

Healthwatch Milton Keynes (HWMK)

Board of Trustee Meeting Minutes, Wednesday 13th March 2019.
Milton Keynes Business Centre, Milton Keynes, MK14 6GD

Attendees: Hilda Kirkwood (HK) (Chair), Marion Wale (MW), Anita Devi (AD), Mike Newton (MN), Alan Hancock (AH), George Assibey (GA) Maxine Taffetani (MT)
Jeff Maslen (JM)

Apologies: Caroline Higgins (CH)

Agenda Item No.	Agenda Item	Action/Agreements
1	<p>Opening Remarks and apologies</p> <p>Apologies: HK informed the Board that CH offered her apologies and will not be available for several months. It was agreed to send Caroline a Card from the Trustees.</p> <p>Opening Remarks: HK informed the Board that as she and Two other Board members would be absent for the May Board meeting she needed to ensure that other board members would be in attendance to assure that the Board would be Quorate. HK welcomed Lynn Kent to the meeting in the position of Note Taker.</p>	Assurance given that Board would be quorate in May 2019
2	<p>Declaration of Interests</p> <p>2.1: None were disclosed.</p>	
3	<p>Adoption of Agenda</p> <p>3.1: The agenda was approved. 3.2: Discussion regarding format of papers - Agreed that Word documents and not PDF would be standard format.</p>	Board Papers to be sent in Word format.
4	<p>Adoption of Minutes of Board of Trustees Meeting of 16th January 2019. The minutes were approved for accuracy.</p>	Minutes Adopted by AH Seconded by MW

<p>Additional Item - 4b</p>	<p>Matters Arising All items identified in the Action Log paper</p> <p>JM supported the Action Log and MT discussed the efficiency of the system</p>	
<p>5</p>	<p>Board of Trustees Chairperson Succession Planning</p> <p>Three papers were presented for this item</p> <ol style="list-style-type: none"> 1. Chairperson Succession Briefing. 2. Board of Trustees Chairperson Succession Planning. 3. Interview Questions. <p>MT reported that to date 5 persons had made enquires re the position. Notifications of 2 applications through Charity Job.</p> <p>It was felt that this was a good response and that where possible interested parties should be encouraged to become Trustees of Healthwatch MK.</p> <p>Venue for interview and presentations was discussed and possibility of having the presentations in the afternoon of Friday 5th April where more Board members would be available.</p> <p>After much discussion the Title of the presentation was approved: How does Healthwatch fit into an integrated Care System? What is your vision for Healthwatch Milton Keynes in such a system?</p> <p>HK asked who is available for Short-listing on 25th March and who would be available for interview panel on the 5th April.</p> <p>The Board Agreed that if no applicant is found suitable at the shortlisting meeting on the 25th March an Emergency Board meeting would be held following the shortlisting to Ascertain next steps.</p> <p>HK thanked the TAF group for the hard work that had gone into the preparations for the selection of candidates including interview questions and recording methods of measuring candidates.</p>	<p>Action Agreed if no suitable candidate found during shortlisting an Emergency Board Meeting would be held.</p>
<p>6</p>	<p>2019-2020 Budget</p> <p>Five papers were tabled at the meeting</p> <ol style="list-style-type: none"> 1. 2019-20 Budget Briefing Paper 2. Budget Notes set against variances in January 2019 Management Accounts 3. Budget Variance for the month ended 31st January 2019 4. Budget draft including Enter & View post until Jan 	

	<p>2020</p> <p>5. Budget including extension of E&V post till March 2020.</p> <p>Key notes for the Board The Budget includes:</p> <ul style="list-style-type: none"> • The required increase in employer pensions by 1% for 2019-20 • A build in 3% cost of living increase for staff • The release from reserves to fund the Enter and View Coordinator Role. <p>Actions Taken</p> <p>The Board approved the preferred version March 2020 including the funding to cover the Enter and View coordinator post until March 2020.</p> <p>HK supported the increase in the post as the current target of 20 visits had been achieved and potential for an additional 10 extra visits.</p> <p>MN made the board aware of the current underspend of 20K and potential further underspend of 15K this financial year. Discussions took place around need for to continue a protected reserve but also to be aware of the risks of funding being removed if no clear business case that showed underspend allocation in the annual report for 2018-19 and end of year accounts.</p> <p>MT discussed the original budget for large consultation events had not been fully used as alternative and cheaper events had been more successful. Further large facilitated events may be held in the future.</p>	<p>Action approve march version to cover enter and View coordinator post</p>
<p>7</p>	<p>Annual General Meeting (AGM)</p> <p>7.1 A briefing paper from the TAF AGM group was presented at the meeting. Discussion took place regarding the inclusion of the NHS Ten year Plan.</p> <p>The Draft Agenda was approved.</p> <p>It was agreed to have a more inclusive member’s only meeting in October to welcome the new Chair and give formal thanks to HK on stepping down from the chair.</p>	<p>Draft Agenda Approved</p> <p>Social meeting to be held in October to welcome new Chair.</p>
<p>8</p>	<p>Business Plan</p> <p>8.1: A briefing note and the draft 2019-20 Business Plan had been circulated to the Board in advance of the meeting.</p> <p>The 2019-2020 Business plan remains aligned with the</p>	

