

<b>Title:</b> FINAL Healthwatch Oxfordshire (HWO) Board Meeting Minutes			
<b>Venue:</b> Carterton Town Hall, Alvescot Road, Carterton		<b>Date:</b> 11/07/2017	
<b>Time:</b> 19.00 - 21.00	<b>Chair:</b> Prof. George Smith (GS)		
<b>Minute Taker:</b> Carol Ball (CB)			
<b>Attendees:</b>			
<b>Board members:</b> Eddie Duller OBE (ED), Tracey Rees (TR), George Smith (GS), Martin Tarran-Jones (MTJ), Dave Butterworth (DB)			
<b>Staff in attendance:</b> Carol Ball (CB) Business Manager, Richard Maynard (RM), Marketing and Communications Manager			
<b>Members of the public:</b> 4 members of the public attended this meeting, inc. one councillor and the Chair of the North Locality Forum.			
<b>Apologies :</b> Jean Nunn-Price (JNP), Caroline King (CK), Sylvia Buckingham (SB)			
Agenda item	Notes		Action
1	<b>Welcome</b> GS welcomed the Board.		
2	<b>Declarations of interest</b> There were no declarations of interest.		
3	<b>Annual Report 2016/17</b> RM presented the annual report with ED expanding on the projects carried out during the last year.  GS thanked the staff team in what has been a difficult year mainly due to a significant loss of funding (100k) from Oxfordshire County Council (OCC). He congratulated the team on the extraordinary achievement of the Witney project and their response to the changes they have been through.		

	<p><b>GS</b> informed the public attending that Healthwatch Oxfordshire was seeking external sources of funding to enable it to expand its work and to also boost the amount of information flowing into the organisation.</p> <p><b>GS</b> talked about building relationships with the Governors of the local NHS Trusts and planned work with university students.</p> <p><b>Cllr Baker</b> commented that she recognised the problems with funding and that it was felt that the input of West Oxfordshire District Council was not welcomed by other stakeholders in the current transformation of services in Oxfordshire.</p> <p><b>GS</b> informed the board that over 50% of English councils had not engaged with the Sustainability and Transformation process and that OCC was taking part as a “consultee”.</p> <p><b>Cllr Baker</b> asked the board to note her concerns about GP services in Witney and the local community hospital. She advised that she has been out and about talking to people to get a feel for what is happening on the ground.</p> <p><b>MT-J</b> advised <b>Cllr Baker</b> to talk to the Clinical Locality Forum in West Oxfordshire as they have recently completed a PLACE plan which will indicate how they see the future of GP services in their locality.</p> <p><b>AH</b> asked HWO to push the Oxfordshire Clinical Commissioning Group to develop a strategy to deal with growth and the risks in primary care.</p> <p><b>AH</b> asked if any advances had been made on engaging with young people?</p> <p><b>TR</b> advised that HWO is developing its work with young people and that there is a board member, Sylvia Buckingham with responsibility for developing this area.</p> <p><b>CB</b> mentioned the work completed with the Icknield School, the schools in Witney as part of the Witney project and that there are currently four young work experience students working with HWO for the whole week.</p>	
	<p><b>PAPER 1: Draft minutes of Board meeting of April 24 2017.</b></p> <p>It was proposed and seconded that the minutes of the meeting be approved.  Proposed by: MT-J  Seconded by: TR</p> <p>The minutes were unanimously <b>agreed</b>.</p>	

