

Healthwatch Milton Keynes (HWMK)

Annual General Meeting Minutes - Wednesday 21st July 2021.
2.00pm - 3.15pm.

Held on Zoom virtual Meeting software.

Members present: 23

Agenda Item No.	Agenda Item
1	<p>Opening Remarks</p> <p>Maxine Taffetani (MT), CEO, welcomed members to the virtual AGM.</p> <p>Maxine made members aware that the audio, video and chat of the AGM would be recorded for the purposes of transcribing the minutes of the meeting and that the recording will be deleted following approval of the draft minutes by the Board of Trustees in August 2021. They will be ratified by members at the 2022 AGM.</p> <p>Maxine gave guidance to members on how to interact during the meeting, enabling closed captions, raising hands, asking questions, and proposing and seconding motions to approve matters arising. She reminded members that they would be asked to approve three matters arising: the minutes of the 2020 AGM, the 2021 Healthwatch Milton Keynes Annual Accounts and the ratification of new Trustees. MT reminded members of how to take note of approvals or make challenges to motions using the chat function. She also advised members of the procedure in place should the virtual AGM suffer a failure of technology and confirmed that this approach was supported by the Charity Commission.</p>
2	<p>Report by the Chair of Healthwatch Milton Keynes</p> <p>Mary Legge (ML), Chairperson, welcomed the membership and thanked them for joining the meeting, reminding them of the rationale for holding a virtual AGM.</p> <p>ML advised members that the focus of the meeting was to address various issues that the organisation is required to cover under the HWMK constitution.</p> <p>She emphasised that the Covid pandemic has continued to have a significant impact on Healthwatch Milton Keynes' activities, including pausing the programme of Enter & View visits. ML noted that despite the challenges faced, Healthwatch Milton Keynes has achieved good progress in several areas, including the introduction of new initiatives such as 'Speak out to help out' events, publishing eight reports about people's experiences and the escalation, to national level, of ongoing issues with access to GP services.</p>

	<p>ML briefed the membership on the staffing changes over the year including the CEO's maternity leave period and acknowledged that the team had done a remarkable job, extending special thanks to Tracy Keech, acting as Interim CEO.</p> <p>ML informed the membership that in 2020, the Board of Trustees took a decision to defer development of the organisation's new strategy for twelve months. ML explained that the introduction of a Healthwatch national Quality Assurance Framework has given the Board the opportunity to review how the organisation currently meets the requirements of an effective Healthwatch, and the self-assessment process in preparation for this innovation is well under way. ML explained that several key areas would have an impact on strategy development, and it was for this reason that the Board had deferred strategy development for a further twelve months, to ensure the strategy's focus is relevant and appropriate.</p> <p>ML informed the membership that she was standing down as Chair and as a Trustee. She thanked fellow Trustees and all the Healthwatch team for their support and achievements, wishing all involved with Healthwatch MK continued success for the future.</p>
<p>3</p>	<p>Presentation of the 2020-21 Healthwatch Milton Keynes Annual Report - CEO of Healthwatch Milton Keynes</p> <p>MT gave members a briefing on Healthwatch Milton Keynes 2020-21 Annual Report published on 30th June 2021 and some of the key achievements of the organisation highlighted in the Annual Report.</p> <p>MT highlighted the operational responses to the Covid pandemic, noting the value of advice and signposting organisations like HWMK to keep the public informed about the facts around Covid-19, access to services and alternative support and the initiatives Healthwatch Milton Keynes established to ensure the public had the access they needed.</p> <p>MT briefed the members on several key project activities highlighted in the annual report including overall engagement and advice and signposting statistics, Dentistry activities, GP access issues, experience of care in Covid surveys, District Nursing mystery shopping activities, the 'Speak out to Help Out' events, the Covid Vaccination myth busting event, Mental Health experiences report, Dementia Friendly MK activities and the work of the Healthwatch Milton Keynes volunteers.</p> <p>MT informed members of the three priorities for the 2021-22 period which includes allocation of unspent funds incurred due to the pandemic restricting activities on outreach staff in 2021-22, resuming of Enter and View activities within care homes, in collaboration with Milton Keynes Council, and the Healthwatch role in the development of the Integrated Care System and Integrated Care Partnerships.</p>
<p>4</p>	<p>Approval of the minutes of the 2020 Annual General Meeting</p> <p>ML informed members that the first order of business was to approve the minutes of Healthwatch Milton Keynes 2020 AGM. MT confirmed that members had received the minutes in advance of the AGM and were asked to note any corrections. ML invited members who wished to make comment on the accuracy of the minutes to make themselves known.</p> <p>ML confirmed that no corrections or points of correction were received.</p>

