

Author: Kanariya Yuseinova

Date: 10.02.2016

Designation: For Approval

### Healthwatch Hackney Board Meeting

Place and time: Hackney CVS, 5:30-7:30pm

**Chair: Paul Fleming**

**Present:** Paul Fleming (Chair); Malcolm Alexander (MA); Michael Vidal (MV) Becky Seale (BS)

**In attendance:** Jon Williams (JW); Amanda Elliot (AE), Kanariya Yuseinova (Minutes)

**Apologies:** Anthonia Onigbode (AO); Kully Kaul-Ballagan (KB); Ann Sanders (AS);

#### AGENDA

#### Actions

### PART ONE: IN-HOUSE BUSINESS

1.	<b>Welcome and introductions</b> <b>Apologies for absence</b> <b>Declaration of any conflicts of interest</b>	Apologies received from: AO; AS; KB  No conflict of interest reported	
2.	<b>Minutes and Matters Arising</b>	JW/AE producing proactive quarterly recommendations  London Ambulance Service – MA reported that the British Heart Foundation offer 5 free defibrillators. JW to contact LPC Chair to promote opportunity to pharmacies and CCG (Urgent Care)	Process being made  <b>JW to write Raj Radia – Chair City and Hackney LPC</b>

### PART TWO: OUTCOMES AND ACHIEVEMENTS

3.	<b>Update on work done</b> <i>Update on Work Done and Developments (Attached)</i>	<b>Communication</b> AE reported on recent HWE Customer Relationship Management (CRM) training she attended. It appeared to be a good way to strengthen HWH work in this area but needed further investigation.  Board noted increase in HWH usage of social media.  <b>Progress on the final Fund for Health</b> Alevi Cultural Centre report currently withdrawn due to concerns about validity.	<b>KY to attend the next CRM training</b>  <b>KY to research other Healthwatches CRM and report to JW</b>  <b>PF to arrange a meeting with AE to draft a social media plan</b>  <b>JW to speak to Alevi about issues with report</b>
----	--	--	--

		<p><b>LD</b> is organizing Discharge EEV – late February</p> <p><b>Health and Wellbeing Board</b> Chair thanked AE for excellent presentation, representing HWH Community Voice with Autistic people and their families</p> <p><b>Consultation Principles</b> – progress slow.</p> <p><b>Adult Safeguarding Annual Report</b> – JW reported HWH now much more engaged with this agenda. If member of the Board becomes aware of a Safeguarding issue they should report to JW.</p> <p><b>Homerton Maternity Review</b></p> <p><b>One Hackney Evaluation</b> Contract is over. Report needs to be officially issued.</p> <p><b>Ophthalmology consultation</b> Contract is over. Report being finalized with HWCoL</p> <p><b>iCare</b> – HWH on hold, possibly to start April 2016.</p> <p><b>Income Generation</b> <b>PF</b> working on non-statutory funding options</p>	<p><b>LD</b> to confirm date</p> <p><b>JW</b> to request a copy from the letter respond from Legal Advise</p> <p>All to note:Board, staff and volunteers to be trained in Safeguarding reporting.</p> <p><b>MA</b> send <b>JW</b> additional info about a recent maternity death.</p> <p><b>PF</b> to liaise with JW to progress</p>
4.	<b>Signposting and Comments Reports</b>	<p><b>Comments report</b> AE presented the quarterly comments report</p> <p>PF asked if HWH about how extensive was its reach was across Hackney’s communities.</p> <p>MA wanted to know how HWH could collect more information about people receiving home care. He asked if HWH could request data from different</p>	

