

AGENDA: Healthwatch Kingston upon Thames Board Meeting

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To be held on Tuesday 27th November 2018, 5pm - 8pm

In the Large Committee Room, Kingston Quaker Centre, Fairfield East, Kingston upon Thames, KT1 2PT

PART A (OPEN MEETING): Members of the public are welcome to attend this part of the meeting.

No	Item	Lead(s)	Paper(s)	Time
-	Welcome	LM	-	17.00
-	Motion to approve new Trustees	LM	-	
STANDING ITEMS (20 min)				
1.	Welcome to the Board and apologies for absence	LM	-	
2.	Declarations of interest	LM	-	
3.	Approval of PART A Minutes held 19.09.18	LM	✓	
4.	Action log of PART A Minutes held 19.09.18	LM	✓	
FOR DISCUSSION AND/OR DECISION				
5.	HWK Work Prioritisation Criteria (30 min)	WO/JW	✓	17.30
6.	Finance report (10 min)	NS	✓	18.00
7.	Chief Officer's report (15 min)	SB	✓	18.10
FOR INFORMATION				
8.	Chair's report (10 min)	LM	✓	18.25
9.	Task Group reports (10 min) <ul style="list-style-type: none"> • Community Care Task Group • Mental Health Task Group • Hospital Services Task Group 	NS TW GG	✓ ✓ ✓	18.35
10.	Project and Outreach Officer reports (10 min)	ABY/LA	✓	18.44
11.	AOB (5 min)	LM	-	18.55
12.	Confirmation of dates for 2018-19 meetings: (5 min) <ul style="list-style-type: none"> • Wednesday 30th January 2019 • Wednesday 20th March 2019 	LM	-	19.00
13.	Close of PART A	LM	-	19.05

Board Members (PART A):

Liz Meerabeau (LM)	HWK Chair/Trustee Board Member
Nigel Spalding (NS)	HWK Treasurer/Trustee Board Member
Grahame Snelling (GS)	HWK Trustee Board Member
Nike Alesbury (NA)	HWK Trustee Board Member
William Ostrom (WO)	HWK Trustee Board Member
James Waugh (JW)	HWK Trustee Board Member

Attendees (PART A):

Graham Goldspring (GG)	HWK Active Affiliate, Chair of the Hospital Services Task Group
Tony Williams (TW)	HWK Active Affiliate, Chair of the Mental Health Task Group

Stephen Bitti (SB)	HWK Chief Officer
Adelaide Boakye-Yiadom (ABY)	HWK Projects and Outreach Officer (Minutes)
Laila Awda (LA)	HWK Projects and Outreach Officer

**PART B
(CLOSED MEETING)**

The HWK Board has resolved to go into a private session because discussions might include prejudicial terms. Due to confidential nature of the business covered in this part of the meeting, only Board Members are able to be present for this part of meeting plus an agreed minute taker in attendance.

No	Item	Lead	Paper	Time
FOR DISCUSSION AND/OR DECISION				
1.	Approval of PART B Minutes held 19.09.18 (5 min)	LM	✓	19.05
2.	HWK Business Continuity Plan - initial discussion (5 min)	SB	-	19.10
3.	HWK Risk Register (10 min)	JW	✓	19.15
4.	HWK Policies Review (15 min) a) Escalation Policy & Procedure b) Communication, Engagement and Media Policy c) Terms of reference for HWK Task Groups	NS	✓	19.25
5.	Arrangements for future HWK Policies Review (15 min) a) Escalation Policy & Procedure b) Communication, Engagement and Media Policy c) Terms of reference for HWK Task Groups d) Decision-Making Policy and Procedure e) Code of Conduct f) Conflict of Interest Policy and Procedure g) Equality and Diversity Policy and Procedure h) Complaints Policy & Procedure i) Enter & View Policy and Procedure j) Freedom of Information Policy and Procedure Also: Staff Handbook (HR policies etc.)	NS	-	19.25
6.	AOB (5 min)	LM	-	19.40
7.	CLOSE	LM	-	19.45

Board Members (PART B):

Liz Meerabeau (LM)	HWK Chair/Trustee Board Member
Nigel Spalding (NS)	HWK Treasurer/Trustee Board Member
Grahame Snelling (GS)	HWK Trustee Board Member
Nike Alesbury (NA)	HWK Trustee Board Member
William Ostrom (WO)	HWK Trustee Board Member
James Waugh (JW)	HWK Trustee Board Member

Attendees (PART B):

Stephen Bitti (SB)	HWK Chief Officer (Minutes)
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Healthwatch Kingston Upon Thames

