

# Trustee Board Meeting Minutes

Wednesday 17<sup>th</sup> September 2014 10am-12noon Empire House Dewsbury

## Present

Paul Bridges (Chairing, Huddersfield Mission), Jill Robson (Mencap in Kirklees), Yasmeen Sharif (Barnardo's), Hazel Wigmore (Community Representative), Fatima Khan-Shah (Community Representative), Hawa Rawat (Community Representative), Dave Rigby (Community Representative), Val Johnson (Volunteering Kirklees), Hilary Thompson (Age UK Calderdale and Kirklees)

## In Attendance

Rory Deighton (Director), Helen Wright (Project Coordinator), Katherine Sharp (Volunteer Coordinator), Clare Costello (Advisor), Carol Haigh (Mencap in Kirklees)

## Apologies

Roger Milthorp (Cloverleaf Advocacy), Mark Lacey (KCA)

Jill Robson, Chief Executive at Mencap in Kirklees, is retiring from her post, which means that she will no longer be taking a role on the Healthwatch Kirklees Board. The nominated representative from Mencap in Kirklees will now be Carol Haigh, who replaces Jill as the Chief Executive. The Board thanked Jill for her work with Healthwatch Kirklees.

## Section 1 Reporting

### 1.1 Minutes of the last meeting and actions arising

The minutes from the meeting on 16<sup>th</sup> July have been agreed as accurate.

Actions that were not on the agenda for other parts of the meeting were discussed:

- RD & DR have posed further questions to CHFT and GHCCG about the hospital changes. Although they have received responses about travel times, these haven't been timely. Trustees expressed a concern about the lack of involvement of social care in the engagement process, in light of the focus on integration of health and social care. Trustees felt that Healthwatch Kirklees should have some further involvement with the Integrated Commissioning Executive (ICE) - **ACTION - RD to work towards this**

- There continues to be a need to review and evaluate the way we promote HWK - **ACTION - Staff team to review our strategy for service promotion**
- HWK will take on another 2 placement students (1 in Feb, 1 in May) from the Food and Nutrition Course at Leeds Trinity - they will look into hospital food at Dewsbury and District and provision of food in care homes
- HWK is working with Healthwatch Leeds to source some training around research skills through Mark Gamsu - **ACTION - RD to make Trustees aware of the availability of this training opportunity**
- Work looking at Medical Assessment Units (MAU) is planned from Oct this year - Enter and View visits will be conducted in the local hospitals, and we will coordinate visits with Wakefield and Calderdale Healthwatches to give a full picture across both hospital trusts

## 1.2 Project Updates - Making Change Happen

The “Making Change Happen” document was reviewed by the Trustee Board, with the discussion centred on strategic issues arising, support needed from the Trustees, and what this might mean for HWK going forward.

These are the key discussions arising from the review of that document:

- Healthwatch Awards - consideration was given as to how to emphasise and celebrate the work that providers and commissioners have done in response to HWK work. Trustees felt it was appropriate to publicise good work in the press, but not to offer awards to organisations or individuals, as there were concerns about appearing independent, and practical concerns about ensuring you are awarding things appropriately
- Working with other local Healthwatch (LHW) to highlight issues - the dentistry work has been escalated to Healthwatch England, and many other LHWs have raised similar issues (resulting in national press coverage). When completing significant pieces of work, it's important to establish whether other LHW are doing this work, outside of our immediate neighbours, to support our concerns
- Case studies in the press - Trustees felt that if individuals were willing to discuss their individual experiences with the press, then this might be a different way in which HWK could put pressure on providers and commissioners to make changes
- Targeting the right professionals - it was felt that the practice managers group for GP practices in Kirklees might be a good place to attend and promote HWK. For the Fluenz work, Trustees suggested contacting local MPs/councillors. There is a broader concern about knowing who the right people are to approach to address specific pieces of work, and this is something that continues to develop with each piece of HWK work
- Enter and View - trustees were impressed by the reports that they had seen. This programme of 10 visits has been an excellent opportunity to trial the approach to Enter and View, and make relevant adjustments, prior to involving volunteers. Interviews for Enter and View volunteers will take place next week - there has been 10 applicants. There is work that needs to be completed to consider how HWK could “Enter and View” home care services - **ACTION - KS to develop method for doing this to be discussed at a Trustee Board meeting in early 2015**

- “Making Change Happen” document style - for the next meeting all projects that have concluded need to be represented on the document with a one line summary - **ACTION - HW to update document before next Trustee Board meeting**

## Section 2 Strategy

2.1 Future funding development: To review the paper attached and agree principles under which we would look to diversify our funding base.

Trustee Board reviewed this paper and considered the future direction of the organisation, including means through which funding streams could be diversified. It was decided that it would be beneficial for the Trustee Board to attend a development session coordinated by an external facilitator to give full consideration to the options in both this paper and the paper looking at the staffing review - **ACTION - RD to make arrangements for this session**

## Section 3 Staff and Personnel - Confidential

## Actions list

Action	For	By
Establish further involvement with the Integrated Commissioning Executive (ICE)	Next Trustee Board Meeting	RD
Review our strategy for service promotion	Next Trustee Board Meeting	Staff team
Include Trustees when offering research skills training opportunity	Ongoing	RD
Develop a method for conducting Enter and View visits at Home Care Providers	Trustee Board Meeting in early 2015	KS
Update “Making Change Happen” document to remove completed pieces of work that no longer require consideration by the Board	Next Trustee Board Meeting	HW
Make arrangements for the board development session	End of Sept 2014	RD