

HEALTHWATCH CROYDON

Minutes of the Board meeting held on 30th March 2017 at the Carer's Support Centre, (Joan Harris Board Room) 24 George Street, Croydon, CR0 1PB

Present: John Davey, Chair
Anne Hooper, Vice Chair
Richard Pacitti
Gary Hickey
Sandra Wright

In attendance: Jai Jayaraman, Chief Executive
Yinka Alowooja, Minute Taker

		Actions
	<p>Apologies for absence Apologies for absence were received from Urvashi Bhagat, Hon. Treasurer and Vanessa Hosford, Vice Chair.</p>	
	<p>Declarations of interest Richard Pacitti is the CEO of MIND in Croydon. MIND in Croydon has been commissioned by Healthwatch Croydon to undertake a research project for people with mental health issues.</p> <p>This work was commissioned by open tender, a process Richard took no part in.</p> <p>Healthwatch Croydon occasionally rents premises from MIND in Croydon for meetings and Richard is not involved in these bookings.</p> <p>Urvashi Bhagat works for NHS England and Newham CCG.</p>	

	<p>Minutes of the previous meeting The minutes of the meeting held on 9th January 2017 were agreed.</p> <p>Sandra Wright highlighted her name was omitted from the sub policy group during the review of HWC policies.</p> <p>Yinka to amend the minutes adding Sandra's name to the sub committee</p>	<p>Yinka, Mar17</p>
	<p>Action Log from January Board Meeting 2017</p> <p>4.1 Policies Anne had produced a version of the staff handbook, which had been reviewed by Jai. There were a few more policies to be added to the handbook which Anne would work on.</p> <p>Jai would contact Peninsula to get a copy of their Health and Safety policy and forward it to Anne. Jai would speak with Peninsula to obtain a model contract which Anne and John could consider for our future use. The intention was to offer staff new contracts which referred out to the policies in the handbook.</p> <p>The policy sub committee would meet to agree all policies and recommend for signoff at the Board meeting on 18th May</p> <p>John/Anne and Jai would take a view on whether the new contract was suitable for HWC and make their recommendation to the policy sub committee</p> <p>4.2 Pension The Board agreed that John would liaise with Urvashi for a pension update as the pension scheme was meant to have being operational for the 1st April 2017.</p>	<p>Anne, Apr17</p> <p>Jai, Mar17</p> <p>Policy Sub committee</p> <p>Jai/John/ Anne Ongoing</p> <p>John, Apr17</p>

	<p>Review of Issues/Risk Log The Board reviewed the issues and risks highlighted on HWC risk register.</p> <p>Jai stated that Healthwatch Croydon still had no access to a debit card. The Board agreed that Jai should speak with Urvashi for an update especially on the CAF Bank.</p> <p>If HWC was not successful in tendering for the contract a plan was required for the necessary steps to be taken.</p> <p>It was agreed that Yinka put together and check that all contracts were in place i.e. Payroll, Sherwoods, IT (Superhighways), and any other contracts related to our outsourced clients.</p> <p>The database was highlighted as an issue as HWC is overly dependent on the Community Analyst who now provides consultancy services of running the Patient Experience Panel and maintaining the database.</p> <p>The Board requested that Jai should amend Darrens' database on the log register to HWC database.</p>	<p>Jai, Apr17</p> <p>John, Aug17</p> <p>Yinka, Apr17</p> <p>Yinka, Mar17</p>
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	<p>Update on Commission and Tender process John and Jai met with the commissioning team at the council who clarified the position in relation to the funding of the service for 17/18 and the timeline for tendering for 18/19 onwards. The council had decided to convene workshops with commissioners and had requested that HWC conduct a 360 degree feedback process to feed into their discussions. Jai suggested HWC could get feedback reviews from Commissioner's, Voluntary organisations, HWC membership, Croydon council, the public health, members of the public, and the HWBB.</p> <p>The Board agreed that Gary should work with Jai on the 360 review feedback project questions whilst Jai did a research on what East Sussex and Healthwatch England have done as regards the 360 review. The survey needed to be planned and designed by the end of April and distributed and completed by the end of May, allowing 2 weeks for responses with a reminder after one week. The final report was required in June 2017.</p>	<p>Gary and Jai, Apr17</p>
	<p>Chief Executive's report The Board noted the report</p> <p>Jai informed the Board about the small team of volunteers he put together to work with him on CCG discussions</p>	
	<p>Strategy and Operational Plan and Budget sign off The Board agreed that the first draft Jai submitted met their expectation and signed off the strategy and operational plan for Healthwatch Croydon subject to the following:</p> <p>It was agreed that the word "utilisation" should be replaced by "involvement" on the third strategic objective of the strategy plan and the SWOT analysis be taken out of the operational plan.</p>	<p>Jai, Mar17</p>

