

Minutes of the Annual General Meeting

Date / Time: 21st July 2021 18:00-19:30

Venue: Online meeting via Zoom

Present: Chair: Val Moore. Directors: Nik Patten, Saqib Rehman, Jonathan Wells, Susan Mahmood, Paul Jobling, Nadia Emmony, Philippa Brice, Ellie Addison and Chelsia Lake. CEO: Sandie Smith.
Guarantors: Victor Lucas.
Minute taker: Carole Rose

Staff in attendance: Caroline Tyrell-Jones, Graham Lewis, Heather Lord, Janine Newby-Robson, Rebwar Hussain, Emma Amez, Angie Ridley, Sharon Gunn, Kari Payne, Jo McHattie, Sue Allan, and Julie McNeill.

Introduction and Apologies

1. The Chair welcomed everyone to the Annual General Meeting and explained our format on zoom before inviting the directors to introduce themselves. **Apologies** were noted from Director Margaret Robinson and guarantor Clive Morton.

Minutes of the AGM on 22nd July 2020

2. The Board approved the Minutes as an accurate record with apologies from Jonathan Wells to be added.

Partnership Board Chairs' report back from the workshops

3. VM introduced Kadie Chapman, Vice-Chair of the Carers Partnership Board, to give feedback from our four workshops which we held throughout the afternoon on the theme of 'On Equal Terms'.
4. KC gave the key points from the opening and keynote speaker Imelda Redmond, National Director of Healthwatch England. Imelda had thanked our Healthwatch for our work and she gave an insight into the feedback received in the previous year due to Covid and said how

proud she is of the role that Healthwatch has played in the fight against Covid whilst keeping the public updated of the changes. Healthwatch has also contributed to a host of measures to improve the delivery of services through the pandemic. The main theme of Imeldas opening speech was about health inequalities and how Covid has highlighted concerns around deprived areas, income, race and mental health. She told us how the Healthwatch strategy has now been updated to give a stronger focus on equality and to amplify the voices of those not heard by the NHS, local councils and government.

5. KC went on to tell the Board about the 'Attend Anywhere' workshop with Gary Lee, a High Intensity Therapist, working with the Psychological Wellbeing Service from Cambridgeshire and Peterborough NHS Foundation Trust. Gary spoke about the new attend anywhere platform which is an online link for GPs and practitioners to be able to connect to clients remotely. He said some patients still met face-to-face if needed but the remote sessions had worked very well and that patient recovery results had been remarkable as patients felt secure not having to travel and being able to speak in a safe environment rather than in the clinical environment. Gary explained how people who are unable to leave their house, could now have therapy thanks to the online sessions although he also acknowledged a concern that remote appointments do exclude those without a computer or Internet access. He felt that having the choice of online and in-person appointments had enriched the delivery of the service they could offer and that this choice will continue. Before closing he told how NorthWest Anglia Foundation Trust is adapting the Attend Anywhere platform. It runs hospitals including Hinchingsbrooke and Peterborough City and is able to add in BSL and language interpreters for patients.
6. KC had also attended the Co-Production workshop run by Graham Lewis, Partnership Development Manager with Lois Sidney and Dave Lee from Sun Network. The session was opened by Graham, explaining what co-production is, sharing tips on how to make it work. And explaining why involving people who use or may use a service in the future is so important in getting services that work for people. He gave examples of one that had gone badly and another that had worked very well and why they were different outcomes. Lois Sidney and Dave Lee introduced the SUN Network's new "Co-production and Involvement Best Practice Guidance" document, published this year. They realise that people are keen to do co-production, but don't actually sometimes know the difference between collaboration, involvement and co-production. So the Sun Network, which helps people have a say on mental health, drug and alcohol services in Cambridgeshire and Peterborough, co-produced the guide together with service users and commissioners. They came up with over 50 benefits to co-producing a service, including improving the wellbeing

of the people who get involved. They have members who have returned full-time paid employment after previously not being well enough to work.

