

# Minutes of Q4 Board Meeting held on 15<sup>th</sup> May 2024

## Context

This meeting was hybrid with some people participating in person and others via Teams. Board members were asked to read all the papers and submit any questions on these in advance of the meeting.

As this is a public meeting, TEAMS is used as it does not need a licence and can be accessed for free. The public were made aware of the meeting via our Events Page and social media posts. Invitations were also sent directly to stakeholders and commissioners.

Permission to record the meeting, for the purpose of notetaking was agreed verbally. After the production of these draft minutes the recording was deleted.

## Present

Board Directors: Steve Cooper (Chair), Non-Executive Independent Directors: Helen Goodman, Mark Sharman (Help & Care Member Director),  
Councillors: Commissioner Seth Gottesman, Fiona Mackison (Part)

Apologies: Kathryn Loughnan (Help & Care Member Director), Jeremy Gardner (Vice Chair), Non-Executive Independent Directors; Nigel Foulkes, Renee Fickling, Ali Khan. Alison Challenger WSCC Director of Public Health; Director Adults and Health Alan Sinclair; Councillor Amanda Jupp, Commissioners Niki Lewis, Bob Lanzer Health and Wellbeing Board Chair

In attendance: Zoey Harries (Manager), Ann Brosnan (Minutes)  
Public Observer: n/a

## 1. Welcome and declarations of interest

Steve welcomed everyone to the meeting and noted apologies.

No declarations of interest.

## 2. Approval of Previous Minutes

February minutes approved.

Summary of previous actions:

- Action 07 Ann to Send the King's Fund report on Primary Care to the board – completed
- Action 09 Jo to share the information around the Trust and the three areas regarded as matters of urgency and four areas listed as priorities. – completed
- Action 10 Jo to send out Enter and View dates to board so that they can attend one if interested. – completed

2.1 Matters Arising – Action 08 Jo to discuss volunteer recruitment with Ali to reach a different audience - ongoing

## 3. Impact and Performance Report

Zoey gave an overview of the quarterly highlights. Feedback from the NHS has been good and outcomes are already being seen such as changes to appointment letters and creating an action plan for breast care leading to quicker diagnosis and treatment. This will be tracked over the long term.

Also focusing on the positives in terms of patient feedback for a Nurse Practitioner, Dementia at Home initiative and the Fire Service.

On behalf of the board Steve thanked the team for an excellent report and said it was good to have a summary document as well.

## 4. Feedback from meetings

### 4.1 Health and Wellbeing Board (HWB)

Key area is around children and there will be a children's Health and Wellbeing board and it is hoped that Elena from the team will be able to join this; Zoey has contacted the new lead and stakeholder to discuss.

### 4.2 Health and Social Care Scrutiny Committee (HASC)

An update was given regarding the South East Ambulance Service. Happy

with the progress being made. A Volunteer attends this meeting and gives feedback.

#### 4.3 Safeguarding Adults Board (SAB)

No update as Nigel not in attendance. There is an in-person meeting in Horsham on 13<sup>th</sup> June 10am -1pm if anyone is able to attend. Please let Steve/Zoey know.

**Action: Board**

#### 4.4 Communication and Engagement

These meetings have been stopped while the ICB determined there has been too much duplication.

**Action: Ann to remove from future agendas**

#### 4.5 Stroke Task & Finish Group

No update at this time.

#### 4.6 Development of ICS and Place-based partnerships

Changes in funding means the Liaison Lead role is not able to continue. Have agreed to accept the funding offered and split it across the three Healthwatch. Plan is to ask volunteers to attend meetings. Zoey is ensuring that no duplication is taking place and reducing meetings where possible.

#### 4.7 Regional and National Update

Kathryn had provided an update paper.

#### 4.8 Other board member insight

Nothing noted.

## 5 Risk Register

Steve asked for this to be moved to the Confidential section in future.

**Action: Ann**

## 6 Manager's Update

Engaging young people has been especially challenging and Zoey presented ideas around incentives with a small budget. The board approved this, while suggesting that the first project to use them is classed as a pilot, to see if it works effectively.

Merchandise is running low so a check has been made on which are the most popular items to ensure the correct merchandise is being purchased. The board approved the budget for this.

Stakeholder Annual Survey: A report has been drafted and needs to be finalised. Increase of awareness of HW W Sussex and involvement with key influencers and we want to increase awareness of the ability of Healthwatch to escalate matters raised by people. Will be looking at the feedback and translating it into an Action Plan, which Zoey will circulate before the next meeting.

**Action: Zoey**

## 7. Policies and procedures update

Business Continuity Policy – this was approved subject to a change around contacting an officer from WSCC in case of an emergency and Fiona confirmed the council can supply a generic email address which will be added to the policy.

Complaints Policy: Approved.

Conduct of Board Business Policy: Approved subject to change of the term 'Chief Officer'.

Membership on Partnership Bodies: Approved.

## 8. Escalation and Insight Tracker Log

Couple of escalations:

Carers are struggling to attend appointments, especially routine ones such as breast screening which tend to be further away. There is also a cost as care needs to be put in place while they are out of the house.

Temporary closure of the dementia unit earlier this year means that there

are 1,600 people waiting for a diagnosis, which equates to a 4-5 month wait. Zoey is not sure that this waiting time is accurate and has escalated to HASC and Alan Sinclair.

## 9. ICB/HW Liaison Officer updates

Update given earlier and Ann to remove from future agendas.

**Action: Ann**

## 10. Quality Assurance Service Review – IHCAS

Cases tend to be complex and the focus has been on supporting the individual rather than the process itself. Excellent feedback received and several good testimonials.

Steve and the board acknowledged the effort the team has put into this.

## 11. AOB – None

### Future Board meeting dates:

<b>Board Meeting dates</b>
Q1 – Wed 14 <sup>th</sup> August 2024
Q2 – Wed 13 <sup>th</sup> November 2024

## Action Plan

<b>Item Number</b>	<b>Action required</b>	<b>By Whom</b>	<b>Notes/ Completed</b>
08	To discuss volunteer recruitment with Ali to reach a different audience	Jo	Volunteer update at August meeting
11	See if possible for someone to attend Safeguarding adults meeting in Horsham on 11 <sup>th</sup> June	Board	Attended by Zoey
12	To remove Comms and Engagement agenda item	Ann	Completed

13	Move risk register to confidential section	Ann	Completed
14	Zoey to send out the action plan from the Stakeholder Annual survey	Zoey	Completed
15	To remove Liaison update agenda item	Ann	Completed