MINUTES
AGM & Board Meeting
Monday 14th September

Both held on Teams 10.00am – 12 noon

In attendance:

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

ACTION

1.0	**Welcome and introductions**	
2.0	**Nomination of Chair, Vice Chair and sub-group Chairs** • DG, HPP & CH had agreed that they are willing to stand again in the above roles respectively • HH proposed that the three board members continue in their respective roles until the Healthwatch Derbyshire contract is terminated • HH thanked DG, HPP & CH for their support in continuing in these roles.	
3.0	**Apologies for absence** None given.	

4.0	**Conflicts of interest** None raised.	
5.0	**Minutes from 22nd June 2026 meeting, and matters arising** • Minutes tabled and agreed as a true reflection of the meeting that took place on Monday 22nd June 2026 • No matters arising were raised.	
6.0 6.1	**Items from the CEO (to include the Risk Register)** Staffing: • The contract with HW Lincolnshire that provides some support with our communications is working well • Our engagement capacity is reduced to two engagement staff members • Amy Lacey (AL) has returned from maternity leave and is doing some work around the HWD impact and legacy ○ Our comms officer will then publicise some public facing comms to highlight some of the key pieces of work HWD has been involved in. • Staffing expenditure remains at the right level to be able to claim our full grant from DCC • The staff team continue to work flexibly to support each other with different elements of our work activity.	

6.2	Contract: • The contract remains in a good position. We continue to focus on and deliver our contracted requirements • Regular contract meetings continue to take place with our contract manager • The Department of Health has held a briefing for all local authorities to update them on what needs to be done in terms of being the holders of the Healthwatch contract.	
6.3	Work Plan: • The staff team is: o continuing with the reports on the Derbyshire Wheelchair Service (DWS), which includes Enter & View visits to both DWS sites in Derbyshire o completing the summer engagement work focussing on providing awareness of self-referral services. This work will be reported on in the autumn. • AL has put together two mini reports/ checklists aimed at: o the public, and what good care should look like o professionals, to help keep the patient voice at the heart of care o These will be published once it is deemed suitable. • Work will continue until the closure of the service of producing a series of mini reports based on different areas of work	

	Healthwatch Derbyshire has been involved with.	
6.4	Latest position around the legislative process/future of LHW: • The Health Bill has now progressed to the House of Lords • Although it is unlikely that there will be a U-turn on the Healthwatch position, there has been some understanding/recognition that an independent 'something' needs to exist to protect the function of Healthwatch • The House of Lords now can create some amendments to the draft legislation to take forward some of the good work of Local Healthwatch organisations • HH is attending a meeting with the Local Healthwatch Network to collaborate on building a set of principles to take forward to the House of Lords on what a 'new model' should look like • HH has regular conversations with Lord Hunt to keep abreast of developments. • FM asked how is all the information Healthwatch has gathered going to be maintained and who will take responsibility for this? o This item is on the HWD risk register but it remains difficult to be clear until any new arrangements has been developed	

	○ Healthwatch England is doing some work on this so we will wait and see what this looks like ○ Alternatively, HH can, and will, speak with Liberate about how things can be done in the best possible way.	
6.5	Risk Register • The Risk Register has developed to hold everything together in one place that is to do with the Healthwatch position	
6.5.1	Healthwatch England Closure Checklist: • HH has taken relevant elements from the checklist and added into our Risk Register • This has been considered by the three subgroups • It was agreed that this checklist will be revisited later in the year once the Healthwatch position is a little clearer.	
6.5.2	Additional points added to HWD risk register: • As per 6.5.1 above these additional points are highlighted in yellow on the Risk Register and give detail about how/who by these will be managed • HH remains confident that we are in a good position currently as to what tasks need to be performed and by when. • HPP asked how the redirection of mail will be handled ○ Mail will be redirected to HH's home	