		<p>organizations and develop a local care policy. Could HWH start a project which will cover home service provision and this project to be offered to LBH and the CCG.</p> <p>BS suggested HWH should engage with different communities not yet reached. HWH should prepare a list with potential priorities and homecare should be one of them</p>	<p><b>JW</b> to meet with <b>AA</b> and <b>AE</b> to review how to take forward these issues</p>
5.	<b>Chair's Report</b> (Verbal)	PF presented a verbal report on his activity including attending HWB meetings.	
6.	<p><b>Feedback from Directors on other HWH activities</b>  <i>Update from Michael Vidal (Attached)</i></p>	<p>MV reported that the Homerton were undertaking a policy review and he would circulate a report on this.</p> <p>MV noted that falls were becoming an issue, with Hackney reporting the highest rate in London.</p> <p>MA reported on a letter from Sally Shaw (SS)– Head of Hackney Ark, Advocacy and Children's therapies at the Homerton re interpretation issues</p>	<p><b>MV</b> to send the full report to the Board</p> <p><b>MA</b> to forward letter to <b>AA</b>. <b>AA</b> to meet with <b>SS</b> and <b>MA</b> updated on result</p>
7.	<p><b>Finance Sub-committee</b>  <i>Quarterly Budget update (To follow)</i></p>	Board asked for written clarification on the costs of desk space at the Elise Centre	<b>JW</b> to ask for HCVS to detailed explanation of cost breakdown of the Elise Centre
<b>PART THREE: STRATEGIC ISSUES</b>			
8.	<p><b>Business Planning</b>  a) <i>Devolution Pilot-update (Verbal)</i>  b) <i>Corporate Plan - for information (Attached)</i></p>	<p>Devolution pilot update was given by JW. Board reaffirmed its current position.</p> <p>JW reported that the schedule of the Plan would be updated once LBH had confirmed workplan for 2016/17</p> <p><b>Our vision</b>  BS asked if HWH's vision could be further rephrased. She suggested HWH's vision should be about the he best health and wellbeing, not the best services. We should work with the communities and help them work for their own health and wellbeing.</p> <p><b>Our Role</b></p>	<p><b>JW</b> to put Vision Discussion on next agenda.</p> <p><b>JW</b> review how best</p>

	<p>c) <i>Risk Register</i></p> <p>d) <i>Board Awayday – discussion and report)</i></p> <p>e) <i>Recruitment of new Board Members</i></p> <p>f) <i>Premises Update</i></p>	<p>We need to explain to the public why we are doing all this and what we are getting out for them</p> <p>Review accepted – no comments made by Board</p> <p>The Board agreed that it had been a good exercise and thanked the facilitator, Ian Beever, for his input.</p> <p>PF outlined process for the recruitment of new Board members and the rotation of current members.</p> <p>Recruitments in the beginning of April with a panel of PF, MV and JW</p> <p>See report under Item 7. The move to the Elise Centre will take place on 19<sup>th</sup> March 2016.</p>	<p>to promote this to Hackney residents and check with HWE on Healthwatch powers</p> <p><b>JW</b> to share the report with LBH.</p> <p><b>PF</b> to draft advert for new Board members</p> <p><b>PF, JW</b> and <b>MV</b> to work together on the application form template</p>
9.	<p><b>Any Other Business</b></p> <p>a) <i>Key Dates document</i></p> <p>b) <i>Enter and View TB Reports</i> <i>B1 HWH TB Local Report</i></p> <p><i>B2 HWH National Report</i></p> <p>c) <i>HWH Policies:</i> <i>C1: Equality and Diversity</i></p> <p><i>C2: Conflict of Interest</i></p> <p>d) <i>ELFT Serious Incidents Panel</i></p>	<p>All dates for 2016 Board and Finance Committee agreed</p> <p>Agreed.</p> <p>Agreed report once it has a Executive Summary</p> <p>Subject to removal of the section entitled ‘Healthwatch Hackney as a service provider’ policy agreed</p> <p>Agreed.</p> <p>JW reported that the CCG had circulated a request to HWH and HWCOL for a lay member for this</p>	<p><b>AE</b> to work on a process to implement recommendations</p> <p><b>JW</b> to send <b>MA</b> Siobhan Harper email regarding CCG comments on the report.</p> <p><b>MA</b> to draft Executive Summary</p> <p><b>KY</b> to remove section</p> <p><b>KY</b> to circulate to all for completion. <b>JW</b> to report <b>MA</b>’s interest to CCG and HWCOL and seek</p>

		Panel. MA expressed an interest to be the member.	clarification on time commitment and update MA accordingly.
--	--	---	---