

Board Meeting

Date of Meeting: Monday 9th December 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 (AC) - CEO	Danielle Oum (DO) - Chair	Graham Parker (GP)
Jane Upton (JU)	John James (JJ)	Dr Peter Rookes (PR)
Tim Phillips (TP) - Volunteer Rep	Fiona Taylor (FT)	Neelam Heera (NH)
Di Hickey (DH) - minutes		
There were no members of the public in attendance to observe		

Apologies

Catherine Weir (CW)	Qadar Zada (QZ)	
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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 (23rd September 2019)	
	The minutes of the previous meeting were agreed.	
3	Actions Arising - All Actions Progress - All	For Action
	<p>Ref: January 1 - Investors in Volunteers</p> <p><u>Volunteer and Development Plan</u></p> <p>Action - AC confirmed that he would bring an overview of what work had been done in quarter 2 and present plans for quarters 3 and 4 to the March board meeting.</p> <p>Quarter 1 - had mainly been around keeping volunteers motivated and active and recruiting to the post of Volunteer and Community Officer.</p>	

	<p>Quarter 2 - Mark McKinley, Volunteer and Community Officer and Latifah Stone, Partnerships Officer came into post on the 18th November, 2019. Mark will be covering internal volunteers and Latifah external volunteers (external trained to listen on our behalf).</p> <p>At the point of them starting there were 37 volunteers including those trained through our Community Offer Partners. There is a target to have 30 internal and 25 Community Offer volunteers and we will carry out benchmarking activity to inform the development of our recruitment plan. We will present more information at the next meeting in March 2020.</p> <p>Action - Volunteer Recruitment plan to be developed and presented at the March meeting.</p> <p>TP reported that he had met with AC and since that meeting has been keeping in touch with volunteers. He also had an introductory meeting with Mark and Latifah to talk about how things were going and offering his assistance.</p> <p>AC stated that we carried out engagement activity to support their involvement in developing our ongoing plans and strategy.</p> <p><u>Volunteer Christmas Party</u></p> <p>Volunteer Christmas party will take place on the 19th December from 12 pm - 2 pm.</p> <p>Action - DH to send date of Volunteer Christmas party information to the board.</p> <p>Two further actions from the last meeting were around circulating the booking link for Healthwatch England Activities including the conference. The booking system was closed the day after the last meeting so were unable to do so.</p>	
4	New NED Appointments	For Noting
	<p>DO welcomed John James and Fiona Taylor to their first meeting, both bringing new skill sets and plugging gaps to strengthen the current team.</p> <p>The board approved their appointments.</p>	
5	CEO's Report	For Noting
	<p><u>Contract period Q1 (August - October 2019)</u></p> <p>Update - Healthwatch England (HWE) conference was held in October and hosted in Birmingham at the ICC. It was the biggest ever HWE conference with the highest attendance and excellent, high profile speakers. Healthwatch Birmingham were supportive, assisting Healthwatch England with the planning and set up of the conference. As the host city all staff and volunteers could attend.</p> <p>Cllr Ian Ward, leader of Birmingham City Council, opened the conference and welcomed colleagues from across England. His speech positively referred to Healthwatch Birmingham numerous times, and we couldn't have asked for a better endorsement for our work.</p>	

In addition to the conference, thanks to DO's suggestion, the Healthwatch England committee held their committee meeting in Birmingham, in November. They spent two days in the area as part of their visit:

- Day 1 - Started with a presentation from Birmingham and Solihull CCG, Paul Jennings (CEO) and Gemma Rauer (Assistant Director of Communications and Engagement). We were delighted to have our work highlighted by the CCG demonstrating our strong relationship. The Committee then split into two groups attending pre-arranged visits:
 1. Sifa Fireside, a Birmingham homeless charity.
 2. Birmingham Early Intervention Programme.
- Day 2 - Healthwatch England Committee Meeting, hosted by Walsall Healthcare Trust.

We have continued to work well with Health Overview and Scrutiny Committee and presented our work, outlining our future plans and Impact to date.

AC confirmed that as the contract quarter periods no longer align with board meeting dates the Board will have two operational performance reports: 1) written Quarter Performance report covering the previous contractual quarter and 2) a verbal update of performance to the date of the meeting.

The CEO report now looks different to previous reports due to contractual KPIs and we are now much better at recording every single contact from every single source.