	<p><b>Matters Arising:</b></p> <p>Agenda item 8: Minutes of 4<sup>th</sup> April 2017</p> <p><b>GS</b> requested that any amendments made to the previous minutes be recorded in full.</p> <p>Agenda item 11: Executive Directors Update</p> <p><b>MT-J</b> asked if there had been any further clarification around the inclusion of social care in phase 2 of the consultation. <b>GS</b> advised that he had raised the issue at the Health Overview and Scrutiny Committee, <b>ED</b> suggested that <b>GS</b> write to OCC to ask if they plan to be fully engaged as a partner in phase 2 of the consultation. <b>GS</b> agreed to raise this at the Health and Wellbeing Board meeting in July and to follow this up with letter.</p> <p><b>MT-J</b> asked if the Witney report had been finalised, and if not could the board be given a timescale for this.</p> <p><b>GS</b> informed the board that he would be raising the concerns of patients who had spent time in A&amp;E without being admitted and sent home inappropriately. <b>GS</b> will be meeting with the Dr Holthoff of the Oxford University Hospital Trust and will raise the issue of a discharge protocol for A&amp;E.</p>	<p><b>GS</b></p> <p><b>RP</b></p> <p><b>GS</b></p>
<p><b>5</b></p>	<p><b>PAPER 1A: Draft minutes Board management meeting of 14<sup>th</sup> June 2017</b></p> <p><b>DB</b> asked the minutes be amended as follows:</p> <ul style="list-style-type: none"> <li>• The date be corrected</li> <li>• <b>DB</b> be removed for the list of attendees and listed under apologies.</li> </ul> <p>It was proposed and seconded that the minutes of the meeting be approved subject to the above amendments.</p> <p>Proposed by: <b>MT-J</b> Seconded by: <b>TR</b></p> <p>The minutes were unanimously <b>agreed</b>.</p>	
<p><b>6</b></p>	<p><b>PAPER 1B: Draft minutes of Board management meeting of 9<sup>th</sup> May 2017</b></p> <p>It was proposed and seconded that the minutes of the meeting be approved.</p> <p>Proposed by: <b>ED</b> Seconded by: <b>TR</b></p>	

	The minutes were unanimously <b>agreed</b> .	
7	<p><b>PAPER 2: Executive Directors Paper</b></p> <p>This paper was deferred until later on the agenda at the request of <b>GS</b></p>	
8	<p><b>PAPER 3 : Business Managers Paper</b></p> <p>CB advised the Directors that the banking process may be amended following a meeting with the accountant. This will be in order to improve the checks and balances that are in place.</p> <p>The Board:</p> <ul style="list-style-type: none"> <li>• Noted the banking process</li> <li>• Approved the year end accounts 2016-17 and the CIC 34 Report</li> <li>• Agreed to amend the signatories to the bank account to: The Executive Director The Business manager The Treasurer The Chair</li> </ul> <p>Proposed by: <b>MT-J</b> Seconded by: <b>GS</b></p> <p>Unanimously agreed</p>	
9	<p><b>PAPER 4: Governance Strategy and Finance (GSF) Group Update</b></p> <p><b>MT-J</b> introduced the update from the GSF Group, <b>TR</b> thanked <b>MT-J</b> for the comprehensive report recognising the amount of hard work that had been invested by <b>MT-J</b>. <b>GS</b> acknowledged the SWOT analysis and reminded the Board that some work needed to be done to improve the relationship between the staff and the Board. <b>MT-J</b> recommended that further work be conducted to better understand the concerns of staff in order to address them.</p> <p>The Directors noted the update from the GSF Group</p>	<b>GS/RP</b>
10	<p><b>PAPER 5: GSF Planning Brief</b></p> <p>The directors:</p> <ul style="list-style-type: none"> <li>• agreed the GSF Terms of Reference s presented in paper 4</li> <li>• Agreed the draft panning brief</li> </ul>	

	<p>Proposed by: <b>ED</b>  Seconded by: <b>TR</b></p> <p>Unanimously agreed</p>	
11	<p><b>PAPER 6: Draft Board Meeting Policy</b></p> <p><b>MT-J</b> informed the board that following on from the Trustee Training he felt it was important for the board to have a governance policy in place. This policy would ensure that there would be clarity of roles and accountability.</p> <p>By adopting the policy the Board would have a simple set of statements which would enable them to discharge their duties effectively.</p> <p>The following amendments were requested:</p> <p><b>Point 3:</b> “No dates will be changed” - amend the wording to allow for exceptional circumstances.</p> <p><b>Point 4, iv:</b> Amend to include “recognise the skills and experience people bring to the discussion”.</p> <p><b>GS</b> reminded board members of the importance of attending the scheduled Board meetings as regularly as possible</p> <p>The Board agreed the draft Board meeting policy subject to the above amendments</p> <p>Proposed by: <b>MT-J</b>  Seconded by: <b>ED</b></p> <p>Unanimously agreed</p>	<b>MT-J</b>
12	<p><b>PAPER 2: Executive Directors Report</b></p> <p><b>GS</b> presented this paper on behalf of <b>RP</b>. The directors noted the report and discussed the project fund proposal. The proposal was agreed in principle with the Directors requesting a fully costed proposal before any spending is agreed. <b>GS</b> reminded the Directors that the fully costed proposal may be circulated and voted on electronically.</p> <p>Proposed by: <b>TR</b>  Seconded by: <b>GS</b></p> <p>Unanimously agreed</p>	<b>RP</b>
13	<p><b>PAPER 7: Marketing and Communications Group Paper</b></p>	