	<p>With the agreement that the minutes are found to be accurate ML then asked the membership for a proposer for the approval of the 2020 Annual General Meeting minutes. Michaela Tait proposed. Alan Hancock seconded the proposal.</p> <p>ML advised the members that this concluded the approval of the 2020 AGM minutes.</p>
<p>5</p>	<p>Presentation of Healthwatch Milton Keynes Annual Accounts 2020-21 and notifications regarding Healthwatch Milton Keynes Independent Examiners</p> <p>PE gave a briefing on income and expenditure, as published in the 2020-11 annual accounts. This included confirming total income for the year at £179,015 and the sole funding source as Milton Keynes Council grants. PE informed the membership that the Covid-19 pandemic resulted in a reduced expenditure for the organisation against the budget and highlighted the key areas of underspend including staff development, meeting room hire and travel expenditure. To mitigate the variances in expenditure, the Board of Trustees have decided, with the agreement of Milton Keynes Council, to allocate funds carried forward to hire outreach and engagement staff to support the resumption of face-to-face activities and suitable IT equipment for staff working from home.</p> <p>PE drew members' attention to the move from a cash accounting basis to one based upon accruals and explained the difference between the two. He explained that accruals accounting is considered the industry standard form of accounting and it is acceptable to the organisation's auditors.</p> <p>PE drew members' attention to the information presented on a supporting slide which set out, from the accounts, the Statement of financial activities for the year ended 31st March 2021.</p> <p>PE then invited questions and queries from the members.</p> <p>MT presented a slide with the financial report from the 2020-21 Annual Report and advised members that Healthwatch Milton Keynes attempts to communicate the overall financial picture in as much detail, and as simply as possible, to ensure transparency.</p> <p>No members offered questions or comments.</p> <p>PE requested a formal proposer and seconder to the proposal for the approval of the 2020-21 Accounts. George Assibey proposed. Ama Bimpong seconded the proposal.</p> <p>PE thanked the members. He then went on to say that the final point of business for the Treasurer was to inform the membership that the Board of Trustees remains satisfied with Mercer and Hole Accountants and intends to continue to use their services for the 2021-22 financial year. The Board of Trustees also intends to engage Steve Robinson of Mercer and Hole Accounts as the Independent Examiner of Healthwatch Milton Keynes annual accounts.</p>

5

Ratification of Board of Trustee Members

ML reminded members that under the Healthwatch Milton Keynes Constitution, Trustees are appointed at the Annual General Meeting of Healthwatch Milton Keynes. The total number of Trustees cannot exceed 12. One third of the Trustees are required to stand down each year - in rotation, according to the time they have served since they were appointed. This year, two Trustees must step down, so the Board of Trustees has agreed that the requirement has been met, as three Trustees, including Mary Legge herself, have confirmed that they are stepping down at the AGM today.

ML informed the members that George Assibey and Mike Newton were also stepping down. She highlighted that Mike was one of the founding Trustees of Healthwatch Milton Keynes CIO in 2016 and George has been with the organisation since 2017. ML emphasised that both had always been strong supporters and mentors of Healthwatch Milton Keynes and on behalf of her fellow Trustees, ML extended the Board's thanks and appreciation for their contribution to the Board and their role in furthering the work of Healthwatch.

ML explained that she would now be asking members to ratify the appointment of six new Trustees to the Board, and that the process of electing a new Chair will be undertaken in due course. She reminded members that the Healthwatch Milton Keynes Constitution states that Trustees may stand for re-appointment and serve up to three consecutive terms, after which there must be a break of one year before they are eligible to stand again. Trustees serve for a maximum cumulative total of twelve years. However, no Trustee who is stepping down this year has put themselves forward for reappointment.

ML reminded members that last year, because of the Covid-19 pandemic, the Board of Trustees decided to pause recruitment, but in 2021 the Board determined that it was important for recruitment to be resumed. She explained that because of Covid restrictions, we were unable to mount a full election, so HWMK invited any members interested in joining the Board to submit a CV and a covering letter for consideration. The Board received 9 applications.

ML set out the process for selecting Trustees to put before the membership for ratification, which comprised a series of interviews, each consisting of a panel of two Trustees and the CEO. She described the interview approach, which involved asking a common set of questions built around an agreed assessment methodology for all applicants. The panels also sought additional information from each applicant to highlight their skills and experience in areas that had been emphasised by the Board in a recent skills audit and included in the role description for new Trustees.

The Board then met in a private session on 7th July 2021 to discuss the outcomes of the interviews and after a full discussion, agreed to recommend six (6) applicants to be put forward to members at the AGM for ratification.

Slides including photos and short biographies of selected Trustees were shown on screen to the membership and MT read out the biography of each proposed Trustee.

	<p>ML asked for a proposer in support of a motion for the AGM to ratify the appointment of candidates Paul Day, Mirza Lalani, Jeff Maslen, Carol Older, Dorothy Pearce and Michaela Tait to the Board of Trustees of Healthwatch Milton Keynes. Paul Egerton proposed. Ernie Boddington and Alan Hastings seconded the proposal.</p> <p>ML welcomed the newly elected Trustees to the Board and wished them success.</p> <p>She reminded members that she would be standing down from the Board and recalled that her tenure as Chair had covered the most unprecedented of times. It had been a pleasure to work with such committed people, who pursue excellence in all they set out to achieve and she expressed her pride in being a part of endeavour.</p> <p>Finally, ML informed the membership that for an interim period, until the new Board has the opportunity to elect a successor, Alan Hancock, one of HWMK's Deputy Chairs, would be taking on the role of Chairperson.</p> <p>MT then invited the Interim Chair, Alan Hancock, to speak. On behalf of the Board, AH thanked Mary Legge for taking on the role of Chair and steering the organisation through the difficulties of the pandemic. He also underlined the Board's thanks to Mike Newton, as a founding Trustee, and George Assibey and hoped that they would all those retiring would stay in touch with Healthwatch Milton Keynes.</p>
6	<p>Question and Answer session</p> <p>MT reminded members that they had been able to submit questions in advance of the AGM. She confirmed that only one question had been received and read out both the question and the HWMK response.</p> <p>Members were then asked by MT to raise any further questions. Two further questions were asked and responded to by MT and TK. MT then advised members that all questions and answers raised within the AGM would be published in the next members' newsletter.</p> <p>At the end of the session, MT thanked attendees for taking part in the Healthwatch Milton Keynes AGM and the meeting was closed.</p>
7	<p>Meeting closed 3.10pm</p>