

Wigan Borough Healthwatch CIC

Healthwatch Board Meeting
Monday 15TH May 2pm-4pm
Ashland House, Wigan

	28/11/2022	30/1/2023	30/03/2023	15/05/2023	
Kathryn Drury (Chair)		√	√	√	
Lynne Hamnett Acting Chair (Vice Chair)	√	√	√	Apologies	
Linda Sykes		√	Apologies	√	
Pauline Gregory		√	Apologies	√	
Ernie Rothwell		√	√	Apologies	
Dave Suddell	√	√	Apologies	√	
Dave Baxter	√	√	Resigned	Resigned	
Elinor Halliwell	√	√	Resigned	Resigned	
Stuart Parsons	Apologies	Apologies	√	Apologies	
Wendy Boyers	DNA	DNA	Apologies	Apologies	
Janene Davies (Advisory Committee Chair)				Apologies	

In Attendance					
Karen Parker (Chief Officer HWWL)				√	
Lacey Briscoe (Minutes)				√	

Section A: For Approval	
Item 1 Welcome KD (Meeting Chair) welcomed everyone to the meeting and apologies noted as above.	Chair Information
Item 2 Declaration of interest No conflict of interest was declared	Directors
Item 3 Minutes of meeting of 30th January 2023 3.1 Discharge Committee Item 5.1 of the minutes from the 30 th January meeting was discussed around the Discharge Committee WWL and it was agreed that PG was to be added to the committee. It was noted that KP will be in contact with Lesley Hady to arrange for the dates and papers to be sent to PG in preparation for future meetings.	Action: KP to action

3.2 Board Members Demographic

The demographic of the Board of Directors was discussed, which followed on from a concern raised by LS around the apologies received from Board members on meetings dated the 30th January and the 30th March 2023. LS commented how the current demographic should be measured against the benefit to HealthWatch Wigan and Leigh and not the benefit to an individual. KD highlighted in response to this concern that consistency is to be kept throughout the board - DS agreed in respect of giving benefit to the current position. KD will liaise with Board members and will be facilitating this issue for the moment. Considering this discussion LS requested attendance for the next meeting to be monitored.

3.3 Advisory Committee

Following on from 3.1 the topic of representatives was discussed in reference to the Advisory Committee attendance. JD has sent apologies for this meeting and therefore the advisory committee update could not be actioned. Considering this it was agreed that going forward if apologies are received then it is to be asked if a representative can be sent, and the AC representative should have their own Agenda item for each Board meeting.

KP opened a discussion around future Board meetings being open to the public. LS highlighted that there are different aspects, in term of private and public, of both meetings and therefore a clear distinction would need to be established before the meeting presence is decided. KD advised that the meetings can become public once more established.

3.4 Board Papers

The topic of the Board meeting preparation and issuing of board papers was highlighted by PG as an issue, PG expressed concern that papers and information are being sent out to late in advance to enable adequate preparation for the meetings. In response to this concern KD asked for a plea of patience as LB has now started in the Administration Officer post and Board meeting preparation will be a part of this role. LS provided ideas on how to update current processes through new Agenda templates and it was agreed that LS will work with LB to look at updating the formatting and presentation of future agendas, minutes and action logs for future meetings.

Minutes of the meetings dated 30th January and 30th March 2023 were agreed as a true record.

Action: KD to facilitate and attendance to be monitored

LB to liaise with attendee when required.