	address. • TB raised a concern (as discussed at the Governance subgroup) of any risk of HH being subject to liability later if she is the only person handling the mail -DG agreed saying that hopefully more guidance will be issued on this, but DG will always be available to support HH.	
7.0	**Update from CH: Local Healthwatch response meetings** • CH now only attends the response meetings • CH highlighted the key points given in a response from Yvette Cooper to a letter sent from the group on 28th August 2026 • Representatives of the Response Working Group met with Jacob Lant (Chief Executive of National Voices, but is being appointed as the Director of Patient Experience) o His advice being that the Response Working Group should be more targeted in its dialogue with House of Lords and reinforce independence, value for money [of Healthwatch]. • A drop-in session for MPs was held on the 7th of September attended by 12 MPs; none were from Derbyshire. • Representatives of the working group who attended thought that this was a positive session. o It was agreed that local Healthwatch	

	should thank MPs who had attended and that their local Healthwatch should then follow up with making further contact.	
8.0 8.1 8.2 8.3 8.4 8.5 8.6 8.7 8.8 8.9 8.10 8.11 8.12 8.13 8.14 8.15	**Policies for review: Presented by TB** Gifts and Hospitality register Code of Conduct Policy Decision Making Policy Conflicts of Interest Policy Accessibility Policy Secure Handling, Use, Storage and Retention Complaints Policy Escalation Procedures HWD Constitution Enter and View Policy Equality, Diversity and Inclusion Policy Quality Policy Record Keeping and Retention Policy Business Continuity Plan Information Sharing Policy • All above policies were reviewed by the Governance subgroup and recommended to the Board with no amendments • TB reiterated the importance of keeping a close watch on the key policies likely to be affected as the Healthwatch position progresses.	
9.0 9.1	**Subgroup Feedback (minutes circulated, chairs to cover items to bring forward to board)**: **Finance (CH)** • The Finance and Audit subgroup met on	

	Monday 24th August 2026 in terms of the budget • CH reiterated that the budget is now incorporated into the Risk Register with notes added to each budget line to explain the position	
9.1.2	Healthwatch budget 2026/27 (contained in Risk Register): • The actual and budgeted income and expenditure for 2026-27 was scrutinised by the Finance & Audit subgroup • CH reiterated that as commissioned work is not actively being sought any such income cannot be offset against expenditure • A close watch will be maintained on the budget position in terms of reserves • HH added that once Healthwatch Derbyshire closes, any left-over reserves, once everything has been paid, are to be distributed to a charity that shares the same purpose as Healthwatch Derbyshire.	
9.2	**Governance (TB)** • ISO 9001: o Our accreditation runs out in December 2026, and the decision has been made not to renew this o However, if our situation changes then a discussion will be had with British Assessment Bureau (now part of (Amtivo Group). • Closure checklist and Risk Register:	

	○ Both documents were scrutinised in the subgroup meeting and reflected on in conversations in this meeting. • Policy reviews: ○ All policies in item 8.0 were reviewed by Governance and recommended to the Board without any amendments.	
9.3 9.3.1 9.3.2	**IIA (HS)** Engagement Update: • This was presented to the IIA subgroup by Abi Stott-Marshall, and shared with all Board members for reference • The document demonstrates that the work of the organisation continues at a pace and shows how the service is trusted and much used • Sharon Mellor presented an update of the work looking at the Derbyshire Wheelchair Service. A report is due to be published around October time • HS highlighted the summer engagement activity around self-referral services and the college freshers' events to gather feedback from young people • HS wanted Board agreement to the work on the short, succinct summary reports being developed by AL as legacy documents.	
10.0 10.1	**Risk Register (cover under item 6)** Safeguarding: • No new safeguarding matters raised for discussion.	

10.2	**Health and Safety** • No Health and Safety matters raised for discussion.	
11.0 11.1	**Any other business** **Agree subgroup/board dates for Jan-March 2027** • Proposed meeting dates tabled and agreed subject to change in accordance with the progression of the closure of the organisation.	
12.0	**Confidential items**	
13.0	**Full Board – next meeting date** Monday 14th December at 10am (followed by Christmas lunch venue TBA).	
14.0	**Directors only: Confidential items**	