	<p>aims set out in the 3 year Business Plan but also takes account of new developments including our management of Milton Keynes Council’s Partnership Boards, the release of NHS England’s long term plan and the increase in activities in response to the pace of integrated health and social care in Milton Keynes.</p> <p>MT informed the Board of the progress made by the TAF group.</p> <p>The Draft provides improved detail to how we deliver against year 2 of our strategy and the 3 year business plan.</p> <p>Please note that this is an internal document with a public summary being published in April/May.</p> <p>Performance monitoring for the CEO, and the Board has been challenging under grant conditions. The HAP met on the 20th February and made several recommendations of alterations which have been worked through.</p> <p>JM congratulated the team and asked how commissioning will view the Business Plan, MT felt that MKC would be assured by our Plan and Governance. Business Plan areas 1-6 were approved by the board with the inclusion of increasing number of volunteers to be included in section area 6.</p> <p>Business Plan area 7 Discussed in detail to include in formation ‘that arises from the surveys.’</p> <p>Business Plan area 8 MT discussed the need to look at funding the Enter and View posts for the future and to look at the added value the organisation is giving. HK asked when the future business plan would be discussed. Risk, Quality Assurance and Finance Monitoring. The Role of the Healthwatch Advisory Panel and clarity required re: rolls and responsibilities.</p> <p>MT raised the question re the HAP and its role as a monitor of performance. The role of the HAP is large. Performance monitoring role of the HAP discussed. HK noted that the ultimate responsibility of performance remains with the Trustees. Challenges with balancing the Board/HAP process with the operations team capacity. HK Acknowledged the problem and will meet with MT To put forward a proposal</p>	<p>MT to set up TAF 8th February.</p> <p>Items 1-6 Approved</p> <p>HK to meet with MT AH to proof read Business Plan.</p> <p>JM to cancel TAF meeting on 27th March.</p>
<p>9</p>	<p>Healthwatch Advisory Panel Report</p> <p>Papers tabled at the meeting held on February 20th 2019.</p>	

<p>10</p>	<p>CEO Report</p> <p>MT briefed the Board on planned activities of the Long Term Plan grant. Key Performance indicators are a Survey which 250 MK residents complete. 3 Focus groups with a minimum of 10 people are to be held, 1 with the General Public and 2 with a specific health condition.</p> <p>The two focus groups will be on Mental Health and Cancer.</p> <p>AH and JM were not happy with the selection of focus group members.</p> <p>MN informed the group of an email sent to the clerks of parish councils asking for them to send representatives to the groups.</p> <p>MT stated that this was not a consultation but an engagement exercise.</p> <p>AH wished to state his disapproval of the method of selection.</p> <p>HK Acknowledged the discussion and asked how we were going to feed back the comments to the organisation.</p> <p>MN asked what we do when funding questions arise in future.</p> <p>MW asked if the MK post codes not in mk area are used?</p>	
<p>11</p>	<p>Comfort Break</p>	
<p>12</p>	<p>Standing Agenda Item Report</p> <p>The standing agenda item report was circulated to the Board prior to the meeting.</p> <p>12.1: IT - please note that Mick Hancock has responded to the request for documents from the council. Data Controller is confirmed as Healthwatch Milton Keynes</p> <p>12.2: Human Resources - MT and MW meeting to work on the review of terms and conditions/staff handbook. Discussions around Staff Appraisal and its implementation. MT to commence in April. HK to appraise MT in June using 360% format. HK approved guidance and paperwork adopted.</p> <p>12.3: Information Governance - The Board approved the paper and noted that Mike Newton would remain the Data Protection officer. MN raised an issue where a staff member had requested</p>	<p>Actions: Board Approved MT to sign documents.</p>

	<p>information for volunteer files without stating the reason for processing data. Staff member, on request had issued relevant policy but MN queried whether volunteers had received this. MT will investigate.</p> <p>12.6: Finance HK has met with new Account firm Mercer & Hole. Note increase cost of auditing accounts. Discussions re the use of Cash Accounting system and accruals accounting system. HK is now looking at setting up an account at Lloyds bank MK. MN acknowledged the letter sent to Metro Bank.</p>	
13	<p>AOB</p> <p>HK will be on leave for the next Board meeting.</p>	
14	<p>Dates and Times of Future Meeting Wednesday 15th May 2019 Wednesday 10th July 2019 Wednesday 11th September 2019 Wednesday 13th November 2019</p>	