

Healthwatch Milton Keynes (HWMK)

Board of Trustee Meeting Minutes, Thursday 9th April 2020

Via Microsoft Teams video conferencing facility 10.00-12.00pm

Attendees: Mary Legge (ML) - Chair, Mike Newton (MN) - Deputy Chair, Alan Hancock (AH) - Deputy Chair, George Assibey, Jane Whild (JW), Paul Egerton (PE), Lesley Bell (LB), Ama Bimpong (AB), Maxine Taffetani (MT) - CEO

Apologies: Hilda Kirkwood (HK) Simon Sharkey Woods (SSW)

Minute Taker: Maxine Taffetani

Agenda Item No.	Agenda Item	Action/Agreements
1	<p>Opening Remarks and apologies</p> <p>ML welcomed everyone to the meeting and relayed how pleased she was that Trustees are remaining well during this difficult time. She acknowledged that the meeting might be challenging to deliver in an online format. ML confirmed that the constitution had been checked to ensure that we were able to hold the meeting and explained the process.</p> <p>All Trustees agreed to record the meeting, so MT could record minutes later.</p> <p>A meeting was held between ML and MT on 17th March prior to the escalation of the COVID-19 situation, in which several operational and governance matters were discussed. Points from the meeting were summarised by ML via email to Trustees for their support. This meeting will formalise some of those decisions.</p> <p>ML noted that the minutes of the Board of Trustees meeting in January will be approved at the May Board meeting and confirmed that there was nothing in the matters arising that requires picking up at this meeting.</p>	

	Apologies from HK and SSW. GA has experienced technical issues, so will not be able to join. JW is expected but the meeting began without Jane in attendance.	
2	Declaration of Interest None declared.	
3	Adoption of Agenda Trustees approved the agenda items tabled for discussion at the meeting.	Agenda Approved
4	<p>Healthwatch MK response to Healthwatch England’s Guidance for local Healthwatch statutory activities during the COVID-19 outbreak</p> <p>ML opened the item by informing the Board that Healthwatch England sent through some guidance at the beginning of April regarding local Healthwatch response to the COVID-19 situation and that she was pleased to see that most of the recommendations from that guidance Healthwatch MK had already managed responses against.</p> <p>MT explained that the team had pre-arranged to work from home week commencing the 20th March due to the scheduled refurbishment of the office that week. The HWMK IT package enables staff to work from home easily and have the right amount of equipment for the staff without their own home computers.</p> <p>MT informed the Board that there had been some late delays to E&V in LD homes due to the E&V coordinator leaving post. TK had intended to get those finished by end March. The decision was subsequently made, based on the escalation of C-19, to pull the remainder of E&V activity, the PPG meeting, and the Healthwatch Advisory Panel. MT explained that engagement this time of year is limited due to end of year matters such as end of year accounts, annual reporting and planning the AGM. MT cautioned that should the restrictions carry on into the year it will impact on organisational performance.</p> <p>MT gave a briefing on staff and volunteer capacity, the work around gathering people’s experiences during this time, membership increases and vulnerable people contacting the organisation.</p>	<p>MT will report back to the Board on different approaches to engaging online with patients, service users and carers.</p>

<p>PE asked about numbers of contacts via telephone. MT explained the divert to the Deputy CEO and the types of contact being made.</p> <p>MT confirmed with Trustees that the Grant report will be submitted on the 17th April and the Board will be updated with the quarter's performance.</p> <p>PE also asked about the availability of information about C-19 in different languages.</p> <p>MN noted the report didn't have any recommendations for the Board to approve and questioned the forward approach by the CEO. MT explained that the report was a briefing against the Healthwatch England guidance and gave some detail about what approaches different Healthwatch are taking and emphasised Healthwatch Milton Keynes' three forward priorities: high quality and accurate information, local knowledge to advise and signpost and work on ways of engaging with people to share their stories virtually.</p> <p>AH asked if Healthwatch MK are aware what the STP are doing and what contact HWMK has with the hospital. MT gave a brief on the BLMK CCG vulnerable groups teleconference and the focus on Bedfordshire, rather than MK as a place and a brief on contact with the hospital.</p> <p>JW joined the meeting at 10.30am. ML gave brief recap of the discussion and informed JW that the meeting was being recorded and whether this was okay with Jane. JW approved.</p> <p>MT discussed the crucial role of Healthwatch at this time when many services will be affected in terms of operation and quality, and service users will struggle to get complaints heard.</p> <p>JW asked a question regarding the reaching seldom heard groups and whether Healthwatch are engaging with Parish Councils. MT explained the current relationship with Parish Councils. JW expressed this may be an opportunity to build relationships with those groups. MT agreed.</p> <p>ML explained that the situation is constantly moving and that further communication from Healthwatch England highlighting some training/guidance for Trustees and</p>	<p>MT will ask the Comms lead to share links to information in other languages.</p> <p>MT will appraise the Board of any progress on influencing contact/coordination of place-based information sharing.</p> <p>MT will take Parish Council matter to engagement team.</p>
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	<p>their role during the C-19 available. The Board will continue to monitor the situation and response as, and when. ML noted that most of what was put forward in the briefing today was broadly addressed via email communications prior to the meeting, which Trustees responded positively to. The Board must be flexible and act quickly when they are required, trusting the CEO's judgement. There is regular communication between Chair and CEO. CEO is sending a weekly briefing to Trustees to keep them informed of the developing situation.</p>	
5	<p>Review of Business Development and Reporting Related Decisions - March.</p> <p>ML introduced the paper and highlighted to Trustees that decisions need to be made.</p> <p>ML highlighted to the Board those decisions required regarding the postponement of the AGM. AH cautioned against setting another date until there is more certainty around the situation. MT gave assurance to the Board that the accounts will be completed as planned and that she needs to research the running of a smaller AGM with regards to a large membership base. All Trustees approved the recommended approach.</p> <p>ML highlighted the proposals and decisions required regarding postponing the development of the planned full 12-month Business Plan for 2020-21. Trustees approved the pause of the business plan in favour of a shorter 3-6-month plan focused on the current situation.</p> <p>ML moved on to decisions required regarding the development of the 2021-24 Strategy. Several Trustees expressed preference to continue the current strategy for 2020-21. JW expressed that option 2 was her preferred version as there will be a challenge to deliver against that strategy should it continue. ML noted that there is a majority decision on extending the strategy for this year. MN expressed that HWMK cannot develop a new strategy before 2022 due to the developing situation and that we must remain as flexible as possible and adapt our current strategy to the situation.</p> <p>ML asked Trustees if there were other questions and AH requested clarity regarding the committee meeting dates. Meeting dates were agreed.</p>	<p>MT will establish whether the accounts need to be approved at AGM prior to publication.</p> <p>The governance committee will pick up the AGM.</p> <p>MT will explain the changes to members and present a plan at the Board meeting.</p>
6	<p>Standing Items Agenda Report</p> <p>ML introduced the item. MT briefed Trustees on key points from the Standing agenda item report.</p>	