Action: LS/LB to arrange a meeting to start this process

<p>Item 4 Joint Action Log Due to the absence of an AC member the Advisory Committee log was not discussed and this will be revisited at the next meeting.</p> <p>Following on from item 4, the layout of the AC Agenda was highlighted by LS as a topic for discussion. LS referred to the AC agenda and how more clarification is needed for the Board when “nothing to report” is stated. KP clarified this query and explained that the Advisory Committee’s agenda layout sets out roles and responsibilities of the Advisory Committee, as detailed in the Terms of Reference, but the powers associated to some projects (such as Enter and view) may not need to be utilised and instead is being actioned through engagement activities. Following this clarification LS advised that the Board was unaware of this and therefore more standardised sentences should be used for clarification for the purpose of the Board.</p> <p>4.1 Board Action log Confirmed up to date on actions up to the “Relevant Decision Policy”.</p>	<p>ER/JD to update on the AC action log at the next meeting.</p> <p>Confirmed</p>
Section B: For Discussion	
<p>Item 5 Report from Chief Officer</p> <p>5.1 Update on the new database</p> <p>ER has approved the new database and this is now moving forward with being set up for use. PG raised concern that the database has not been used for very long within HealthWatch. DS raised a question around how the entries will be logged within the database and the security of the database. KP provided an overview of the database in terms of data collaboration, around feedback/stories from engagement projects being entered onto the database and transmitted onto the necessary organisations for comment - Reports can be extracted and forwarded.</p> <p>As the database is in the early stages of use it was agreed that there should be feedback made available from the team members using the system during the quarterly board and AC meetings.</p> <p>5.2 Operational Update</p> <p>KP provided an update to the Board on the current engagement activities and projects. KP noted that going forward the view is that Engagement staff will present the updates of the engagement activities at future Board meetings.</p> <p>KP presented the activity report for the quarter.</p> <p>An update was provided in relation to the ongoing Mental Health Project. The engagement officers are making regular and numerous visits to Atherleigh park and making themselves available within the reception area and through prearranged focus groups on the wards.</p>	<p>Action: KP to update members on feedback once the database has gone live</p> <p>Information</p>

KP discussed how Atherleigh have been very welcoming, the patient engagement is being positively received and feedback is being generated which leads on to a hope of a legacy of transformation following on from the project.

KP discussed the current engagement around social care which involves engaging with the recipients of social care along with families and carers. In dept case studies are taking place with 15 people with findings being fed back to the CQC and Wigan Adult Social Care. KP confirmed that the engagement is being well received within Wigan Adult Social Care with there is regular liaison with senior leadership.

KP confirmed to the Board that the Adult Social care project came to Healthwatch Wigan and Leigh via the Healthwatch presence at meetings and this highlights that the presence is paramount for acquiring these projects. Following on from this discussion it was highlighted that there should be a requirement of the directorate to evidence that decisions are being made based on projects findings - no model available.

KP presented an update on the ongoing projects within Audiology. KP discussed the commission for Audiology to move to the private sector due to a large waiting list for this service within WWL - discussion entailed around how the provision outstretched demand which resulted in it being outsourced.

Sexual Health Project - KP discussed the ongoing project around the recommissioning of sexual health services which derived from Adrian Hardy's project. The project is ongoing and will look at the recommission of sexual health and developing service specifications.

KP presented an update on future projects and building engagement with PCN'S.

KP presented an update on volunteering and advised that everything is going well.

5.3 Bank Account

KP updated the Board on the current situation with the bank account. This has now been finalised and it just awaiting on ER signature, KP will obtain the signature on ER's return from holiday.

5.4 Office Move

KP discussed the current base of HWWL and explained how there is a possible opportunity to move offices to the Groundworks premises based in Hallgate, Wigan - questions were raised from the Board around accessibility, desk space, car parking, identity.

In response to these questions KP discussed the benefits relating to the access to young people, care location and the Voluntary sector due to it being a central location based close to bus and train stations. The premises is off street and has wheelchair access and is therefore more accessible than the current premises (due to an

Action: ER to provide signature on his return

issue with the lift being out of use within the current premises at Ashland House).

KP discussed that the office in the new location would be open plan in a bank of desks - following this the subject of confidentiality was discussed due to other businesses being within the same workspace. In response to this KP advised that there are break out rooms available which can be booked to take private calls/meetings. KP advised that the team would need to work differently within this new space due to the different dynamics in comparison to the current office layout.

Due to the office being based within the Groundworks building, the topic of HealthWatch Identity was raised by DS and PG. A further discussion entailed around solutions to this issue such as window vinyl's to promote the company to the public.

KP advised that there is no set car park for the premises but there are car parking available around the premises in which parking permits can be applied for, if required, for staff members.

