

Minutes Board Meeting

Monday 10th March 10am-12 noon
Healthwatch Office, Riverside Business Centre, Milford

In attendance:

Denise Gould (DG)	-	Chair
Tim Broadley (TB)	-	Board Member
Alistair Garrett (AG)	-	Board Member
Carl Hardman (CH)	-	Board Member
Hannah Parry-Payne (HPP)	-	Joined remotely
Helen Severns (HS)	-	Board Member
Victoria Sweetmore (VS)	-	Board Member
Helen Henderson (HH)	-	CEO
Tammi Cooke (TC)	-	Office Manager

Apologies:

Jo Hall	-	Board Member
Fiona Marshall	-	Board Member

		Action
1.0	Welcome and introductions	
2.0	Apologies for absence As above.	
3.0	Conflicts of interest None raised. In her absence JH had given previous notification that	

	she is currently a strategic lead for Derbyshire Community Health Services with a role with communities and partnership. This was added to the Directors' Interests Log in February 2025.	
4.0	Minutes and matters arising: • Minutes agreed as a true reflection of the meeting that took place on Tuesday 9th December 2024 • HH advised that a catch-up with local MPs, as part of a rolling dialogue arrangement, is to take place on Zoom on Tuesday 25th March 2025 ○ HH will update Board members accordingly.	
5.0	Items from the CEO	
5.1	<u>Commissioned work:</u>	
5.1.1	Discharge Improvement Team Secondment: • HWD has been shortlisted for the HW England 2025 Impact Award • HWD's submission was based on the improving hospital discharge process and patient experience that Lisa Brightmore has been working on since her secondment to the team ○ The winner is to be announced on Thursday 13th March at 4.00pm ○ HH to resend the link to Board members to join this award session • A summary report is being produced along with a discussion paper to provide an update at senior executive level • This work will serve to influence ongoing service improvement across all discharge pathways in	HH

	Derbyshire and gives scope for further collaborative work • TB asked if we have a proactive role in monitoring progress on this work once the project has finished – HWD will continue to keep a watching brief.	
5.1.2	Tobacco Insight Research Lead: • As part of the Government’s vision to reduce smoking to less than 5% by 2030, both nationally and locally, Jenny Coles (JC) commenced in this role at the end of January 2025 • Public Health has agreed two priority groups to target in Derbyshire: ○ People living in social housing where there is a high prevalence in smokers ○ Manual workers. • JC is building relationships with support services to help circulate a survey for those living in social housing • A summary report will be produced from the findings of this survey • Diva Creative, based in Sheffield, is producing the communications and PR for this work ○ The summary report will help to give priorities for Diva Creative to focus their communications/PR activity in Derbyshire.	
5.1.3	Flu uptake in children survey (staff engagement): • 130 responses to the survey have been received • Survey closed at the end of February 2025 • Work will be invoiced in April 2025.	

	It is expected that further commissioned work will be requested from April 2025 onwards.	
5.2	Activity Tracker	
5.3	Engagement Update: HPP thanked the team for the recent Engagement Update which was interesting and gave an excellent overview of work being undertaken.	
5.4	Healthwatch Expenditure 2024-25 - Above three documents tabled - All were reviewed by the relevant subgroups in February and minuted accordingly - It was agreed that for future Board meetings the above documents are to be agended for discussion under the relevant subgroup in the Subgroup Feedback section (Agenda item 7 on this agenda) - HWE has approached local Healthwatch organisations to advise that the CQC is retendering for their Experts by Experience programme. - HWD has completed an expression of interest.	HH
6.0	Policies (all tabled policies were reviewed by the Governance subgroup on 10 th February 2025)	
6.1	Draft Flexible Working Policy	
6.2	New Redundancy Policy (see comments): Comments addressed, policy completed and adopted.	

