

Board Meeting

Date of Meeting: Monday 17th June 2019

Healthwatch Birmingham Board Meeting

Time: 4.30 pm - 7.00 pm

Venue: Healthwatch Birmingham Board Room
Cobalt Square, 83 Hagley Road, Birmingham, B16 8QG

Attendees

Andy Cave (AC)	Danielle Oum (DO) - Chair	Graham Parker (GP)
Jane Upton (JU)	Qadar Zada (QZ)	Dr Peter Rookes (PR)
Tim Phillips (TP)		
There were no members of the public in attendance to observe		

Apologies

Di Hickey (DH) - minutes	Catherine Weir (CW)	Neelam Heera (NH)
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Public Session

1	Welcome, Introductions & Apologies, Any Other Business	For Noting
	DO welcomed everyone to the meeting.	
	Declarations of Conflict of Interest	For noting
	There were no other conflicts of interest apart from those already declared on the register.	
2	Minutes of previous meeting (17th June 2019)	
	The minutes of the previous meeting were agreed.	
3	Actions Arising - All Actions Progress - All	For Action
	<p>Ref: January 1 - Investors in Volunteers</p> <p>AC proposed that the Volunteer Development Plan should be presented for discussion at the December board meeting. This allows the new Volunteer and Community Officer to start in post and carry out a bench marking activity to develop the plan.</p> <p>GP enquired if December was too late to start to action the plan as volunteers have been demotivated through the tender process and may require earlier action.</p> <p>DO agreed that waiting a further three months may be damaging to the volunteers.</p>	

	<p>AC and JU confirmed that we are not waiting until December to act, merely that the development of the volunteering plan will be actioned once the new volunteer and community officer is in place. Since the last Board meeting, TP as Volunteer Representative has been supporting the team one afternoon per week to stay in regular contact with volunteers, answering questions and motivating them through the period of lower activity. We will continue to engage current volunteers and keep them motivated. This will include their participation in staff recruitment and strategy development.</p> <p>The Board agreed that the Volunteer Development Plan will be presented at the December meeting.</p> <p>Ref: March 2 - CEO's Report - Positive Impact The action point regarding the analysis of Feedback Centre Data in regards to the Feedback Centre Widget has now been completed. This was part of the full Feedback Centre Review. The findings of this review will be discussed in the CEO Report Section of this meeting.</p>	
4	Healthwatch England Conference and National Committee Meeting	For Noting
	<p>We are delighted that there are a number of Healthwatch England Events taking place in Birmingham over the next few months which is a great opportunity to showcase our work and the city.</p> <p><u>Healthwatch England Conference</u></p> <p>The National Healthwatch England conference takes place at the ICC Birmingham on the 1st and 2nd October. The Healthwatch Birmingham Staff team will play an active part in the conference, with Cllr Ian Ward secured to open the conference and welcome delegates to the city.</p> <p><u>Healthwatch England Committee Meeting</u></p> <p>The Healthwatch England Committee will be holding their meeting in Birmingham on the 12th and 13th November. The two day event will see the committee meet key stakeholders on day one of their visit and an opportunity for Healthwatch Birmingham to present their work at the public meeting on the 13th November.</p> <p>ACTION: DH to circulate dates as a reminder for board members.</p>	
5	CEO's Report	For Noting
	<p><u>Contract Extension Summary Report - April - July 2019</u></p> <p>AC presented the Healthwatch Birmingham report for April - July 2019. This report covers the contract extension period.</p> <p>AC highlighted the organisations achievements against the four key performance indicators for this period:</p> <ol style="list-style-type: none"> 1) Feedback: We fully achieved the target to hear 320 individual pieces of feedback in the four month period. In total we heard 569 pieces of feedback. 	

- 2) Engagement: We also fully achieve our engagement target, engaging 432 individuals in the period.
- 3) Early Intervention Work stream - At the end of July we had partially achieved this KPI by carrying out a survey and site visits to understand the level of PPI across the pilot sites. A report has now been written of the findings and we are due to report back to the Work stream Leads at their committee meeting in October.
- 4) Widget Review: We completed the widget review and associated report in July. The findings showed that we would no longer promote or support the use of the widget by providers. This is due to the low return of feedback based on the amount of resource needed. It was agreed to concentrate on alternative routes that lead to a higher quality of feedback coming through. This was agreed by our commissioners and reflected in our future contractual KPIs.

