

Minutes Board Meeting

Date:	27 March 2018	Venue:	Earley Crescent Resource Centre
Present:	Jim Stockley	Non-Executive Director (Chair)	
	Tony Allen	Non-Executive Director (Finance)	
	Nick Campbell-White	Executive Director (CAB)	
	Mark Sharman	Executive Director (Help & Care)	
In attendance:	UllaKarin Clark	Volunteer Coordinator	
	Nick Durman	Development Officer	
	Nicola Strudley	Locality Manager	
	Heather Wyper	Minute taker	

		Action by
1.	<u>Apologies</u> - none	
2.	a) <u>Minutes of last meeting held on 27 March 2018</u> - agreed & signed.	
	b) <u>Matters arising</u>	
	i) <u>ID wristbands for care home residents with dementia</u> (item 9a) NS & ND reported that there was no national standard or campaign about this issue. They had asked about it at the enter & view visit [see 5a below] and via the Carers Forum but no problems had been reported. The Board agreed that HW Wokingham would write up an anonymised case study based on the incident that had been shared with them	ND
3.	<u>Consultation about Healthwatch Wokingham recommissioning</u> NS reported that the Health Overview & Scrutiny Committee (although not having direct decision-making authority) had recommended recommissioning Wokingham separately from Reading. Commissioning team have arranged an “open book” for 3 April to explore finances. It would also be made clear that HW Wokingham would be interested in discussing opportunities to take on additional services and/or commissioned work which might help WBC make efficiency savings.	
4.	<u>Volunteer development</u> - Existing volunteers had suggested that involvement opportunities (e.g. engagement events) should be set out on a 6-month rolling basis. ND confirmed that the engagement and events calendar already appeared on the website. He indicated that, if preferred, he could put it into a Word document which UKC could circulate to volunteers directly. Following a suggestion from RK, it was agreed that UKC would set up a WhatsApp group for HW Wokingham volunteers to enhance communication.	
5.	<u>Reports to be signed off</u>	

	<p>a) <u>Enter & View: The Berkshire care home</u> Draft awaiting provider feedback. Findings generally very positive. Main negative issue raised was that of difficulty in accessing dental care for people with limited mobility.</p> <p>The Board emphasised to the staff team that it was essential to include a statement in every enter and view report clarifying that the findings were based on <i>observations made during the visit</i>.</p>	NS/ND
	<p>b) <u>Deaf Positives' Accessible Information report</u> (mystery shop etc) Awaiting responses from providers & commissioners. Local AIS compliance in relation to Deaf people had been found to be limited.</p> <p>The Board discussed the AIS and how best to achieve change locally and nationally. NS suggested that the report could be sent to HW England who could investigate/lobby at national level. She also noted it as a potential topic for her Wokingham Paper blog to help raise public awareness and influence local decision-makers.</p>	NS
6.	<u>Workplan for next 6 months</u>	
	<p>a) <u>Extra care follow-up:</u> Further to the recommendations in HW Wokingham's Extra Care report, NS had asked the managers of Fosters and The Birches for an update and follow-up visit. Response awaited.</p>	NS
	<p>b) <u>Carers' toolkit follow-up</u> - ND had organised mystery shopper visits to GP surgeries to find out whether they had/were using the toolkit (produced by HW Wokingham at WBC's request). Report due in May.</p>	ND
	<p>c) <u>CAMHS follow-up</u> - see 9a below.</p>	
7.	<u>Shared ACS¹ Healthwatch post</u> (CCG-funded) - update	
	Post to be advertised week commencing 3 April. NS would chase/resend the outstanding queries to H&C's HR team with a copy to MS.	NS/MS
8.	<u>Website revamp</u> - work in progress. Some changes still outstanding.	
9.	<u>External meetings</u>	
	<p>a) <u>Health & Wellbeing Board</u> - NS agreed to draft and circulate a question about CAMHS. Probably too late to be accepted as a formal question, it could nevertheless be included in NS's verbal presentation.</p>	
	<p>b) <u>Feedback from other meetings</u> - none reported.</p>	
10.	<u>Finance</u>	
	<p>a) <u>Annual accounts</u> (year ending 30 Sept 2017) The accounts were formally approved by the Board.</p>	
	<p>b) <u>Management accounts</u> - had been circulated. NS to resend/ask Finance dept to resend to ensure all Directors had a copy.</p>	
	<p>c) <u>VAT</u> - WBC had not yet paid the retrospective invoices, but MS reported that they and H&C's finance team were in ongoing contact and payment was expected in due course.</p>	

¹ Accountable Care System

12.	<u>Any other business</u>	
	a) <u>General Data Protection Regulation (GDPR)</u> - The Board were assured H&C would ensure that HW Wokingham's responsibilities under the new regulation would be met in time for the enforcement date of 25 May. MS & NS reported on preparations underway within Help & Care to ensure compliance, including the appointment of an external data protection officer who would also cover the Healthwatch organisations supported by H&C.	
	b) <u>Wokingham Medical Centre (WMC)</u> - NS & ND had met with the outgoing chair and new chair of WMC's Patient Participation Group (at the chairs' request), who voiced frustrations about WMC's lack of liaison with the PPG and concern that patients were not being consulted about changes. They had agreed to meet again in three months to discuss progress.	
	c) <u>Wokingham GP Alliance</u> - NS reported very positive contact with the Alliance's Medical Director, Dr Amit Sharma.	
	d) <u>Volunteer transport/hospital discharge discussions</u> - RK was still awaiting a second meeting with RBH but would pursue.	
	e) <u>NHS Continuing Healthcare (CHC)</u> -: NS agreed to publicise the website www.caretobedifferent.co.uk (signposted by www.whenthegetolder.co.uk) to help raise awareness of CHC funding issues.	
	f) <u>Wokingham May Fair</u> - Stall booked. NCW gave his apologies (away 13 April-8 May).	
10.	<u>Dates of future meetings</u>	
	Tues 29 May Tues 31 July Tues 25 Sep Tues 30 Oct	

Agreed & signed:Chairman

Date: