

Minutes of Board meeting
Held at 2pm in Education room, Flax Mill
Tuesday 23rd May 2017

Present:	Daphne Lewis	DL	Chair
	Terry Harte	TH	
	Vanessa Barrett	VB	
	David Beechey	DB	
	Anne Wignall	AW	
	Angie Saganowska	AS	
	David Voysey	DV	
	Bob Welch	BW	
	Jane Randall-Smith	JR-S	

In attendance:	Steph Dunbar	Minute Taker
	Chris Deaves	Public
	Keith Timmins	Public
	Michael Whitworth	Public

1. Welcome, introduction and apologies

Apologies were received in advance from Steve Price and Rosie Wood. DL welcomed BW to the meeting.

2. Declarations of interest

AW declared her interest as Chair of Age UK Shropshire, Telford & Wrekin.

3. Board Meeting in Public on 14th February 2017

a) Approval of minutes

The minutes were agreed for accuracy and signed by the Chair.

b) Action plan

It was agreed that the Safeguarding policy would be reviewed at the policy review meeting on the 5th June.

Action: SD to send requests for updated Board contact details

Action: Safeguarding policy to be reviewed on 5th June

c) Matters arising not on the agenda

There were no matters arising.

4. Governance

a) Board Recruitment

JR-S advised that following a recruitment drive in February, the Business Committee had recommended that BW and Rosie Wood (RW) be elected as Board members.

The proposal was accepted by the Board.

JR-S noted an additional two applicants were outstanding; induction and interviews had yet to take place. Details of these applicants would be brought to the Board in due course.

Action: JR-S to provide an update on applicants electronically

A discussion about Business Committee membership by the new Board members was held and it was agreed that BW would attend this meeting.

It was agreed it would that BW would attend an Intelligence Committee meeting as an observer to assist in learning more about HWS.

Action: SD to give BW Intelligence Committee dates

Action: JR-S to discuss Committees with RW

b) Risk management

The updated risk matrix, as approved by the Business Committee, was provided for information.

It was noted that the majority of red risks continued to relate to the workload of staff.

The matrix was accepted by the Board.

It was agreed that JR-S would send the HWS work plan to Board members electronically for approval.

Action: JR-S to send work plan for approval

It was agreed that JR-S and DL would attend the Shropshire Council public stakeholder event regarding the recommissioning of HWS on the 17th July as it would be likely that competitors for the bid would also be in attendance. It was suggested that it may be beneficial for additional Board and Staff members to attend also.

Action: JR-S to attend Commissioning event

Action: JR-S to discuss grant project press release with AW

5. Finance and H.R.

a) Budget 2017-18

The budget was provided for information and accepted by the Board.

b) Staffing update

JR-S advised that a new Information Officer, Brian Rapson, was now in post for 28 hours per week and provided some background information on BR.

6. Reporting

a) Chairs report

A report was provided for information.

b) Board Member reports

A report was provided for information.

c) Chief Officers report

A report was provided for information.

7. Current activities

a) Reports from Committee meetings

i. Enter & View

VB provided a verbal update, noting that the first series of visits to GP practices will be taking place in the Summer to review the implementation of the NHS Accessible Information Standards.

ii. **Intelligence**

AS advised that the Intelligence Committee had been postponed until 5th June due to the changeover in staff. JR-S provided an overview of the number of comments received for information.

iii. **Marketing**

AW provided an update on the previous marketing meetings.

It was noted that Hot Topics were now featured on the HWS website homepage; creation of infographics to summarise previous hot topics was underway.

AW requested that the Board continue to support the staff team by distributing HWS leaflets and marketing in their local area.

8. A.O.B- if notified in advance

TH referred to a published study relating to medication prescribed for individuals at a high risk of breast cancer. It was agreed that the HWS team would discuss addressing the study with the HWBB and adding to a future hot topic.

Action: SD/JRS to follow up.

JR-S highlighted concerns about the potential for withheld numbers and call guardian software preventing emergency services or out of hours providers (such as ShropDoc) from being able to contact patients. JR-S noted she would be raising these concerns at the HWS Stakeholder group to see if providers experienced any issues. It was agreed that JR-S and AW would raise this with AgeUK.

9. Questions from the public

CD noted that individuals can initiate their phone numbers being released by dialling external numbers with a prefix.

CD questioned how many of HWS comments result in formal complaints; JR-S advised that of the 160 calls received by HWS relating to complaints in 2016-17, less than 20% of these went on to use the Advocacy service. It was noted that HWS was unable to accurately capture how many people use the HWS self-help pack to make complaints on their own.

A discussion was held about HWS's role within the NHS FutureFit process and ensuring members of the public were aware of how they can engage with the programme.

A discussion was held regarding how HWS shares its comments, outside of the hot topic period, with providers and commissioners.

10. Dates of future Board Meetings

26th June 2017, 2pm, AGM, *venue to be confirmed*

11. Resolution to manage confidential business in a closed meeting

The resolution was agreed.