

### Minutes of the Board Meeting

**Date / Time:** 12<sup>th</sup> September 2013, 19:00-21:00

**Venue:** Over Community Centre, Doles Way, Over, CB24 5NW

**Present:** Mike Andrews (MA), Mike Hewins (MH), David Neal (DN)  
Ruth Rogers (RR) - Chair, Sandie Smith (SS)

**In attendance:**

Kate Hales (KH), Co-ordinator, Healthwatch Cambridgeshire

Angela Grief, (Joins the meeting at item 6)

Angie Ridley (AR), Co-ordinator, Healthwatch Cambridgeshire (minutes)

<b>1</b>	<b>Introduction and Apologies</b>
	RR opened the meeting and welcomed all present. Apologies were received from Ann Campbell and Victor Lucas.
<b>2</b>	<b>Minutes of Previous Meeting 12-06-2013</b>
	Agreed as a true copy with all actions complete.
<b>3</b>	<b>Matters Arising</b>
	None
<b>4</b>	<b>CEO Report</b>
4.1	Written report presented at the meeting by SS. 4.1.1. SS & AR will be meeting with Ivan Molyneaux from Cambridgeshire County Council to check safeguarding processes as agreed at Adult Safeguarding Board. 4.1.2 Concerns over the lack of safeguarding training for children will be raised with the Children's Trust Board. 4.1.3 HWC are pressing the county council for information over their waiting lists as there is a concern that people are waiting considerable time for social care assessment. 4.1.4 Older people's procurement. Healthwatch Cambridgeshire have been invited to sit on the Older People's Programme Board. The CCG have undertaken some engagement activities around the procurement process. The complexity of the procurement plans creates a difficulty in understanding how it will be delivered, which could be an issue in public understanding of the process. Two potential providers have approached us for our involvement, HWC said no on an individual bidder basis but are happy to provide a response to all bidders.

	<p>On behalf of the Board, RR thanked SS and the team for their hard work.  <b>Action: Feedback on the response from CCC re waiting times for social care assessments.</b>  <b>Action: To publish HWC perspective on the Older People's Procurement process on the website.</b></p>
4.2	<p>RR recommended that the Board adopt Prentis &amp; Co. as Auditors. Agreed.</p> <p><b>Decision: Prectis &amp; Co. appointed as Auditors for Healthwatch Cambridgeshire for the current financial year.</b></p>
<b>5</b>	<b>DRAFT Strategic Plan</b>
	<p>Hard copy of the strategic plan was included with the papers.</p> <p>Decision: The Strategic Plan was agreed by the Board.</p> <p>Action: The Strategic Plan document to be put on the website.</p>
<b>6</b>	<b>DRAFT Communications Strategy</b>
	<p>The draft Communications Strategy document was included with the papers. The Board discussed the content and made requests for some amendments to the measure of success.</p> <p>Action: AR &amp; DN to look at google analytics reporting to track website usage and the impact of specific promotions.</p> <p>Action: SS to update the Draft Communications Strategy as directed.</p>
<b>7</b>	<b>DRAFT Escalation Policy</b>
	<p>Hard copy of the draft escalation policy included with the papers. Amendments discussed.</p> <p><b>Decision: Policy agreed subject to amendments.</b></p>
<b>8</b>	<b>Public Questions</b>
	<p>Q: From my own practical experience I have identified that Hinchingbrooke Hospital, Huntingdon are not following the correct procedures in connection with milestone pathways and this has been admitted by the hospital. Since these are a legal right introduced by the NHS it is vital that these procedures are followed in a transparent manner are accurate and comply with the rules identified in the "Referral to treatment consultant led waiting times "document produced by the NHS.</p> <p>In the area of hip replacements the hospital claim on the internet league tables that they presently execute hip replacements within 13 weeks. Yet the hospital admits that at least 10% of all 18 week milestones have been exceeded. It therefore follows that a high proportion of patients achieve hip replacements close to the 18 week deadline. On this basis the general public must question the accuracy of the 13 week predictions.</p>

	<p>“Are Health Watch willing to insist that all local hospitals introduce an independent audit of all milestones procedures, their accuracy and league table claims to ensure that the general public are protected against poor administration and procedures in the hospital and misleading claims for treatment ? ”</p> <p>A: The Board discussed the questions and the conclusion was that, whilst Healthwatch Cambridgeshire is not in a position to insist upon an independent audit as our statutory powers do not include this, we work very closely with the Care Quality Commission, Monitor and local Commissioners who do undertake those type of inspections already have a range of powers between them. SS will discuss these comments and experience with colleagues in these regulatory roles and pass on the recommendations.</p> <p><b>Action: SS to discuss concerns with regulators.</b></p>
9.	<p><b>Date of next Meeting:</b>  Wednesday 13<sup>th</sup> November 2013, 19:00-21:00 at Red2Green, Harvey's Barn, Park End, Swaffham Bulbeck, Cambridge, CB25 0NA</p>