AC highlighted that we are now recording and reporting our Reach, Engagement and Feedback heard figures for the first time. A discussion took place of the importance of this data and how we can monitor improvements in conversion rates. AC confirmed that we will include these conversion figures in future reports.

The board discussed how we target those most likely to experience health inequality and how we monitor this via different engagement routes. AC confirmed that we are improving our reporting systems with our new Data and Insight Officer role and will be able to identify trends in the future. FT and JJ asked questions about the figures presented around tracing unique counts and the volatility of the data.

JU reported that the social media strategy had been focused on Facebook and Twitter. We have invested in external expertise to develop our Digital Marketing strategy to increase our engagement and improve our communication with local communities. Our new Marketing and Communications Manager (Paul Clarke) will progress this area of work.

Action: Marketing and Communication plans to be presented at the March Board Meeting.

PR suggested using Unity FM, who are a local radio targeting various groups and in particular the Muslim community. AC confirmed that he had worked with Unity FM, but this had been over 2 years ago. Paul Clarke has a journalist background and will build our connections with the local media.

Action: PR to provide contact information for Unity FM.

DO look forward to seeing progress next time.

Community Engagement

AC confirmed that the figures for community engagement were low compared to previous activity, due to reduced capacity as we recruited our new Volunteer and Community Officer. To help bridge this gap, Ghazanfar Sami Khan (GSK), Research and Engagement Officer, has been engaging with local Mosques, faith groups and the Women's and Children's hospitals. Even though figures are lower than we would normally expect we have hit our quarter one targets however these were set lower adding pressure later in the year.

PR reported that he had been in contact with Chippie and in touch with Sikh Gudwaras, which will be a good start.

TP confirmed that he would be volunteering at the Central Mosque alongside GSK.

The Volunteer and Community Officer will present our community engagement plan at the March meeting.

DO stated that previous reports showed gaps in the West of the city and she would like to see this prioritised due to the inequalities in this part of the city. AC confirmed that annually we meet our demographic and diversity targets. Our plan is designed to reach all target groups within the year but we can prioritise the West of Birmingham.

PR reported that he shares all of our reports with faith groups in the city (250 contacts). He thanked us for all our reports and stated that they are customer friendly and very useful to show the work we are doing.

JU reported that following the waiting rooms investigation, the impact report was now being done. Each of the Trusts have told us what actions were being taken as a result of the report. We did a secret shopper exercise to assure actions have been taken where stated. As part of the impact report we have developed A3 posters for each of the trusts to display in waiting rooms.

NH stated the call to action is brilliant.

What matters most GP report the CCGs held a co-production workshop with third sector partners and patients to develop information cards.

For our direct payment report we are analysing the information of progress provided by Birmingham City council which will inform the development of the impact report.

CKN is leading on the PALS study. The Trusts have now responded and have written to say what they are going to change, some responses were better than others. Where Trust responses to the report were not sufficient we have requested improved responses. Final touches are being made to the report which will be sent to the designer shortly.

JJ stated that he was impressed by how we get impact and responses, and asked if non-executives see it. AC confirmed that it is sent to a wide mailing list and this will increase when Paul is in post.

	<p>DO asked how how can we ensure we understand impact from safeguarding escalations. AC stated with regard to follow up, we can do better but it's hard to get information from the safeguarding team. Now we have developed our audit questionnaire, we will now get back to individuals to make sure they got the help and support that they needed which will ensure we capture more impact.</p> <p>DO referred to the long term plan. It was good to see the statement from BSol STP but we haven't got how we hold them to account and think there should be a statement.</p> <p>AC stated that they are working with BSol STP but limited at the moment as the plans have not been published.</p> <p>Action: Community Engagement plan and Volunteer Plan to be presented at the next meeting.</p>	
6	HR Update	For Noting
	<p><u>New staff appointments</u></p> <p>AC confirmed that three new staff members have been recruited. Mark McKinley, Volunteer and Community Officer and Latifah Stone, Partnerships officer have started. Paul Clarke, Marketing and Communications Manager, will start in January 2020.</p> <p><u>Final Staff Structure</u></p> <p>AC presented the final staff structure following the recruitment process.</p>	
8	Any Other Business	
	Action: DH to circulate potential dates for future board meetings	