7. Then followed a workshop about 'Digital Inclusion' and KC gave the key points of this workshop which was led by Graham Lewis along with Sally Page from Cambs Online. GL explained how the pandemic had prompted a shift of services, appointments and information to moving online but for various reasons, not everyone has been able to make the switch and they were therefore excluded from these services. GL spoke about the Partnership Boards and how some members had needed help to remain involved when it all went online. KC said how they had learned of a Youth group who supported over 1000 young people and gave away over 700 devices to assist them staying in contact and keep learning. The workshop also heard about a Healthwatch project supporting Gypsy, Roma and Traveller communities in our area. Thanks to National Lottery funding, we have supported 20 families and individuals to access online health information and appointments by providing them with a tablet, technical support and six months connectivity with mobile data. As well as helping people connect to healthcare, they have been able to use the tablets for home schooling, adult learning and more. Sally Page, from Cambridge Council for Voluntary Service, highlighted local organisations who are helping to promote digital inclusion across the area. Four have banded together during the pandemic to form Cambridgeshire Digital Partnership. the organisation aims to help more people get online by boosting skills, hardware and Internet connections.
8. The final workshop of the afternoon was 'Technology Enabled Care' delivered by Grace Clark, a service manager for prevention and early intervention services, at Cambridgeshire County Council. She talked about how the council can support people to live independently at home, for longer. One of the services it offers is technology-based care – including devices, gadgets and sensors – offering practical day-to-day help and reassurance. Products available range from calendar clocks and automatic pill dispensers to activity and motion sensors which can help those with epilepsy and people who are prone to falling. They have also loaned robotic pets – including a cat that meows and purrs. The pets give comfort and company to people who are anxious, have dementia or are worried about being on their own. She explained how the council also provides a lifeline service providing 24-hours call centre support at a touch of a button on a pendant, watch or phone. It can contact family, neighbours, an ambulance or the council's own enhanced response team. The service can be on trial by the client free of charge for six weeks.
9. KC said how it had been a great day full of information and she thanked Healthwatch for arranging this.

10. VM thanked KC for the great notes and her run-through of everything covered during the day.

Healthwatch Annual Report

11. VM introduced the presentation element of the meeting and showed the attendees the printed version of our annual report titled 'On Equal Terms' which is available in Easy-Read format as well which helps people with learning disabilities or who have the need to take in information in a clear and easy way, this report gives everyone a chance to find out what we hear about and what we have been involved in throughout the past year.
12. SS presented some slides about our annual report from a year which has seen huge changes in how health and care is provided in an ever-challenging environment. SS updated the Board on how Healthwatch work has evolved to keep up with the changes and make sure that we keep everyone else informed. People have moved to telephone and online for consultations and advice. Our annual report shares the story of our year and what we've tried to do to support our team, our communities and our local NHS and care services. We normally go out into the community talking to upwards of 5,000 people a year, but we had to stop all face-to-face engagement and our staff team all started working from home, so we had to move all our public meetings online and figure out very quickly how we could continue to gather feedback from people and be effective in our work. SS thanked the team for adapting so quickly.
13. SS explained how the focus changed to make sure we shared public messages to keep people safe and also to helping people find the information they need to make choices about their health. We heard how there was confusion and competing advise about shielding and how people could get local help in their communities so in the beginning it was important for us to keep these messages up to date and 'out there'. We connected through our information service and the website as well as via social media and newsletters.
14. We continued to listen to people's experiences of services and we fed this back to NHS and care services to help them to protect people. Our information service has been very busy which is great that people know they can get good advise from us and we heard from over 2,700 people who have told us of their experiences and struggles over the past difficult 12 months. We have fed these back to the providers and have seen improvements and changes as a direct result of what has been said.
15. The Partnership Boards have proved to be a great way to involve people and the independent members look at services and feed back their members views on changes and suggested improvements, ie. The sensory impairment board raised awareness of the difficulties for

people who lip read when everyone is wearing masks and this feedback has been taken on board. The CCG in particular have reacted and brought changes due to the feedback from the learning disabilities board about the vaccinations, SS thanked them for this positive change.

16. SS advised the Board about the major report that we did about Care during Covid and explained how people who were disadvantaged before covid are facing even more difficulties now for various reasons. The mental health impact has been significant and the feedback coming in has been difficult to read sometimes but the providers have been very grateful for the feedback and how this has led to changes being made.
17. During covid we found that some people's decisions about end of life care were not always respected and the distress that this caused and conversations in these circumstances were not as sensitive as family deserve. We did a lot of work on this to bring in ReSPECT forms much more quickly and clinicians and the CCG agree to get this back on the agenda with training plans in place for staff so that people have quality discussions around such a difficult time. SS commented that we are really pleased to see the palliative hub in Cambridge and by calling 111 option 3 and get directly through to end of life and palliative care team which is really good.
18. We also published the 'Leaving hospital during the pandemic' and 'Giving GP websites a check up' reports in the past year and on both of these a number of improvements have already been seen. We worked closely with the local authority on the leaving hospital and we heard from 35 patients who had left hospital during the summer with a new process called 'discharge to assess' which partially worked but we found that things people told us were completely in step with the national picture from HW England. SS is now involved in a piece of work to redesign the discharge process. WE plan to revisit the GP websites in the autumn to see if changes have been made.
19. SS advised that we are still doing what we can to help people get urgent dental care but routine care is a problem all over the country. We are also seeing long delays and backlogs for primary care and diagnostic appointments and the demand is high.
20. SS thanked our volunteers who have supported us with desk based telephone research rather than being able to get out and about. We were also awarded the 'Investing in Volunteers' quality mark in this year and to have achieved that in the pandemic is really fantastic.
21. SS thanked everyone involved with Healthwatch and mostly the people who take the time to tell us about their experiences of care.
22. JW commented on the changes in staffing in the past year and wanted to thank Debbie Drew and Miranda Knell in particular as well as welcome our new staff. VM thanked our three new directors, Ellie, Philippa and Chelsia, who started in the autumn for getting involved