6.3	Bring your own Device Policy	
6.4	Home Working Policy	
6.5	Alcohol & Substance Misuse Policy	
6.6	Annual Leave Entitlement Policy	
6.7	Staff Expenses Policy	
6.8	Volunteers Policy	
6.9	Training Policy	
6.10	Recruitment of Ex-Offenders Policy	
6.11	Recruitment Policy	
6.12	Redundancy Policy: Policy tabled at 6.2 adopted in place of this original version	
6.13	Amended Quality Policy (HH/HS): • This amended policy is reviewed here ahead of scheduled review date of August/September • The policy has been made more explicit in terms of how HWD's audited ISO 9001 accreditation, along with the Healthwatch England Quality Framework, maintain HWD's quality assurance. AI Policy • HH advised that Liberate IT Services is coming to the June Board meeting to host a Q&A session on AI. ◦ Governance subgroup is to relook at this policy at the meeting on 11th August 2025. HS: Amend wording throughout all policies from company to organisation.	HH TC
7.0	Subgroup Feedback (minutes of each circulated, Chairs to cover items to bring forward to board)	
7.1	Finance & Audit (CH): • Income and Expenditure to 27 January 2025 and Budget for 2025-26 was duly scrutinised	

	• Surplus from 2024-25 year will be added to reserves • Small deficit predicted for 2025-26 year which will be managed using reserves or income from commissioned work. • Pay award: ○ The Board agreed a 3% pay award, backdated to 1st January for HWD staff ○ DG is preparing a letter for the HWD staff to advise of this pay award. • Additional interest: ○ An agreed amount of money has been transferred into a 35-day notice account with an interest rate of 2.75% ○ An agreed amount of money has been transferred into a 95-day notice account with an interest rate of 3.49% ○ Remaining monies are in an instant access account earning interest at 1.26% to 1.71% ○ Reserves Account: Once the annual accounts have been returned the Finance & Audit subgroup will scrutinise the bank accounts and reserve position, and take any action necessary to maximise interest gained on reserves ○ Add actions to the Risk Register to proactively maximise interest opportunities.	DG
7.2	Governance (TB): • AI training covered in Item 6 above • Staff survey: This will be repeated on an annual basis – responses were very positive overall. • Suggestions from staff survey:	HH

	○ Opportunities for connection: Suggestions have been put to all staff members as to how to help them feel more connected. • Away Day: ○ Date: Thursday 24th July 2025 ○ Venue: Mount Cook at Middleton, near Matlock ○ Board members invited to attend for lunch and take part in the afternoon activities ○ HH looking into a facilitator for the morning working session for staff ○ DG suggested to ask staff if they have anything that they'd like to raise/discuss with Board members on the day.	
7.3	IIA (HS): • Discharge improvement work: ○ LB's presentation has been shared with all Board members ○ LB not available to provide an update as she is on annual leave. • Engagement Update: ○ Tabled for oversight ○ HS offered her thanks to the team for their hard work. • Activity Tracker: ○ Tabled for oversight ○ EDI work highlighted ○ Engagement officers will be providing an update presentation on their work activities at the May IIA subgroup meeting.	HH
7.3.1	Hospital Discharge presentation: As minuted above.	

8.0	Risks	
8.1	Risk and Opportunities Register: All three subgroups considered their relevant risk register at the individual subgroup meetings. No major adjustments necessary.	
8.2	Health & Safety: - HH and Amy Lacey are both designated and trained building fire marshals - Fire drill taken place with evacuation achieved within timeframe - HH discussed locations of disabled refuge points (call points) for the evacuation of disabled people needing assistance.	
8.3	Safeguarding: No live safeguarding matters to discuss.	
9.0	Any other business - Reorganisation of Derbyshire districts: - The county's eight district and boroughs, alongside Derby City Council, have agreed on plans for a 'North Derbyshire' and 'South Derbyshire' - Derbyshire County Council has not backed this plan and will be submitting its own rival plan. - Penny Dash review is expected at the end of March.	
10.	Confidential Items: Nothing to raise.	
11.	Date of next meeting Board working meeting: in the Healthwatch office, on Monday 14th April at 10am.	