	<p>Finance report The Board noted the report (Yinka left the Board room whilst this was discussed)</p> <p>As the new financial year was about to begin, the Board considered the budget put forward by Jai in the absence of the Treasurer. The Board agreed the budget in principle but the consideration and approval of the Treasurer outside the meeting was required before it could be formally adopted. The Treasurer also needed to validate the accuracy of the proposals.</p>	<p>Urvashi, Apr17</p>
	<p>Board Recruitment The Board agreed to advertise for a Treasurer as Urvashi had decided to step down as Board member of HWC both as an Honorary Treasurer and trustee from 1st July 2017.</p> <p>The Board agreed to Advertise for a trustee through the following organisations: - Reach, CVA, HWC website, Charity jobs, Worshipful Company of Management Consultants, and The Honorary Treasurers.</p> <p>It was agreed that Jai to check with Healthwatch England on the requirements of recruiting a Treasurer</p>	<p>Jai, Apr17</p>
	<p>Skills Audit:- All Board members except Urvashi had completed their Skills Audit forms. All aspects appeared to be covered by one or more Board Member, but there were issues about the time Board members could make available if required, and there was no succession plan for Chair or Treasurer. It was agreed that depending on the response to the Treasurer advert, consideration would be given to recruiting a deputy Treasurer or Chair</p>	

	<p>Enter and View Update:- Anne updated the Board on the care home (Dunheved Lodge) they visited recently including volunteers from Healthwatch Croydon.</p> <p>Healthwatch representatives carried out these visits to health and social care services to find out how they were being run and make recommendations on areas for improvement if required.</p> <p>Unfortunately due to a combination of factors, (mental impairment of residents, lack of contact with family of carers, lack of access to car plans) she concluded that recent Enter and View visits had little value to HWC and suggested more benefit may be derived from visiting other healthcare institutions such as dentists, pharmacies, GP surgeries.</p> <p>It was concluded that Enter and View should be used as a tactic where appropriate as opposed to the strategy for assessing healthcare establishments.</p>	
	<p>Dates of meetings in 2017</p> <p>18th May 2017, 9.30am-12.00pm 20th July 2017, 9.30am-12.00pm 21st Sept 2017, 9.30am-12.00pm 23rd Nov 2017, 9.30am-12.00pm</p> <p>All Meetings take place at the Carer's Support Centre (Joan Harris Board Room), 24 George Street, CR0 1PB.</p>	

Appendix

Board Summary Actions

	Actions	Assigned to	Due date
	Yinka to amend the minutes adding Sandra's name to the sub committee.	Yinka	Mar17
	Jai would contact Peninsula to get a copy of their Health and Safety policy and forward it to Anne. Jai would speak with Peninsula to obtain a model contract which Anne and John could consider for our future use. The intention was to offer staff new contracts which referred out to the policies in the handbook.	Jai	Mar17
	The Board requested that Jai should amend Darrens' database on the log register to HWC database.	Yinka	Mar17
	It was agreed that the word "utilisation" should be replaced by "involvement" on the third strategic objective of the strategy plan and the SWOT analysis be taken out of the operational plan.	Jai	Mar17
	Anne had produced a version of the staff handbook, which had been reviewed by Jai. There were a few more policies to be added to the handbook which Anne would work on.	Anne	Apr17
	The Board agreed that John would liaise with Urvashi for a pension update as the pension scheme was meant to have being operational for the 1st April 2017.	John	Apr17
	Jai stated that Healthwatch Croydon still had no access to a debit card. The Board agreed that Jai should speak with Urvashi for an update especially on the CAF Bank.	Jai	Apr17

	It was agreed that Yinka put together and check that all contracts were in place i.e. Payroll, Sherwoods, IT (Superhighways), and any other contracts related to our outsourced clients.	Yinka	Apr17
	The Board agreed that Gary should work with Jai on the 360 review feedback project questions whilst Jai did a research on what East Sussex and Healthwatch England have done as regards the 360 review. The survey needed to be planned and designed by the end of April and distributed and completed by the end of May, allowing 2 weeks for responses with a reminder after one week. The final report was required in June 2017.	Gary and Jai	Apr17
	As the new financial year was about to begin, the Board considered the budget put forward by Jai in the absence of the Treasurer. The Board agreed the budget in principle but the consideration and approval of the Treasurer outside the meeting was required before it could be formally adopted. The Treasurer also needed to validate the accuracy of the proposals.	Urvashi	Apr17
	It was agreed that Jai to check with Healthwatch England on the requirements of recruiting a Treasurer.	Jai	Apr17
	The policy sub committee would meet to agree all policies and recommend for signoff at the Board meeting on 18th May.	Policy Sub committee	May18
	If HWC was not successful in tendering for the contract a plan was required for the necessary steps to be taken.	John	Aug17

	John/Anne and Jai would take a view on whether the new contract was suitable for HWC and make their recommendation to the policy sub committee.	J a i / J o h n / Anne	Ongoing
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