

Trustee Board Agenda

Wednesday 22nd April 2015 10-12pm

Huddersfield Mission 3-13 Lord St, Huddersfield, West Yorkshire HD1 1QA

# Section 1 Reporting

1. Declaration of conflicts of interest
2. Minutes of the last meeting and actions arising
3. “Making Change Happen” Verbal Update RD
4. Healthwatch Commissioners Meeting June 2015 Verbal Update RD
5. Kings Fund Report on Healthwatch;

# Section 2 Strategy

We plan to spend the meeting looking at the new feedback and information system, understanding how it works, and what the implications are for Healthwatch Kirklees. Helen will lead a participative exercise where we look at the changes we need to make in order to get the new system working.

2.1 Demonstration of feedback system & website

2.2 Demonstration of sentiment analysis system

2.3 Service Development Planning for 2015/16

2.4 Draft Annual Report RD

2.5 AGM, Annual Report & launch of new system RD

# Section 3 Staff and Personnel

1. Budget for 2015/16 for approval RD
2. Staffing Issues