KP is awaiting figures and costs from Groundworks

5.5 Governance Paper

The history of the delivery of HWWL was presented and further discussed in the first instance, following on from this KP presented the Governance paper and chart to the Board.

The current contract running under Wigan Borough Healthwatch CIC was discussed and the contract held for NHS Advocacy. It was discussed how an increased interest needs to be taken within the NHS Advocacy contract due to it being connected to HWWL as a signposting and information function. It was agreed that the NHS Advocacy will have a set agenda item for each board meeting to oversee the contract.

Discussion around how feedback from HealthWatch has become part of the Agenda on the ICS delivery board - In reference to the governance of WBHCIC, KP explained how there is opportunity to take on other commissioned work/contracts in addition to the Healthwatch Wigan and Leigh and NHS Advocacy contracts. KP is raising the question to the Board - Do we want to explore the options of taking on other projects? KP highlighted that by doing so under Healthwatch Wigan and Leigh there would be a conflict of interest - but these could be carried out as separate projects under the remit of the CIC.

If the current provision was expanded to take on further projects, KP presented a paper around the idea of changing the company name "Wigan Borough Healthwatch CIC" to remove Healthwatch to prevent confusion around any conflicts of interest.

Further discussion entailed around the Articles of Association. KP presented papers, from the Articles of Association, which detailed

Action: KP to liaise with Groundworks for figures/costings

Information

Action: KP/KD to set up an agenda item relating to the NHS Advocacy contract held under WBHCIC

Information

<p>the CIC model constitution with both a small and large membership - It was discussed if the current provision was to be expanded then the articles of the CIC would need to be revisited around both models, the costing, staffing and resources needed to carry out further projects.</p> <p>It was agreed that an Extra- Ordinary Board meeting would need to take place with all Board members to discuss this question further and a vote to take place for those in favour of expanding the current provision.</p> <p>Further discussion entailed around the decision-making policy and how the outcome of the extraordinary meeting/vote will determine the way forward with the policy.</p> <p><u>5.6 Finance</u></p> <p><u>5.6.1 Current Position</u></p> <p>KP presented current financial position.</p> <p><u>5.6.2 Audit Committee</u></p> <p>ER to invite PG to the Audit committee.</p> <p>Discussion around papers and the scheme of delegation.</p>	<p>Action: Meeting to be arranged for the 5th June as an MS Teams meeting - LB to diarise and circulate</p> <p>Action: To be discussed following the outcome of the extraordinary meeting on the 5th June.</p> <p>Approved</p> <p>KP to liaise with ER</p>
<p>Item 6 Director Discussions</p> <p><u>6.1 Additional Commissioned Activity</u></p> <p>Discussed in item 5.5 of the minutes.</p> <p><u>6.2 WBEG Update</u></p> <p>Nothing to report</p> <p><u>6.3 Update on HWinGM</u></p> <p>Nothing to report</p>	

<p>Item 7 GDPR/Freedom of Information Requests</p> <p>Nothing to report</p>	
Section C: For Information	
<p>Item 8</p> <p>8.1 <u>Relevant Decision Log</u></p> <p>To be discussed following the decision made at the Extra Ordinary meeting the on the 5th June 23.</p> <p>8.2 <u>Advisory Committee Minutes</u></p> <p>Discussed in Item 3.3 and due to the absence of an AC member at the Board meeting this will be picked up at the next Board meeting.</p> <p>8.3 <u>Reports from external system meetings</u></p> <p>Nothing to report</p>	
<p>Item 9 AOB</p> <p>PG raised an item relating to the board papers being sent out a week in advance to aid the Directors in preparation for the meetings - discussed in item 3.4 of the minutes.</p> <p>A discussion entailed around Board meetings to be made monthly instead of quarterly - it was agreed that this can be picked up at the next Board meeting following on from the extra ordinary meeting on the 5th June.</p> <p>A topic arose around the idea of a Repository / website to be made available for Directors to be able to view ongoing projects.</p> <p><u>Meeting Concluded</u> The next meeting will take place on 17TH July 2023. Venue to be confirmed</p>	<p>Action: Further discussion at the next Board Meeting</p> <p>Action: to be raised at the next meeting</p>