

Board meeting minutes

Monday 10th July 2023

11.30am – 3.30pm

Colburn Village Hall, 54 Colburn Lane, Catterick Garrison, DL9 4LZ

Present:

Lee Adams (LA)	Chairperson, Trustee
Pat Southgate (PS)	Vice Chairperson, Trustee
Linda Wolstenholme (LW)	Treasurer, Trustee
Derek Bodell (DB)	Trustee
Laura Parker (LP)	Trustee
Kacie Hodgson (KH)	Trustee
Ashley Green (AG)	CEO
Alicia Rose (AR)	Staff
Lada Cuiu (LC)	Staff
Helen Littler (HL)	Staff
Lily Smith (LS)	Staff

Members of public 5

Apologies:

John Cunningham	Trustee
Amy Barnes	Trustee
Craig Derrick	Staff

Public meeting

Welcome & apologies.

LA welcomed everyone to the meeting including the public and gave apologies from Amy, John and Craig.

LA informed the board that Graham Brown had stepped down with immediate effect. LA mentioned that we should think about recruiting a number of additional trustees, including in the Richmondshire area, and asked trustees to consider if they knew of any other people who might be interested.

Confidential matters & declaration of interest

LA said that there were no confidential matters arising.

LA declared her role on the board of Healthwatch England.

Minutes & Action log – 17th April Board meeting

LA and all those present agreed with and accepted the minutes from the Board meeting in April.

LA went over the 'Action Log' asked AG if the issue raised by previous trustee Robert Peacock about parking and transport at York had been raised with Director of Adult Social Care NYC and had we spoken with Healthwatch York if they had received concerns. AG confirmed he had actioned this and Robert was still keeping us informed of any progress around transport.

LA asked if AG had reviewed project budgets. AG confirmed these had been put in place.

AG confirmed most actions had been completed with some still ongoing including increasing diversity of volunteers which was being looked at and included in the volunteer plan. The remaining outstanding actions would be brought to the October board meeting; including review remaining policies, marketing and communications plan and mid-term budget review.

LW raised that our agreed Governance policy had a review date of three years – compared to our other newly agreed policies which had two years. It was agreed that the Governance policy would be amended to 2 years.

Q1 Board report (April – June 2023)

AG presented the Board report and provided highlights of work that had been undertaken over the last quarter, including our Continence report 'It's time to talk continence' in May which had been well received by the public and gained wide media coverage. AG confirmed that the information from the report would be included in the next North Yorkshire Quality board agenda. AG said that he had presented the new mental health report 'The Public's experience of mental health services across North Yorkshire' to the Community Mental Health Transformation Leadership Alliance who were all very pleased with the report and content and formally signed off the report, ready for the launch in July.

AG mentioned that we had organised and facilitated a Humber & Yorkshire Healthwatch event at the Yorkshire Sculpture Park for all the local Healthwatch across the region which was a successful event with representatives from fifteen local Healthwatch, and a total of approx. 50 people including the Healthwatch England and the Director for Strategy & Partnerships from West Yorkshire ICS.

In the presentation AG mentioned that in response to feedback and concerns raised by the public about changes to the referral pathway for adult autism and ADHD assessment, that these had been raised with system leaders and as a result the pilot scheme has been extended for a further nine months and will be brought to North Yorkshire Place Board for discussion. Additionally, AG said that he had raised these concerns with the NYC health scrutiny committee.

AG said that as part of our listening to and gathering views of people across the county we had heard from 144 people across North Yorkshire with some areas receiving more feedback than others. Which on most occasions was due to our targeted pieces of work.

LA mentioned the importance of monitoring demographic data particularly age and gender and that there is a lack of coverage particularly in the areas of Richmondshire and Ryedale. DB suggested that the comms strategy could help to address these gaps in coverage.

LW mentioned that within the Board report and other reports such as our pulse surveys which covered more general topics such as GPs/dentistry etc. that we shouldn't use acronyms as this can be difficult for people to know what they mean. LW also expressed an interest in Craven Cancer group on behalf of HWNY. LS said that she would link LW with this.

LA suggested us adding a glossary to our website to help the public understand NHS terms and acronyms. AG said they had included a glossary in a number of their reports already so they should be able to easily adapt these for the website.

LP and LA said that the Board report was very detailed, and they would be happy for this to be shorter and instead more focused on impact and timescales with follow up plans etc. DB mentioned a focused approach would be good on the outcome and what is going to be done as a result of our work/reports.

LW mentioned all our documents should include our phone number for the public to contact us and for hard copies of reports to be made available for people that are digitally excluded. AG said that they had printed hard copies of the Annual report [which had been brought to the hall] and that people could request hard copies by phone or email of all our reports, but it was impractical and too costly to print hard copiers of all our reports, as to date no one had asked for any.

Agree Healthwatch 3-year strategy.

AG thanked everyone for their comments on the draft strategy [which had been provided at the trustee/team workshop] and confirmed that these had been included in the revised strategy, as well as those from external stakeholders, including Harrogate District Foundation Trust, Richard Webb and Wendy Balmain.

AG said that the strategy would be shared with the public and our stakeholders in our next monthly e-newsletter, and asked those present for any other suggestions. LP suggested a one-page summary of the report to ensure it was easily accessible to the public and DB mentioned waiting until after summer to promote it for more impact, and as part of our AGM in the autumn?

Volunteer plan 2023/24

LC said there are 86 volunteers on our records [including trustees] with a number of these not being active, and the majority of volunteers are involved in desk-based activities for us.

LC said that she will be reviewing the volunteer base to understand how many are active and in what areas. Additionally, LC said she intended to work towards peer-to-peer model as well as ensuring that our volunteer network supported our engagement work with the public.