and active so quickly. This meeting is also the last AGM for Nik, Susan and Margaret as they have all now completed 2 terms as directors and we are sorry to see them go at the September meeting.

23. VM presented the annual report and thanked SS and the team for their work this year.
24. The Board congratulated the team and noted the achievements of Healthwatch Cambridgeshire and Peterborough during 2021/22.

Register of Interests

25. VM advised that this paper is available on the websites and is reviewed for each AGM so that these are declared and transparent. All updates are included in the paper which the Chair has reviewed and is satisfied that these are suitably declared and appropriately managed to avoid conflict with decisions and responsibilities undertaken in the course of performing duties for Healthwatch Cambridgeshire and Peterborough.

Approval of Accounts

26. The Financial Statements have been reported to the Board for the period of 1 April 2020 to 31 March 2021 and were prepared by Prentis & Co LLP.
27. SS explained the paper displaying income, there is a figure from the National Lottery although we have not yet been able to start this piece of work so the amount has been carried forward. There is also funding from other projects which we have completed in this period.
28. The vast majority of our expenditure is on staffing as always and this year there have been a lower amount on operational costs as there has been very little travel or room bookings as our engagement has been online.
29. The accounts have been checked and approved, the auditors are satisfied that they are a true and accurate record and that everything is in order. The budget is discussed in detail at the General Purposes Group and then the group report to the Board every two months.
30. VM thanked the GPG for their work on keeping everything straight. The fact that the auditors have no queries, notes of comments to make around it is good to see.
31. The Board approved the Statements and authorised the Chair to sign them as a true record.

Guarantor Statement

32. Our Guarantor VL made a verbal statement that the Guarantors, who are separately appointed by the County Council and Peterborough City Council. He, along with CM, provide an extra layer of scrutiny,

security and support for us to ensure that the Commissioners' interests are well represented.

33. VL thanked VM and explained that the role is to give support and advice to the Board of Directors and act as a corporate guardian. Their contribution includes providing feedback and advice to the Board in the pursuit of good governance. VL emphasised that they are totally independent and are not representatives of the two Councils, only appointed by them. They have similar backgrounds relating to Health and Social care in that we have both been chairs of NHS Trusts.
34. In terms of this report to the Annual General Meeting VL assured the Board that in the view of the guarantors, the Board has exercised its responsibilities for governance of the organisation effectively and responsibly. VL advised that they have been fully consulted and involved in the process for the appointment of a new Chair to succeed Val Moore.
35. As totally independent guarantors one of their responsibilities is to investigate any complaints against members of the Board. VL was pleased to say that there have been no complaints against the conduct of any Board member.
36. VL also noted that this is the final AGM of HWC&P with Val as the Chair. As the Guarantors Clive and VL both acknowledged the outstanding and exceptional contribution that Val has made to the work and development of HWC&P. These have included amongst many things identifying and addressing the inevitable challenges associated with the integration of HWC and HWP. Val has made sure the outcome is an efficient and highly influential Board, whose work we have been hearing about this evening.
37. The organisation oversees and monitors the effectiveness of all aspects of Health and Social Care on our patch. The enviable reputation, and reliable authoritative source of information, that through her leadership Val has established with HWC&P, was highlighted by Imelda Redmond, the National Director of Healthwatch England at the beginning of the conference this afternoon. Val's personal influence is also demonstrated by the number of times she is invited to appear and express her valued opinion on local TV. This is a testament not only to the organisation she has led and developed, but also to her own personal standing within the wider community.
38. VL concluded that it is inadequate to say it, but Val, you will be greatly missed and you have set a very high bar for your successor to follow. But nevertheless, it is true. Val, thank you for all you have done for HWC&P.
39. VM thanked VL for the unexpected sentiment and kind words and said that she has greatly enjoyed working with such remarkable people throughout her time in the role.

Close of AGM

40. Val Moore thanked everyone for attending our virtual meeting and closed the Annual General Meeting.

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