

Board Meeting

Date of Meeting: Wednesday 16th January, 2019

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	Danielle Oum - Chair	Di Hickey (minutes)
Gareth Dellenty	Graham Parker	Neelam Heera
Peter Rookes	Tim Phillips - Volunteer Rep	
There were no members of the public in attendance to observe		

Apologies

Brian Carr	Catherine Weir	Charles Ashton-Gray
Qadar Zada		

Public Session

1	Welcome, Introductions & Apologies, Any Other Business	For Noting
	DO welcomed everyone to the meeting.	
	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 (17th September, 2018)	
	The minutes of the previous meeting were agreed as a true record. AC confirmed that Healthwatch England are keen for us to do something around maternity and mental health. Action: AC to follow up with the team to find out if anything was done.	
3	Actions Arising - All Actions Progress - All	For Action
	GDPR Action - complete. Chipiliro Kalebe-Nyamongo appointed as Data Protection Officer.	
4	Appointment of new NED Appointment of Volunteer Rep	For Noting
	DO welcomed NH and TP to their first board meeting.	

	<p>TP will bring the board closer to volunteers which would be very beneficial.</p> <p>NH's background will be a good addition to the board.</p>	
5	Investors in Volunteers	For Noting
	<p>AC felt that it was particularly useful to bring the initial Investors in Volunteers report to the meeting and stated that it was important for HWB to get the quality mark due to the tender and to have the work that had been done externally scrutinised. We have been recommended for the award and are just waiting for the IIV panel to agree.</p> <p>On the whole we received a glowing review from volunteers as demonstrated by the quotes in the report. Hanna is picking up any identified areas for development and working with the volunteers.</p> <p>AC stated that this is a big achievement for the team highlighting how we have worked hard to improve the experience of volunteers in the organisations. Particular credit has to go to Hanna for all her hard work and achievements.</p> <p>PR stated that the report was very positive and encouraging. Hanna is excellent in what she does and he felt sure that the success with the volunteers is largely due to her rapport and support. Thanks were extended to Hanna for her hard work.</p> <p>GP commended the quality of the report and stated that he would like to see the Volunteering development plan covering something over the next few years and how we recruit from April onwards. This should include the budget for investing in our volunteers.</p> <p>Action - to bring a volunteer development plan to June Board meeting.</p> <p>TP reported that he had been volunteering for HWB since April and had found it an interesting time. He stated that it was an honour to be the first person to be a volunteer representative on the board. He felt it would be a good conduit between volunteers and the board. He enjoyed working with Hanna who was an effective person in the role.</p> <p>The board commended Hanna for all her hard work.</p> <p>AC stated that the board volunteer role is a developing pathway, TP has a HWB email address to allow him to contact volunteers independently, and he had met with TP prior to the board meeting to go through the papers. Where possible, a volunteer meeting would be arranged prior to the Board meeting so that a dialogue would develop between them.</p>	
6	CEO's Report - AC	For Noting
	<p>AC reported on the following:</p> <p><u>Volunteering</u></p> <p>Volunteers have completed a feedback survey for us to learn how to support volunteers better. Volunteers have contributed 940 hours to the organisation which is up by 44% since last year. Active volunteers are increasing and will need to continue to ensure there is a support mechanism in place for them.</p>	

	<p>Stakeholder Bulletin The Stakeholder bulletin is a very good mechanism to get information out to key professional stakeholders. There had been a 20% opening rate, which is successful for a new bulletin and will strive to increase this each quarter. Birmingham City Council receive the bulletin in Word, as they cannot open Mailchimp, and unfortunately unable to track these if opened.</p> <p>Community Engagement Community Engagement has had a massive 87% increase, which is much higher than last year and we have already engaged with 2000 people which shows the benefits of our investment in community engagement.</p> <p>Investigations Direct Payment study - initial report has been written and shared with Birmingham City Council. We received a really positive reaction to the report and have met with the Social Worker Lead and the Direct Payment Commissioner who had welcomed the study and who stated how important it was to hear the experiences of users. We will be presenting our initial findings to Scrutiny Committee on the 22nd January, 2019. Birmingham City Council are currently working on a customer journey which should be ready for September through which we should be able to track the impact of the report. The Three Conversations model of social work will improve the experiences of Direct Payment Recipients as well as BCC developments such as the neighbourhood network schemes.</p> <p>Waiting Room study - We have been to the QE, Royal Orthopaedic and Birmingham Dental Hospital. Good Hope, Heartlands, Women's and Children's with City Hospital and Birmingham Eye Centre being booked in by the end of January. We are now moving into the second phase of this investigation to target individuals with hearing and/or sight impairment working with voluntary sector to hear from those groups. Each Hospital will receive a separate report by end of year.</p> <p>Our Quality Standard work continues to lead to impact with the Royal Orthopaedic Hospital implementing a new strategy. Other Trusts have identified the need to centralise their intelligence systems and a number of training sessions have been developed along with new role descriptions outlining individual staff PPI responsibilities. UHB work was put on hold whilst the trust merged. We have met with the new UHB Chief Nurse to look at best practice across sights and continue this work.</p> <p>DO stated that the impact on service change is positive.</p> <p>AC outlined our commitment to be involved in the Healthwatch England NHS Long Term Plan Engagement Project, which will be funded. Further update will be given at the March Board meeting.</p>	
7	Any Other Business	For Noting
	No Any Other Business was raised.	