventry prior to their meeting with CWPT.
- HWW Succession planning meeting. Draft Succession Planning report to be included within the committee papers for the next Operations Committee meeting.
- Contract Review meeting with WCC.

6) CE's report and update on Emerging Strategic Issues

The CE's report was circulated to the Board prior to the meeting:

6.1 Healthwatch England Network Report

CB hopes that the HWE Network Report becomes an annual review to help identify trends and key findings.

Core funding remains frozen. Most Healthwatch have experienced real term cuts, highlighting fragility of network foundations. HWW funding has remained stable, although there seems little likelihood of future inflation funding.

23 Local Authorities have jointly commissioned their Healthwatch with the ICB.

HWE's focus in 2024/25 is:

- To continue their work to improve the future sustainability of the network, HWE are consulting with the ICS's and the CQC to talk about potential proposals on the Healthwatch model. CB expresses concerns around HWW's lack of involvement in these discussions which he will raise at the next regional meeting.

6.3 What Patients want: a vision for the NHS in 2030

Using the evidence gathered from Healthwatch over the last 10 years HWE have produced a "bold vision for the NHS in 2030".

HWE's vision calls for a focus on three key themes:

1. Making the NHS easier to access and navigate.
2. Tackling health inequalities.
3. Building a patient-centred culture.

By 2030, HWE want a fundamental shift in the culture of the NHS so that there is a greater focus on listening to patients and acting on their experiences to improve care today and in the future.

This vision does largely align with what HWW has been hearing and saying for some time. CB comments however, that there is also a need for a HWE's

vision for social care in 2023, which he will be feeding back at the next regional meeting.

6.5.1 Office review

LM and TR are in the process of carrying out a review of our current office arrangements to assess whether they are the most cost-efficient way of meeting our needs given that all staff now work from home. They will be feeding back their findings at the next Operations Committee meeting. CB comments that there are challenges around office provision that we must be very clear about with regards to ICO requirements for secure and safe storage of records and files.

7) Report from Operations Committee

The Operations Committee met on 16th January 2024.

The next meeting will take place on Tuesday 19th March, 10:30am-11:30am.

- EH discussed the project proposal for the UK Armed Forces Veterans Engagement project, with CB confirming that the survey has been launched. The E&O team have been visiting different community groups and venues promoting the survey and gaining feedback from veterans in North Warwickshire, Nuneaton and Bedworth.

Agenda points for next meeting include:

- Succession Planning
- Risk Register
- Office appraisal
- Defence employer recognition scheme- Silver accreditation

8) Report from Chair of Finance and Audit Group

The Finance and Audit Group Chair's report was circulated to the Board prior to the meeting.

- NB: Risk and reserves: MF comments that the WCC contract terms for Healthwatch Warwickshire do not include inflation for the duration of the contract. MF and CB have produced a joint report to be considered by the Operations Committee, regarding Board policy on the future use of reserves and unfunded pay awards.
- MF proposed two elements for the staff pay award for 2024/25. Inflation forecasts indicate that a baseline award of 3% is appropriate. With an additional 1%, replacing the Working from Home Allowance, giving a total increase of 4%.
- The Board is asked to note the January expenditure report and the forecast outturn for 2023/24 and to consider and approve the draft budget proposals including the pay award recommendation.

The board approved as indicated within the report the draft budget proposals and the implementation of the 4% staff pay award from 1st April 2024.

ACTION: CB to action pay award from 1st April 2024.

ACTION: RV and MF to schedule a meeting of the Finance & Audit group.

9) Directors' Reports

- RV reports that he was not able to attend the last meeting of the South Warwickshire Place Partnership Board, but CG attended in his place. RV commented that it would be helpful to have an update on developments within the ICS.
- KM has attended an online meeting hosted by WCAVA updating on the ICS to the voluntary sector. KM also highlighted that she will be attending an event in celebration of the mental health transformation programme, which unfortunately she reports will be ending. Through the programme a counselling network group has formed which it is hoped will continue. KM also sits on the Mental Health Alliance Partnership Board, who are putting in a proposal for funding to the ICB.
- JR comments that Rugby Place has had discussions with UHCW, SWUFT and the ICB regarding support for Place. A job advertisement for a Joint post for Rugby Place will be going out in the future.

ACTION: EH/CB to provide a briefing at the next informal board meeting regarding developments within the ICS and attendance at Place executive boards.

10) Volunteer Report

- The last Volunteer Forum was held on Wednesday 24th January.
- DA comments that volunteers have been happy to be included within recruitment and selection for the advertised E&O officer for North Warwickshire, Nuneaton and Bedworth post, with volunteers being asked to sit on the interview panel.
- The next Volunteer Forum will be held in-person on Monday 15th April.
- Apologies from DA for the next Informal and Formal board meetings on 9th April and 14th May.

11) AOB

- Apologies from MF for the Informal Board meeting on 9th April.
- Apologies from JR for the in-person Formal board meeting on 14th May.
- Chair confirmed that the next in-person formal board meeting will be held in Leamington, with the location of the subsequent in-person formal board meeting to become an agenda item.

12) Dates of next meetings

Online Informal Board catch-up Tuesday 9th April 2024, 10:30am-11:30am.

In person- Formal Board meeting 10.30am to 12.30pm on **Tuesday 14th May 2024, location in Leamington to be confirmed.**

Summary of Actions: (see attached)

ACTION: CB to action pay award from 1st April 2024.

ACTION: RV and MF to schedule a meeting of the Finance & Audit group.

ACTION: EH/CB to provide a briefing at the next informal board meeting regarding developments within the ICS and attendance at Place executive boards.

Board Director Attendance Record

Name	09/01/24	12/03/24	14/05/24	09/07/24	10/09/24	12/11/24
P = Present/ A = Apology/ X = Absent						
John Copping	P	A				
Mike Flaxman	P	P				
Liz Hancock	P	P				
Leonard Harvey	A	A				
Gita Patel	P	P				
Jerry Roodhouse	P	P				
Kate Morrison	P	P				
Robin Verso	P	P				

Minutes approved by:

Signed:

Date: