

Board meeting minutes, 12th July 2021
10.30am -12.30pm
Meeting via zoom call

Present:

Chris Brackley (CB)	Chair
Judith Bromfield (JB)	Vice Chair
Agnes Crutchard (AC)	Board member
John Cunningham (JC)	Board member
Robert Peacock (RP)	Board member
Pat Southgate (PS)	Board member
Beverley Proctor (BP)	Board member
Ashley Green (AG)	CEO

Agenda Item	Item Details
1	<p>Welcome, apologies & remarks</p> <p>CB welcomed everyone to the meeting and said that he was pleased that the team was now up to full strength with the addition of the Network & Engagement Officer starting with us. Additionally, CB said that the Annual report for 2020-21 had been completed which looked good.</p>
2	<p>Confidential information / actions</p> <p>CB went over the action log with all those present who commented on progress against outstanding actions.</p> <p>There were no other confidential matters arising to be discussed.</p>
3	<p>Minutes from previous meeting</p> <p>CB went over the minutes from the June Board meeting - which everyone present agreed with and accepted.</p>
4	<p>Board report for June</p> <p>AG summarised the report by firstly saying that he was pleased that the new website had been successfully launched onto the Healthwatch England platform. Over the coming months they would now begin to personalise the content and pages to reflect key messages and ensure that the website provided the right information and enabled people to easily leave their feedback.</p> <p>AG said that they had completed three focus groups in Scarborough in partnership with NHS dental commissioners to seek the views of the public on what type of dental service the public would like in the future. Alongside, the focus groups they had run an online survey asking similar questions which had received over 200 responses. Additionally, AG said that they were also running a further survey at the request of the commissioners, focusing on dentistry in Robin Hood's Bay, as unfortunately another NHS dental practice</p>

	<p>was due to close in the area. AG said that they were working on producing a dental report for launch this month.</p> <p>JB commented that we might like to consider contacting the NYCC public health team who hold insight/data on oral health (children & adults) which would be helpful to us. BP said that the CQC had been undertaking work with care homes as there had been concerns about a lack of NHS dentistry to care residents. Alongside this, BP commented that poor oral health has in the past identified safeguarding issues with children.</p> <p>AG said that he had spoken on BBC Radio York and was interviewed for the Yorkshire Post earlier this month around the problems associated with accessing GPs across North Yorkshire & York.</p> <p>AG commented that they had completed the Annual report for 2020-21 which summarised the last twelve months (April 20 - March 21). And despite, the challenges faced, such as an almost entirely new staff team and COVID-19 there's much to be proud of around our progress and achievements which the report highlights, including our digital growth, volunteer support, reports produced (& their influence), our activity and partnership work.</p> <p>AG said that progress had been made with the care home project and five interviews had been completed with managers from four care home groups. These interviews had generated some really good data, with early themes coming out about - time spent with residents, how the homes adapted (space / use of the building), and communication between staff and residents. JB said that we might like to link with the NYCC Physical & Sensory Impairment Partnership Board to see how their work might link with the care home sector and the work we're undertaking.</p> <p>AG said that he had held a positive meeting with the CEO of Harrogate NHS Trust and as a consequence they had been approached to support the trust with a number of public engagement opportunities to support their services for younger people (school nurses and health visitors) and digital service provision. Similarly, AG said that he was having discussions with York & Scarborough NHS Trust to explore how we could work in partnership to undertake public engagement around the stroke services in Scarborough.</p>
5	<p>Young Healthwatch - summary of plans & activities</p> <p>AG gave an overview of the teams plans around how they might begin to seek the views of younger people - and clarified that initially they would focus on the age group of 16-25-year-olds, in the Selby area. AG said that they had already begun to contact specific younger people's groups in Selby, and they would now start to arrange the types of questions, approaches to make before meeting the younger people.</p> <p>JB said that it would be helpful to see what data/insight NYCC held around younger people's health to aid our approaches, which AG agreed was a good idea. JB also said that we might like to consider attending college courses - focused on health & social care - to involve younger people in the project and seek their views, and also Sports centres.</p> <p>JC said that there may also be opportunities with 6th form colleges as a way of involving younger people. There were additional comments by those present around the opportunities that 'Kick start' may have for involving younger people, work being</p>

	<p>undertaken by the Princes Trust, and also how we might focus on younger people with autism and learning difficulties.</p> <p>AG agreed to send around the one-page presentation.</p>
6	<p>Trustee Away day</p> <p>CB spoke about the importance of holding a trustee away and asked for ideas from all those present. There were many ideas generated and PS said that it would be a good idea to agree a vision for us, and an opportunity to review our values, including our 'culture and tone'. JB said that it would be good to cover our overall strategy and how the Board operates to fulfil and deliver this, and how it works with the CEO.</p> <p>JB said that we could cover the skills audit for trustees, which she asked AG to re-send around to everyone. PS said that it would be a good opportunity to include the staff and involve them in any planning, ideas etc.</p> <p>CB discussed a number of dates to hold the away-day and it was agreed that we would hold the day on Friday 12th November. CB noted all the ideas/suggestions from those present and asked if anyone had any further thoughts to send over to him.</p>
7	<p>Policy review - discuss & agree</p> <p>The updated decision making policy document was agreed by all those present.</p> <p>AG briefly discussed the new 'home working' policy and asked if we should include our employee assistance programme within this, as staff wellbeing and support particularly around mental health was important to us. This generated a wider discussion around wellbeing and how we support the team, and JB suggested that we should incorporate this topic into a 'health & safety' policy, which we currently didn't have. This was agreed by those present and JB said that she (& AG) would work on developing this policy.</p> <p>The new home working policy was agreed by all those present.</p>
8	<p>AGM - update</p> <p>CB said that we had a date agreed for the 9th Sept, and AG said that almost everyone had now confirmed their attendance. AG said that he had approached people to be on the panel as part of the Q&A which included the CEO of Harrogate NHS Trust and the Head of Primary Care Transformation from NYCCG. Both had agreed. BP said that it would be good to have representation from mental health - which all present agreed. AG agreed to seek a representative from Tees Esk Wear Valley to fulfill this role.</p> <p>CB said that he thought it would be beneficial to have an 'interactive' element to the AGM and asked if anyone has any ideas to let him and AG know.</p>
9	<p>Summary of end of year accounts</p> <p>JB said that the end of year accounts had been completed, with just the few minor adjustments required by the accountant. Once these had been completed, she would send the accounts to the Charity Commission, all being well this week.</p>

	<p>JB said that she would now work with AG to confirm this year's budget, and she, AG and the Marketing, Coms & Business Support Officer would meet to undertake training in the Quick Books accounts system.</p>
10	<p>AOB & end</p> <p>JB asked about the new premises and AG said that he had just received the updated license and that a phone line was being arranged for them. All being well the meeting rooms should be accessible from later this month.</p> <p>Additionally, JB said that it might be useful to include any 'emerging themes/issues' as part of the monthly report that would be relevant to the Board (if there were any?), to help with any future planning. AG agreed to include these when relevant.</p> <p>Date of next meeting Friday 10th September 10.30am to 12.30pm</p>