

## Minutes of the Board Meeting

**Date / Time:** 13 November 2013, 19:00-21:00

**Venue:** Red2Green, Harveys Barn, Park End, Swaffham Bulbeck, Cambridge, CB25 0NA

**Present:** Chair Ruth Rogers, Mike Andrews, Mike Hewins.

**In attendance:** Mike Thorne, Anne Campbell, Administrator Angela Grief, Co-ordinator Kate Hales, (joined meeting at item 4), Co-ordinator Angie Ridley, (joined meeting at item 6).

### 1 Introduction and Apologies

Chair Ruth Rogers opened the meeting and welcomed all present. Apologies were received from Victor Lucas, David Neal and Sandie Smith.

### 2 Declaration of Interests

Mike Hewins declared his membership on a focus group for Cambridgeshire and Peterborough NHS Foundation Trust and Cambridge University Hospitals NHS Foundation Trust as part of their preparation for their bid under the Older People's programme.

### 3 Minutes of Previous Meeting 12-09-2013

Agreed as a true copy with all actions complete.

### 4 Matters Arising

None

### 5 CEO Report

Written report presented at the meeting by Ruth Rogers.

5.1 Julie McNeill has been appointed Information and Signposting Officer.

5.2 Interviews for the Coordinator vacancy are scheduled late November.

5.3 The move to a permanent office is expected to be complete by mid December.

5.4 The Team are actively raising the profile of Healthwatch Cambridgeshire.

5.5 The Team are working on collating intelligence to form an evidence base and exploring how this feeds into the Healthwatch England information bank.

5.6 Healthwatch England have indicated that they are developing the Customer Relationship Management system however details of this

have not yet been confirmed.

- 5.7 In response to a question from Anne Campbell, Ruth Rogers confirmed that a meeting has been held with Aiden Thomas new CEO Cambridgeshire and Peterborough Foundation Trust.
- 5.8 Ruth Rogers confirmed her membership on the Clinical Commissioning Group Older People's programme Board.
- 5.9 Julie McNeill is currently designing and developing the systems and processes needed for the information service and is liaising with providers. It is anticipated that the service will be ready to soft launch in early 2014.
- 5.10 Members discussed the role of the Information Officer in signposting people to the NHS complaints service. Our intention in reviewing complaints processes has been to help the make the system more easily accessible for the public and highlight any problems to organisations.
- 5.11 Mike Hewins asked about our input to the Joint Strategic Needs Assessment (JSNA) process and what difference do we hope to make? Sandie Smith is on the steering group to ensure that the views of patients, service users, carers and the general public inform the development of each JSNA. The voluntary sector is also represented.
- 5.12 In due course volunteers will be trained and supported to get involved in representation at groups and meetings.
- 5.13 Mike Andrews acknowledged the good ideas Healthwatch Peterborough has on their involvement with the prison service. Healthwatch Cambridgeshire are aware that there are health needs of the prison population that need to be considered and future planning needs to account for this.
- 5.14 There have been no major changes to the budget since the report to the Board Meeting 12 September. All expenditure is on track.

## **6 Policies for approval**

### **6.1 Annual Leave Entitlement**

**Decision:** The policy was agreed by the Board.

### **6.2 Conflicts of Interests**

**Decision:** The policy was agreed by the Board.

### **6.3 Disciplinary**

**Decision:** The policy was agreed by the Board.

**Action:** A draft policy/procedure for handling complaints against the Board and Chair to be prepared.

#### 6.4 Equality & Diversity

**Decision:** The policy was agreed by the Board.

#### 6.5 Grievance

**Decision:** The policy was agreed by the Board.

#### 6.6 Harassment & Bullying

**Decision:** The policy was agreed by the Board.

#### 6.7 Health & Safety

**Decision:** The policy was agreed by the Board.

**Action:** Draft risk assessment processes for Healthwatch Cambridgeshire public events.

(Post meeting note, this is already in place).

#### 6.8 Hunts Forum Health & Safety

**Decision:** The policy was agreed by the Board.

#### 6.9 Lone Working

Although it is not anticipated that staff or volunteers will need to undertake home visits, concern was raised that in the event of volunteers being required to do so, they may not benefit from previous training on how to protect themselves against complaint. Ruth Rogers assured the Board that a course of action would be agreed prior to volunteers undertaking a home visit.

**Decision:** The policy was agreed by the Board.

#### 6.10 On-line Engagement

**Decision:** The policy was agreed by the Board.

**Action:** The policy document to be published on the website.

#### 6.11 Safeguarding Children

**Decision:** The policy was agreed by the Board. An annual review will be made.

**Action:** The policy document to be published on the website.

## 6.12 Safeguarding Vulnerable Adults

**Decision:** The policy was agreed by the Board. An annual review will be made.

**Action:** The policy document to be published on the website.

## 6.13 Sickness & Absence

**Decision:** The policy was agreed by the Board.

## 6.14 Whistleblowing

**Decision:** The policy was agreed by the Board.

**Action:** Draft a procedure document to support the policy.

## 6.15 Working at Home

**Decision:** The policy was agreed by the Board.

**Action:** Explore options to ensure laptops and smart phones are encrypted.

## 7 Volunteer Framework

There was discussion concerning the provision of annual appraisals. It was considered important to have the opportunity to acknowledge the time and contribution made by volunteers. It would also provide the opportunity to identify training needs and extend peer support.

**Decision:** The policy was agreed by the Board.

**Action:** At point 9.3 add the phrase 'will offer annual development meeting'.

## 8 Public Questions

There were no public questions.

## 9 Any Other business

In response to a question from Mike Hewins regarding confidence in gathering the concerns of the community, Ruth Rogers informed the Board that waiting times, maternity services and the future of patient care are of particular note. Complaints and concerns are reported onto the right body.

## 10 Date of next Meeting:

Wednesday 16th January 2013, 19:00-21:00 at The Meadows Community Centre, 1 St Catharine's Road, Cambridge, CB4 3XJ