

Board Meeting

Date of Meeting: Monday 17th September, 2018

Healthwatch Birmingham Board Meeting

Time: 4.30 pm - 7.00 pm

Venue: Healthwatch Birmingham Board Room
Cobalt Square, 83 Hagley Road, Birmingham, B16 8QG

Attendees

Andy Cave	Brian Carr	Catherine Weir
Charles Ashton-Gray	Danielle Oum - Chair	Gareth Dellenty
Graham Parker	Jane Upton	Peter Rookes
Qadar Zada	Di Hickey (minutes)	
There was 1 member of the public in attendance to observe		

Apologies

Jackie Spencer	Jasbir Rai	Jenny Jones
Les Lawrence		

Public Session

1	Welcome, Introductions & Apologies, Any Other Business	For Noting
	DO welcomed Christine Spooner, attending as a member of the public. Each board member introduced themselves.	
	Declarations of Conflict of Interest	For noting
	There were no other conflicts of interest apart from those already declared on the register.	
2	Minutes of previous meeting (18th June, 2018)	
	The minutes of the previous meeting were agreed.	
3	Actions Arising - All Actions Progress - All	For Action
	AC reported that actions 1 (distribute final CQC report to Board), 2 (share Communications plan with JJ), and 3 (changes to the Finance Section of the Annual Report) were implemented. Action - AC to circulate GDPR training materials. Action 6 (develop a Business Plan on a page) forms part of the action plan for the Tender Working Group (sub group). Agreed to close this item.	

	All agreed that the Annual Report was informative and very readable. AC confirmed that the Impact Summary document had been well received by stakeholders.	
4	CEO's Report - AC	For Noting
	<p>DO stated that it was impressive to see the range and depth of work that was going on.</p> <p>AC reported on the following:</p> <p><u>Healthwatch Conference</u></p> <p>We are delighted to be presenting two workshops at the Healthwatch Conference: Community Offer and Quality Standard. Our Quality standard workshop will be a follow up from last year's conference demonstrating how we have used the standards in practice to lead to impact.</p> <p>Healthwatch Birmingham is hosting a University of Birmingham Masters Policy Student to evaluate the Community Offer and the three tiers of engagement we have. Healthwatch England are interested in sharing this with the network.</p> <p>HWB are up for a national award for volunteering and the winner will be announced at the conference in October. HWE are hosting workshop events for all of the award categories. Volunteers are delivering a coaching system for life skills, developing confidence and coaching more confident volunteers and more active volunteers.</p> <p>We are working with Healthwatch England developing the Quality Framework and have met with Gavin from Healthwatch England to discuss this. Healthwatch England will be working with the Commissioners to make sure they are commissioning a good Healthwatch and will be holding them to account when not. Working with Healthwatch England on their Quality Framework recognises us as a leading local Healthwatch. Healthwatch England are linking us with colleagues across the network to support their improvement in particular around impact.</p> <p><u>Key Contractual Obligations</u></p> <p>Key Indicators</p> <p>Feedback Heard - Currently on track to reach target and are 3% up on last year's figures. We will hit the 6 month target of 550 which will result in a 23% increase on last year. There is a lot of work going on to ensure that the feedback is usable and quality checks are in place.</p> <p>Marketing campaigns - Marketing Campaign 1 has been delivered distributing leaflets across front line health services. This quarter over 700 people engaged with us which is the most we have ever achieved.</p> <p>DO queried whether the videos had been rolled out to GP surgeries. AC confirmed that we were working with South Central CCG to enable this but this had come to a dead end with the merging CCGs. Claire Reynolds, Marketing and Events Officer, continues to raise this.</p>	

Investigations - There are two ongoing investigations and the City Hospital and Direct Payment study. We received over 600 votes from TIPS (Topic Identification Prioritisation) which were from on line and token voting which is a big achievement.

AC confirmed that all data will be looked at. Survey Monkey is also able to track the diversity monitoring, we will pay for more targeted Facebook from those least heard.

JU reported that the reach into the community is now much better due to having the Community Offer volunteers.

CW commented that it was fantastic having ballot boxes and events which ensure that we reach all groups, particularly those organisations who have an interest in Mental Health.

JU confirmed that we would get as much information as possible from the organisations and will co-ordinate. We are also tagging them for the ongoing studies to make sure all are involved.

DO asked if development disorders and brain disorders were in the scope and if there is going to be a link with HWE.

JU confirmed that the study included people with mental health problems, autism, brain damage and how GP's are supporting them.

AC stated that Healthwatch England are keen for us to do something around maternity and mental health and we will look at what we do locally and think about it.

JU confirmed that the City Hospital study was going well, working with SWBCCG, and more likely that our findings will be impactful. The way we are working with the commissioner means not wanting to work with the provider right now.

AC reported that the City Hospital now have a new Chief Nurse and links will be made to allow an easier route in.

The Direct Payment study continues and is going well. We will make sure the report can help the Commissioner to make changes with Social Services.

CW asked how the findings from investigations were publicised.

AC confirmed that we are working with a Public Relations consultant, who is going to be looking at 2 stories to get into the media. We will develop internal processes to allow us to do this ourselves in the future instead of relying on a PR consultant.

AC confirmed that everything is going really well apart from the widget adoption. There was a firm plan to deliver two workshops to Birmingham City Council care providers but we have needed to develop alternative plans.

CW thanked AC for his report and questioned whether he had time to deliver such a long report.

	<p>AC stated that the report was a team effort and he had tried to cut it down. However, the report goes to the Commissioner as our reporting mechanism so needs to be detailed.</p> <p>JU reported that AC gives an update at team meetings and it is a good document for the team to read and ask questions.</p> <p>It was felt that the report was very useful as long it is not being done just for the board.</p> <p>AC confirmed that the report is a multi-purpose document and acts as a record of activity for compiling the Annual Report.</p>	
5	Any Other Business	For Noting
	<p>CS asked if there are any communications available in easy read.</p> <p>AC confirmed that Claire Reynolds is now developing marketing material in different formats. Urgent care centres have asked for different languages, and we are working on this as quickly as possible. There are five organisations working with the Community Offer and marketing materials are being developed.</p> <p>AC stated that we are currently going out to recruit a volunteer representative for the public section of the board meeting. A role description has been developed and applicants are asked to submit how they meet the criteria. Volunteers will then vote for their representative from the applications.</p> <p>There was no further other business and the meeting closed at 5.15 pm.</p>	