QZ enquired about the numbers of people engaged in this period and how this would be improved in the future contract.

AC reported that due to there being 3 vacant positions in the team, we have been unable to carry out the usual levels of community engagement activity. This will change once the new team is in post.

DO enquired about community engagement and ensuring we are reaching every area of the city. In particular, the report showed no activity in the North West Areas of the city.

AC agreed that for this period we were unable to reach into all areas and highlighted that for 2018-19 we did carry out community engagement activity in every district of the city. A new Community Engagement plan is in development ready for the new Volunteer and Community Officer to start to enable us to 'hit the ground running'. This plan will ensure that we are targeting the right areas of the city leading to full coverage of the city.

GP agreed it would be great to see us reaching proactively into the areas of the city that experience the biggest inequality or areas that experience particular issues.

AC agreed that the Community Engagement Plan will see this, along with continuous gap analysis of who and where we are hearing from.

August - September Activity Update

AC and JU provided a verbal update of our activity in August and September 2019. The update highlighted:

- Feedback: Since the start of the new contract in August we have heard 290 individual pieces of feedback across all routes.
- Social Media: We have engaged a social media specialist who is supporting the development of a new Social Media Strategy with the aim to be a leading local Healthwatch in the use of Social media.
- Investigations: We are currently in the middle of our latest investigation looking into Patient Advice and Liaison Services in the City. We have engaged all hospital trust in the city who are supporting the study and encouraging individuals to take part in our online survey. As part of our social media development we

	<p>have created a video for Facebook as part of the study which has already had over 15,000 views.</p> <ul style="list-style-type: none"> • Follow-up Impact Reports - Over the next three months we will publish our follow-up reports, which will outline all the positive changes that have been made as a result of our investigation reports: <ul style="list-style-type: none"> ○ Direct Payments ○ What Matters Most: GP Study ○ Waiting Room Report • LTP Report: Our LTP report has been positively received by the Birmingham and Solihull STP with the findings of the report being used to shape the local Long Term Plan. <p>ACTION: Community Engagement Plan to be presented at a future meeting.</p>	
6	Contractual KPIs 2019 - 2022	
	<p>AC presented the new contractual KPIs as part of our contract with BCC.</p> <p>DO initiated a full board discussion about outcomes and impact, asking how we will ensure we are clear on what we wish to achieve as a result of the new KPIs.</p> <p>AC assured the Board that our new strategy will be clear on what we are aiming to achieve, focusing on impact for the citizens of Birmingham. The KPIs will be structured in such a way so it is clear what the inputs, outputs and outcomes are of all our activity. The strategy will outline how we will measure impact.</p> <p>DO requested a full Board session on the new strategy in November. This is in addition to the strategy sub-group meetings.</p> <p>ACTION: To arrange a full board session on the new strategy in November.</p> <p>ACTION: Strategy Sub Group meetings to be arrange leading up to the full board session in November.</p>	
7	NED and Staff Recruitment Update	For Noting
	<p>AC updated that since the last meeting Charles Ashton-Grey has stepped down from the Healthwatch Birmingham Board, due to other commitments. The Board wished Charles well and thanked him for his time on the Healthwatch Birmingham Board.</p> <p><u>NED Recruitment</u></p> <p>The closing date for applications was the 6th September, and we received a total of 10 applications. We are looking to recruit a minimum of 2 new NEDs with interviews being held 15th October.</p> <p><u>Staff Recruitment</u></p> <p>We are currently recruiting to the three vacant positions:</p> <ol style="list-style-type: none"> 1) Partnerships Manger 2) Marketing and Communications Manager 3) Volunteer and Community Officer 	

	<p>Applications closed on the 6th September and we had a positive response for all three roles. Interviews are being held W/C 23rd September.</p> <p>DO stated that with the average notice period this means that individuals would likely be in post by the end October.</p>	
8	Any Other Business	
	There was no other business for this section of the meeting.	