Board Meeting, Wednesday 19th September 2018, 5pm - 7pm

At Kingston Quaker Centre

DRAFT MINUTES FOR BOARD APPROVAL on 27.11.18

PART A (OPEN MEETING)

Present

Liz Meerabeau, HWK Chair/Trustee Board Member	LM	Nigel Spalding, Treasurer/HWK Trustee Board Member	NS
William Ostrom, HWK Trustee Board Member	WO	Nike Alesbury, HWK Trustee Board Member	NA
Graham Snelling, HWK Trustee Board Member	GS	Stephen Bitti, HWK Chief Officer	SB
Laila Awda, HWK Projects and Outreach Officer (Minutes)	LA	Adelaide Boakye-Yiadom, HWK Projects and Outreach Officer	ABY
Graham Goldspring, HWK Active Affiliate, Chair of the Hospital Services Task Group	GG	Tony Williams, HWK Active Affiliate, Chair of the Mental Health Task Group	TW
Winnifred Groves, HWK Volunteer	WG		

Agenda No.	Item No.	Action
1.	Welcome and apologies for absence 1.1 Everyone was welcomed to the meeting. Apologies were noted for James Waugh, HWK Trustee Board Member.	
2.	Declarations of interest 2.1 No declarations of interest were made.	
3.	Approval of PART A Minutes held 25.07.18 3.1 The minutes of the previous Board Meeting were checked for accuracy.	
	3.2 An error was highlighted under 'Dates of next meetings'. It was confirmed that the next meeting date will be Tuesday 27th November.	
	3.3 No further amendments were noted, and the minutes were approved.	

4.	Action Log of PART A Minutes held 25.07.18	4.1 WO, NA, SB
	4.1 Regarding item 4.2 of action log; the outstanding DBS checks required from JW, WO and NA, SB asked that WO and NA speak with him after the meeting to arrange a date to process these.	
	4.2 On item 4.4, it was noted that the next Kingston Hospital Healthwatch Forum meeting due to take place on 20.09.18 was cancelled by the hospital and has not yet been rescheduled.	
	4.3 SB noted that he is waiting to hear from RBK to progress item 8.2, which was to discuss the role of the Data Protection Officer (DPO) with the HWK contract manager at RBK.	4.3 SB
	4.4 Item 8.5 refers to the application which will be made by HWK and partners to become a funded Time to Change (TTC) hub (Kingston is currently an unfunded 'organic' hub). It was noted that the deadline for the application is 16.11.18, and SB requested the Board take account of the demands on the staff team around this time.	
	4.5 Regarding item 8.12; the drafting of a holding statement for HWK reputation management and external media communication, it was noted that there is a paper prepared for discussion in Part B of the meeting.	
	4.6 Regarding item 9.3; further discussions about options for a new HWK website, LA will bring an options appraisal to the next meeting.	4.6 LA
	4.7 For Item 11.4, the work on the HWK organisational development strategy, JW and WO have provided a preamble to the work to be discussed further in part B of the meeting.	
5	Adult Safeguarding and Community Reference Group	
	5.1 An update was given on the meeting that took place last week between GS, LM and Sian Walker at the Kingston Safeguarding Adults Board (KSAB). The papers provided prior to the meeting were referred to, and the benefits of HWK being involved in the adult safeguarding work were shared. The meaning of 'making safeguarding personal' was explained and the importance of recognising that people are empowered to make decisions themselves, as long as they have the capacity to do so.	
	5.2 The creation of a KSAB Community Reference Group (CRG) through HWK was discussed. It was agreed that the CRG will be set up as a one year pilot, taking into consideration that HWK wouldn't be in a position to continue the group if GS left the Board. GS stated that he intends to stay on the Board for at least one further year.	
	5.3 The CRG meetings will need be convened by GS, with support from ABY, and involvement of a HWK volunteer who has indicated interest. It was agreed that 4 CRG meetings will be planned and scheduled across each year. Six monthly review points need to be scheduled after meetings 2 and 4.	5.3 GS, ABY
	5.4 The reference group meetings should be scheduled between KSAB meetings, with the first meeting proposed in late November.	5.4 GS, ABY
	5.5 There was a discussion about the membership of the CRG. It was suggested that four attendees would be a useful number. With regards to the provision of travel expenses for attendees, a decision was made to maintain a flexible approach as some people would attend as volunteers and some would attend as service users providing feedback.	
	5.6 It was agreed that HWK will develop some ground rules for engagement across all HWK meetings to provide a physically and emotionally safe and open space. TW to pass work done on this in relation to Thrive Kingston to SB to progress.	5.6 TW, SB

