

Healthwatch Milton Keynes (HWMK)

Board of Trustee Meeting Minutes, Wednesday 11th November 2020

Via Zoom video conferencing facility 9.30am - 11.30am

Attendees: Mary Legge (ML) - Chair, Ama Bimpong (AB) - Deputy Chair, Alan Hancock (AH) - Deputy Chair, Paul Egerton (PE)- Treasurer, George Assibey (GA), Mike Newton (MN), Jane Whild (JW), Tracy Keech (Deputy CEO)

Agenda Item No.	Agenda Item	Action/Agreements
1	<p>Opening Remarks and apologies</p> <p>No apologies were recorded.</p>	
2	<p>Declarations of Interest</p> <p>For the record, Mary Legge informed the Board that she had resigned from the University of Buckingham Medical School's Fitness to Practice Committee</p>	
3	<p>Adoption of Agenda</p> <p>The Agenda was adopted without amendment</p>	
4	<p>Minutes and Actions Arising</p> <p>The minutes were approved as a true record and there were no matters arising from the Minutes or the Action Log</p>	
5	<p>Committees of the Board of Trustees</p> <p>The Board ratified changes to the membership of the Governance Committee (Ama Bimpong joined) and formally approved the appointment of Paul Egerton as Treasurer (proposed by Alan Hancock and seconded by Jane Whild)</p>	

6	<p>Reforecast and Financial Position</p> <p>The Board of Trustees discussed the current forecast end of year budget position, which was based on the financial data currently available, and in particular the proposal for use of the accrued underspend. A motion to approve this proposal was proposed by Paul Egerton and seconded by George Assibey. It was agreed that a draft post description for the recruitment of an additional staff member devoted to engagement activities (one-year extendable appointment, 20 hours weekly) should be circulated to the Board for approval.</p>	ICEO to send draft post description to Board members
8	<p>Standing Items Agenda Report</p> <p>a) Business continuity</p> <p>The Board considered the updated Business Continuity Plan, which reflect staffing changes and the impact of home working, and agreed that the team was working innovatively and effectively under difficult conditions. Deputy Chair Alan Hancock agreed to review the plan on a monthly basis to ensure it remains fit for purpose, and advise the ICEO if any contingency plans or mitigations need to be activated if there is an unplanned staff or Trustee absence.</p> <p>b) IT</p> <p>The Board approved expenditure to purchase further IT equipment, to ensure that staff are able to work effectively on HWMK hardware, share information and archive reliably.</p> <p>c) Human Resources</p> <p>The team is working well together in spite of remote working. It was agreed by the Board that should the Service Coordinator, Raj Grewal, leave for personal reasons before the expiration of his short-term contract, Nikky Rawlings, as the next preferred candidate, would be offered the position for the remainder of the contract period. Should this be the case, the ICEO would bring forward the recruitment of the engagement officer post to ensure HWMK retained sufficient capacity to meet its organisational aims and objectives.</p> <p>The Board agreed the need to prioritise work on a Communication and Engagement Strategy to address current gaps/explore other avenues for working. The Board further agreed that the CEO would be the most suitable candidate to devise the Strategy given her</p>	Deputy Chair, Alan Hancock, to keep BCP under review and advise ICEO of any changes needed.

	<p>understanding of the organisation. The Chair would liaise with the CEO to further discussions.</p> <p>Trustees were asked to complete a Trustee Intro to Safeguarding course in June. Those Trustees still outstanding are Jane, Ama, Paul and George and they have been asked to complete the training as a priority by the end of November 2020 or, alternatively, to provide evidence of previous safeguarding training/ experience that may stand as an equivalent.</p> <p>d) Information Governance</p> <p>The Board agreed that the Governance Committee will address any IG issues until the resumption of the IC committee</p> <p>e) Finance</p> <p>The Reserves Policy and the Finance Policy reviews are both well underway at present and will be reviewed by the Finance Committee before being brought to the Board.</p> <p>The Board agreed the approach for the use of the underspend as tabled in item 6 of the agenda.</p> <p>f) Performance</p> <p>The Board heard a verbal report from the ICEO. Performance continued to be good, within the constraints imposed by Covid-19</p> <p>g) Governance</p> <p>The Board heard a verbal report from the ICEO and members of the Governance Committee</p> <p>h) Health and Safety</p> <p>No issues of concern were raised.</p> <p>i) Risk</p> <p>The Board reviewed the changes to the Risk Register recommended by the Governance Committee, and approved them, emphasising that the register must be kept under regular review at this difficult time.</p>	<p>Outstanding Trustees to complete Training</p> <p>Finance Committee to review policies, after which they should be submitted to Board for approval</p>
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<p>9</p>	<p>Strategy Review</p> <p>The Board discussed the need for an updated Communications and Engagement strategy (or separate strategies) and the pros and cons of using an external consultant as facilitator, since they would not be familiar with the organisation. It was pointed out that a great deal of communication had been generated recently, and that engagement would need to reflect that we were confined to a virtual space for the foreseeable future. Developing a current Comms and Engagement strategy was problematic in such uncertain times, and HWMK might better focus on the longer term. It was agreed that the Chair should set up a meeting with the CEO to discuss using her KiT days to conduct a Strategy Review - with a particular focus on Comms and Engagement - in order to draft a plan for the Board of Trustees to consider. It was also agreed that the CEO should draw on the experience of other organisations and other HW in this work.</p>	<p>ML to meet with MT to propose utilising KiT days to review Strategy</p>
<p>10</p>	<p>BLMK STP</p> <p>The Deputy Chair and the CEO gave a summary of developments in relation to the merger of the three local CCGs into a single body. Currently they are working in shadow form, but merger should be complete by April 2021. Because of numerous misunderstandings of the local HW role and a miscommunication of the HW position, the 4 local HW decided to send a collective letter to the CAO of BLMK CCG clarifying their position. This was agreed, but before the letter could be sent, the CAO wrote to advise that agreement to the merger had been received in principle. The wording of this letter led local HW to conclude that their collective letter was still very much needed, to re-enforce the local HW independent status and the fact that they could not, in view of their mandate, support or endorse the merger. It was also felt necessary to emphasise for objectivity and transparency in summarising and circulating information, in particular patient surveys. The Board agreed with this approach, understood that the collective letter should be sent before an upcoming meeting of the BLMK CCG's Shadow Governing Body, and asked to be kept informed of any new developments.</p>	<p>ICEO to keep Board informed</p>
	<p>AOB</p> <p>No further business was raised</p>	
	<p>Dates and times of Future meetings</p> <p>Wednesday 10th February 2021 Wednesday 12th May 2021</p>	

	Wednesday 11 th August 2021 Wednesday 10 th November 2021	
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Signed:

Name: Mary Legge

Position: Chairperson of the Board of Trustees

Date: 27.05.2021