

# Board Meeting: Minutes, 6<sup>th</sup> August 2020

Meeting no.35 Thursday 6<sup>th</sup> August 2020 at 14:30pm (held virtually due to the COVID19 outbreak)

Healthwatch Enfield (EHW) is run by Combining Opinions to Generate Solutions (COGS)

## Present:

Parin Bahl, Chair (PB)

Noelle Skivington (NS)

Deborah Fowler (DF)

Valerie Dinsmore (VD)

Audrey Lucas (AL)

## In attendance:

Michelle Malwah, Information & Signposting Officer (MM)

## MINUTES AND UPDATES

### Welcome and apologies

The Chair welcomed all present. Apologies were received from Fazilla Amide (FA)

### 1. Minutes of the board meeting - May 2020

Agreed as an accurate record.

### 2. Action points

The board reviewed the action points and agreed:

Item 1. To remain ongoing.

Item 3. To remain ongoing.

### 3. Public Questions- there were no questions from members of the public.

#### **4. Finance & staffing Report**

The board welcomed and reviewed the paper and were pleased to see some savings being made in the current quarter.

#### **5. Review of Risk Register**

The board welcomed and reviewed the paper. The full risk register was circulated to the board as requested. They were content with the current approach.

**Action** - Board to discuss any additions to the risk register due to recent changes.

#### **6. Future agenda items**

The board welcomed and reviewed the paper. The paper was approved with no amendments.

#### **7. Chief Executive's report**

The board welcomed and reviewed the paper. They welcomed the effort given to providing befriending support. A report based on our findings is being written. The board were concerned that the Nairn House enter & view report was not yet published. There was a discussion about promoting the care home survey as the responses to date were low.

#### **8. Volunteering update**

The board welcomed the report. The board wanted to note their thanks to HW volunteers who are, as usual, enthusiastic and keen to get involved. The care home survey was their idea and they developed the survey. It was noted that our volunteers were also involved in the 'Dr Zoom' report.

#### **9. Statutory duties update**

##### **9.1 - Helping you find the answer**

The board welcomed and reviewed the paper. They noted their thanks to Emma and the team for following up on their comments, for reviewing and re-presenting the data to them.

The board noted the large increase in numbers with regard to information giving during the Covid period. The Board also wanted to note their thanks for the work done to set up the virtual meetings and the webinars. The board suggested creating a very short summary report based on our findings from our online

meetings. There was a suggestion that the board could contribute to our social media presence from meetings they attend.

### **9.2 - Your views on health and care**

The board welcomed and reviewed the paper. The board were pleased with the rate of responses from members of the public during lockdown. DF would like more information on the themes people were worried about. There was a discussion about the use of Smart Survey now the CRM is not being used and how we analyse our data. It was confirmed that other HW's use Smart Survey and feed the information back to HW England.

It was also noted that a local surgery received an inadequate rating from the CQC, the board are to monitor any issues arising from this rating. **Action** - PB to discuss with Enfield Health.

### **9.3 - Listening to local people's views**

The board welcomed and reviewed the paper. The board noted that this is a difficult time to engage with members of the public. The board congratulated the team for their hard work.

### **9.4 Making a difference together**

VD noted that we should include information about the board contribution to meetings more consistently. For example, we have been involved in the developmental work on the integrated care partnership, promoting the residents and patient voice, and it was important to report these contributions. It was noted that this information is usually included in the CE's report. **Action** - to consider including reports on the meetings the board are attending in this section of board papers.

## **10. AOB**

No other business.