	<p><b>ED</b> advised the Board that work was ongoing on developing a more visual presence, to refine the use of social media and to develop a young Healthwatch. The website is waiting for an update which is provided by Healthwatch England and should be available in the autumn. <b>TR</b> asked if there were any timescales for the update, <b>RM</b> to find out.</p> <p><b>MT-J</b> asked how soon the website will be up to date - <b>RM</b> advised that the website is up to date. <b>ED</b> informed the group that keeping on top of the website is a full time job. <b>MT-J</b> asked <b>RM</b> to look at the My-coach.org.uk website for up to date local information.</p> <p><b>MT-J</b> asked if the weekly bulletin could be sent out to the mailing list as it is a very useful and informative document.</p> <p><b>RM</b> was asked to check the electronic and postal lists.</p> <p><b>TR</b> asked if the CRM was being used, <b>CB</b> informed the Board that <b>RM</b> pulls reports off on a regular basis.</p> <p><b>MT-J</b> expressed concern about staff capacity to deal with the inflow of work, <b>GS</b> asked for a meeting to be set up with staff and the Board to help the board better understand the flow of information through the organisation to services.</p> <p>The Board</p> <ul style="list-style-type: none"> <li>• noted the minutes of the Comms and Marketing Group</li> <li>• agreed the amended Communications Strategy</li> </ul> <p>Proposed by: <b>ED</b>  Seconded by: <b>MT-J</b></p> <p>Unanimously agreed</p>	<p><b>RM</b></p> <p><b>RM</b></p> <p><b>RM</b></p> <p><b>CB</b></p>
<p>14</p>	<p><b>Directors Update</b></p> <p><b>TR</b> informed the directors that along with <b>DB</b> she would be attending the Voluntary Sector Forum in Abingdon on Thursday which was covering the topic of Health Inequalities.</p> <p><b>CB</b> asked the directors to note the GP Survey which had been published and was available for distribution.</p> <p><b>GS</b> asked the board to note that the Care Quality Commission were conducting an investigation into Delayed Transfers of Care in Oxfordshire. Also, NHS Improvement is going to conduct a review of the accounts of the Oxford University Hospitals Trust.</p> <p>Meeting closed: 9pm.</p>	

	Action Log	Responsible person	Completion date	Comments
3	Hospital Discharge report - write to providers for an update on commitments made in response to this report.	RP	13.7.17	To be covered in Outcomes and Impact Report. No response has been received to date from OUHFT - GS to raise this at his meeting with Dr Holthof
4	Circulate Delayed Transfer of Care figures to board	RP	ongoing	
11	Investigate impact of travel and parking on staff and patients of OUHFT.	RP	25.4.17	HWO to carry out travel and Parking survey funded by CCG. Research has been completed and the draft report has been sent to OCCG, the report should be completed by 31.7.17
12	Hospital transport service: Drivers pick up and drop off space inadequate at JR. RP to raise with Dr Holthof	RP	13.7.17	RP to raise with Dr Holthof at meeting on 13.7.17.
13	GS to raise question at the HWBB asking if OCC plan to be fully engaged as a partner in phase 2 of the consultation. GS to follow this up with letter.	GS	31.8.17	
14	Witney report - could the board be given a timescale for the completion?	RP	31.7.17	
15	Work to better understand the staff SWOT results with reference to the staff concerns.	GS/RP	12.9.17	
16	Amend the Board Meeting Policy in light of comments.	MT-J	31.7.17	
17	Fully costed project fund proposal.	RP		
18	HWE website update-timescales	RM		
19	Weekly bulletin to go out to mailing list.	RM	ongoing	
20	Postal and electronic mailing list to be updated	RM	12.9.17	
21	Meeting to be set up with staff and Board to discuss flows of information.	CB	12.9.17	