

Healthwatch Redbridge Board Meeting

Minutes and Action points

26 May 2016 - 1:30pm - 4:00pm

Present: Vanda Thomas - VT Cathy Turland - CT Mo Dedat - MD Athena Daniels - AD Mike New - MN		Apologies: Lorraine Silver - LS	
Item	Discussions	Actions	Update
1. Welcome, Housekeeping	1.1. Declarations of Interest - none.		
2. Minutes of last meeting - 14 April 2016	2.1. Matters arising and actions not on the Agenda		
	2.1.2 - <u>Additional performance report from BHRUT</u> : JS forwarded the link and CT to forward link here .	CT	Comp
	2.1.11 - <u>NELFT patient engagement group</u> : CT will forward email from JS answering all the issues highlighted during the meeting.	CT	Emailed as part of minutes
	2.1.15 - <u>Scrutiny Committee appointment</u> : JS informed that the nomination is for VT, not organisation.		
	3.1.1 - <u>Issues regarding potential closure of KGH Emergency Department</u> : the Board discussed whether KGH is still operating 24/7 but there was no evidence to suggest it wasn't; CT to write a freedom of information request enquiring about how many ambulances were received within last few months after 9pm, including black-flagging. Letter to be circulated to directors for approval.	CT	O/S
	3.1.2 - <u>Director attendance at meetings</u> : VT to find notes from March scrutiny meeting	VT	O/S
3.1.3 - <u>Meeting with Bob Edwards</u> : update to be provided on CEO briefing. Future meetings were not confirmed yet. CT to forward confirmed dates when set.	CT	Emailed NELFT to confirm dates	
3.1.6 - <u>Healthbridge Direct (Hub Usage)</u> : the directors discussed the data and the 92-93% average take up in Redbridge. CT has requested further information Redbridge CCG to identify where patients referrals are coming from. CCG is to draft a paper showing where most patients are based.	CT	Awaiting next CCG for update	

	<p>(altering with board meeting). CT to come up with dates and draft agenda and circulate for directors to contribute. MN suggested building in <i>review after 2 meetings</i> (for September).</p> <p>5.5. <u>Market Warming Event at Tower Hamlets:</u> CT spoke to TH HW and informed her that HWR were planning to attend the event. The commissioners want to hear from Healthwatch organisations to help them shape the specification. The directors discussed the approach HWR should have during that event and agreed that HWR should attend, listen, take notes, and possibly suggest which areas they have expertise in. CT will attend and report back to the Board.</p>	<p>CT/ALL</p> <p>CT</p>	<p>O/S</p> <p>On agenda</p>
<p>6. Membership Update</p>	<p>6.1. <u>Membership Update:</u> no new memberships have been processed this month. In response to MD's question CT informed the Board that HWR is actively encouraging new members within our outreach activities but with little results. The Volunteer Coordinator will be working on future engagement activities to actively recruit. VT suggested <i>adding the issue to Risk register to see whether membership is working.</i></p>		
<p>7. Projects, items and events updates</p>	<p>7.1. <u>Annual Report</u> - deadline is 30 June and CT should have the draft ready by 14 June for sending to the designer</p> <p>7.2. <u>Work Plan:</u> The provisional work plan has been published. VT requested that the work plan comes to Risk meeting to review.</p> <p>7.3. <u>HENCEL event:</u> CT provided feedback from the conference. Overall, it was good event which included the launch of the BHRUT Deaf Awareness video. A conference summary is to be completed and released with a video of the event. Actions from the event will be noted and briefings prepared for the steering group with an update coming to the Board as and when appropriate. Board members able to attend the event suggested sending thank you card to Neil and Elspeth for the contributions.</p> <p>7.4. <u>Volunteer Charter:</u> should be approved on 14 June. CT suggested writing a letter of appreciation to MP for her hard work in completing the process - VT to sign. AD asked whether HWR could provide or suggest supported volunteering placements. CT asked</p>	<p>VT</p> <p>CT</p> <p>CT</p> <p>CT/VT</p>	<p>To follow</p>

	<p>her to email any contact details to MP and copy CT.</p> <p>7.5. <u>Enter & View Reports</u>: the report from 30 November will be released in time for the HSC meeting upon approval of the board. Directors to get back to CT with any feedback by Tuesday 31 May.</p> <p>7.6. Intermediate Care - report for HSC: CT has written to NELFT in regards to carrying out the independent review of the Intermediate Care service. Their response was shared with the Board. After discussion, the Board agreed that CT and VT would send a response to say that HWR were disappointed in the NELFT response. If the report cannot be completed in time for the HSC meeting a report will be completed and sent to HSC stating the full reason for non-completion.</p>	AD	
		ALL	Completed and sent
		CT/VT	On agenda
8. AOB	<p>8.1. <u>Health Services for Homeless People Programme across London</u> - run by Healthy London Partnerships (HLP). CT was told that HLP met with Redbridge CCG to talk about homelessness and the issues and relevance within the area. CT contacted the Welcome Centre and was told they were not involved. CT is meeting with Phil Herbert (from Welcome Centre) to find out from him what he considers the issues (CT already raised some issues with CCG).</p> <p>8.2. <u>Accessible Information Standards</u> - CT has agreed that BHR CCG will commission HWR to run a workshop for practice managers at the end of June. CT will forward information as soon as confirmed.</p> <p>8.3. MN and CT agreed they need joint meeting with Waltham Forest and Rebecca Walters about CQC report. They will also put on agenda joint working.</p>	CT	Event booked for 14 July (AM)
		MN/CT	On agenda
9. Future Meeting Dates:	<p>08 Sept 2016 10 Nov 2016 12 Jan 2017 09 March 2017</p> <p>Dates of RISK meetings (bi-monthly) to be added.</p>		

Signed

Date