LW said that the volunteer plan was helpful to understand our priorities for volunteers and offered Lada any help. LA mentioned the importance for volunteers to talk to community groups and mentioned a need for a longer-term strategy for volunteers and suggested 2 volunteer events per year. LA asked that the volunteer review be brought back to the trustees at the October Board meeting to discuss.

Q1 Finance report (April – June 2023)

LW reported that 3 months of running costs had been transferred to our reserves account. At the end of Q2 LW said that we will have a better understanding of budget figures as there hadn't been as much expenditure as predicted over the last three months. Income for this quarter included £15,000 which related to income from the last financial year. LW said that we had included a holding figure of £7,000 for our expenditure for marketing and engagement budget, as we hadn't yet produced a costed coms/marketing plan.

LA suggested looking at our reserves once we knew about our forthcoming budget as part of our new tender for 2024+ and whether we could spend any of this on additional staff.

LW said the accountant required a trustee annual report to go alongside the final accounts which AG said he would help with.

LW agreed to email our annual accounts to all trustees prior to October board meeting. DB suggested that these may well be required as part of the tender process.

Feedback or update from trustees on work

LA asked that AG make Harrogate District Foundation Trust aware that Graham Brown had stepped down as a trustee, and that another trustee would replace him on the Trust Equality reference group.

PS said that she and LP had facilitated a meeting on behalf of ICB around children & young people and neurodiversity which went well, and they have been invited back for the next session later in the year.

LA mentioned that she and AG had met with the CQC.

Summary of reports & impact (2021-2023)

LA said the summary of our impact was too vague and there need to be recommendations against each report and what action had been taken as a consequence. AG said that many of the reports,

such as the pulse reports, are focused in insight and therefore don't have specific recommendations.

PS agreed that where we have recommendations in place, we need to document how providers/ICS etc. had achieved these. LW said we should differentiate between insight vs reports.

AG said that that they had begun to work more collaboratively with producing the recommendations, such as in our registered managers' report, and future mental health report to hold providers to account, by asking them to produce action plans based on our recommendations.

PS said it is important to be balanced but that we must ask what providers/ICS are doing about the recommendations. DB suggested that if they didn't take our advice and implement our recommendations we should ask the reasons why. LA suggested giving a timescale and then follow up and raise these with the NYC health scrutiny committee.

AG said that he intended to work with Craig to include examples of our impact on our website, and that they were recording all reports from this year onwards on a new impact tracker, based on that by Healthwatch England.

LA asked that we bring this summary impact paper to the October Board meeting.

Questions from the public on any matters arising.

The public shared experiences of poor access to local GP surgery, dentists, and long waiting lists for surgery. There was also a clear lack of mental health support with many suicides reported in the area.

Private Meeting

Policy review update, including:

- Revised enter & view policy

The board agreed that all comments on the Enter & View policy should be sent directly to LC in a weeks' time and copied in PS. LW suggested that training in learning disability should be included in the policy to help us expand the enter & view programmes.

LA suggested a need to rethink the direction of our future enter & view programmes so we could expand this work into other health and care settings, other than just care homes. AG said that we are limited by our resources and volunteers and LP mentioned reaching out to organisations for volunteers to support this work.

PS said that she and LW undertook enter & views in care homes and LA suggested that other trustee might also like to do these.

All policies requiring a review were assigned to staff/trustees and will be distributed to the appropriate person(s) to be completed. It was agreed that once the policies had been reviewed they should be distributed to trustees ahead of the next meeting, so any amendments can be made and then agreed at the next Board meeting.

Local Care Partnerships (LCP)

AG presented information on the 4 LCP and the priorities. The information identified that the LCPs are split into 4 areas East Coast, Vale & Selby, Harrogate & District, Hambleton & Richmondshire. The board queried the presentation mentioned 5 places AG to find out about Craven and some trustees asked about the geography of each LCP.

The board agreed that trustees should attend the LCP meetings if possible, as follows; Harrogate – LA &/or JC, Vale & Selby – LW &/or KH, Hambleton & Richmondshire – PS, East Coast – LP. AG agreed to connect trustees, where this hadn't already happened, with the relevant LCP chairs to attend future meetings.

CQC data on NY services

LA thanked AR for the information and informed the board that LA & AG had met with CQC area manager and mentioned that a named NY officer will be assigned to us after a re-organisation and discussed feeding in public views on maternity York & Scarborough and Harrogate.

There was no specific action to undertake regarding this information, other than to keep a running check on any issues identified by the CQC. LW said that provider failing reported by the CQC didn't always impact on patients care or lives as these issues were often around governance or procedures.

LA mentioned a need to regularly feed our insight to the CQC, which AG said that they did.

AGM – discussion

Trustees discussed different options around holding our AGM and advocated for a hybrid meeting if possible, with an opportunity for the public to come together face to face. There was a suggestion to combine the volunteer event in November with the AGM, and to maybe hold this in Northallerton or Thirsk. DB suggested inviting external speakers to attract the public to attend.

AG agreed to discuss the options with the team and come back to the trustees for comment.

Agree revised risk register for 2023-24.

LP suggested our risk register should include actions and follow up within the layout, as well as including timescales and agreed to help review and develop this for us.

LW mentioned on the accountancy fraud part that we need another signatory for the bank and LP agreed to be this person. LW also mentioned a petty cash system to be introduced now staff are in the office. LW will look into it.

AOB

AG mentioned debit cards – and requested HL to have one and AG existing card be increased to £1,000, which the Board agreed with.

LW said that she had prepared documents for a financial subgroup and LA agreed that LW should email this around to trustees to comment.

Close – next board meeting TBC, Scarborough includes public. LP agreed to source venue.