<p>IT: MT noted that Entrust IT are responsive to the situation, albeit a little slow at times due to additional demands on their services.</p> <p>HR: MT explained issues regarding recruiting the new Enter and View Coordinator during the situation and background on the misunderstanding between the Chair and CEO regarding the postholder's start date. HR Initiatives have been consulted with, and have presented us with options about terminating the employee if necessary, following the start date of 1st July.</p> <p>MT explained some of the challenge with regards to the funding and delivering the project. ML asked whether the Council would pull the funding. MT explained that she didn't see it is a large risk, as she felt it would have been raised prior to the start of the year, as the council are aware recruitment is taking place, but it could be a possibility. MT gave more detail about the practicalities of funding, induction, ability to deliver E&V in the year ahead.</p> <p>ML and AH expressed concern about the role of Enter and View in the changed health and social care landscape following the C-19 situation.</p> <p>JW asked questions regarding the scope of contract to ask for other duties, take into consideration the costs incurred to date and urged caution in making assumptions about what the post C-19 landscape might look like and E&V role within that.</p> <p>GA joined the meeting at 11.20am. ML informed GA that the meeting was being recorded and whether this was okay with George. GA approved.</p> <p>Trustees agreed to the proposal that the grant manager must be informed and involved in decision making around this and that agreements are made in writing. Trustees were in favour of starting the employee and moving them in to an alternative role if required.</p> <p>ML requested that decisions will be subject to MT putting forward a very clear plan about what the post holder will be doing, seeking agreement with Mick Hancock, keep it under review and withdraw the post if required. MT will arrange a meeting with the Grant manager to discuss the current situation and come to a written agreement on the approach. Trustees unanimously agreed to this approach.</p> <p>Finance: MT confirmed to Trustees that ML is registered for online banking and the next step will be to set up PE. AH asked about banking performance. MT explained some</p>	<p>MT to draft a plan for the Board of Trustees and arrange meeting with Mick Hancock.</p>
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	<p>areas of the service remains very poor but moving banks at this point may be a challenge. ML noted that HK's ability to be available may be at risk and ML has yet to receive the necessary pack to make payments.</p> <p>MT confirmed with Trustees that the grant payment has been received but are still awaiting payment.</p> <p>Performance: AH wished to clarify the performance meeting date. MT will confirm.</p> <p>The Board discussed the Annual Report template and ML/MT proposed that the shorter report template be used. The Board approved this approach.</p> <p>Governance: MT discussed put forward areas that the next governance committee must discuss/address. Trustees agreed that risk should be the prominent agenda item.</p> <p>Risk: ML proposed that the business continuity plan be covered on more detail at the Governance Committee. Trustees agreed the business continuity plan in principle and for it to be discussed in more detail at the next Governance Committee meeting.</p>	
7	<p>AOB</p> <p>MT raised two questions put forward by JW, who had to leave the meeting but was unable to access the chat function. JW asked what impact not running the Partnership Boards might have on the funding and what impact has there been on staff capacity due to increased communications, membership applications and social media activity. MT explained that Partnership Boards will be discussed in more detail at the main Board meeting in May but gave a brief update and recommended that the funding will be picked up at the meeting with Mick Hancock. MT confirmed due to the changes in external engagement capability the staff have had the capacity to focus on communications and supporting contacts.</p> <p>ML informed the Board that she had written to the volunteers to thank them for their support during this period.</p> <p>MT explained the status of the refurbishment. There are 2-3 snag areas to be picked up when normal business resumes.</p> <p>MT also noted that the last Board had agreed the policy review schedule and asked that if Trustees wished to support the review of those policies to get in touch.</p>	

	The meeting closed at 12.10pm.	
8	Dates and times of Future meetings Wednesday 13 th May 2020 Wednesday 12 th August 2020 Wednesday 11 th November 2020	

Signed: 

Name: Mary Legge

Date: 13th May 2020