	5.7 The advertising of the CRG was discussed. LA, ABY and GS to promote CRG including to KVA, and via HWK mail list and website.	5.7 LA, GS, ABY
	5.8 It was noted that on the audit of HWK for safeguarding, some items were not accurate. SB to write to Fergus Keegan who Chairs the audit group.	5.8 SB
	5.9 The matter of Board specific Safeguarding training was raised and will be discussed further by SB and GS.	5.9 SB, GS
6.	HWK Volunteering: Policy and Implementation	
	6.1 The Board discussed the Volunteer Policy (VP). The following changes need to be made: <ul style="list-style-type: none"> a. Regarding Clause 4 of the VP, it was raised that this does not cover the work of ‘Youth Out Loud!’, who are aged 13-17 years. An amendment needs to be made to say that those aged under 13 can’t be volunteers. b. The consent for the volunteers involved in ‘Youth Out Loud!’ is held by Achieving for Children. An item on the VP is needed saying, ‘parental consent is needed from age 13+ in accordance with processes of other organisations HWK work with’. c. The line referring to ‘younger people’ needs to be removed. d. The line referring to under 18s needing to be supervised by a parent also needs to be removed. e. Under Clause 8 of the VP there should be mention that all volunteers must abide by the HWK Conflict of Interest Policy. Reference also needs to be made to the HWK Privacy Policy. f. There is a typo on page 19 where one of the bullet points needs to begin on a new line. g. It was agreed that not all volunteers need a DBS check. The policy should state that DBS is needed according to nature of the role. h. TTC Champions need to be taken off the list of volunteer roles as they are not specifically HWK volunteers (although HWK volunteers may be/become TTC Champions). i. Where Youth Out Loud! is mentioned there should be an ‘!’ included. j. Reference to the term intersex should be removed. k. Consideration of the inclusion of a Task Group member role needed. 	6.1 NA
	6.2 It was agreed that two adults should accompany volunteers under 18 at all times. This should be added to the HWK Safeguarding Policy and cross referenced in the VP.	6.2 GS, NA
	6.3 The matter of recruiting student volunteers was raised. Some dates for the diary for next year are the February student volunteering week and fresher’s week in September, LA and ABY to diarise and plan in advance with WG. It was highlighted that HWK first need to have defined volunteer roles to recruit people for. Winnifred also advised that once the roles are finalised, she has some contacts at the University she can involve.	6.3 LA, ABY, WG
	6.4 The question of how HWK are going to seek volunteers was raised. SB to put together an action plan of ideas so far for the next meeting.	6.4 SB
	6.5 The Board approved the recommendation to change the current Volunteering web content to the new format presented. The volunteering policy should be added to the webpage once complete. The necessary corrections and additions needed were approved by the Board to progressed by NA / LA.	6.5 NA, LA
	6.6 The proposed inclusion of ‘ambassador’ roles was discussed. It was agreed that this would be a useful role. People completing this role would need a prompt sheet about HWK’s work / key messages to guide them.	6.6 NA, LA

	6.7 It was advised that one-page role profiles for each volunteer role should be ready for the next meeting.	6.7 NA
	6.8 It was noted that HWK's public liability insurance now covers up to 60 volunteers.	
7.	Chair's report 7.1 It was noted that the next Sustainability and Transformation Partnership Board is on 2 October.	
	7.2 It was noted that the Public Health department are hoping to commission Kingston University to do some evaluation work of Connected Kingston - it is not clear yet what exactly this will involve.	
8.	Finance report 7.1 the finance report was provided prior to the meeting. An underspend was noted but this will be used with new projects and upcoming work. New budget lines to reflect new projects from 1 August onwards will be reflected in next finance report.	
9.	Chief Officer's report	
	9.1 The meeting noted the contents of the HWK Chief Officer's Report (20 July to 18 September 2018).	
	9.2 The TTC Kingston partnership bid (Tranche 3) was briefly discussed. SB advised that dates have been booked in for a bid writing sub group that will work on the TTC Kingston to become a funded hub (TTC Kingston is currently an unfunded 'organic' hub. It was agreed that the final bid will be circulated by email for the Board to sign off. It was noted that there are unlikely to be items on the application that the Board disagree on as the activities were agreed in the previous TTC bid which was signed off by the Board in 2017. The new bid was going to 'build upon' and add in a narrative about the work done locally with local organisations and people.	9.2 SB
	9.2 There was a short discussion regarding the Blue Badge Holder Parking Charges review of Kingston Hospital car park. It was noted that there will be another meeting about this on 25th September, which LM will be attending. LM also noted that she is due to arrange a date to meet with Sian Bates, Chair of Kingston Hospital.	9.2 LM
	9.3 The group discussed the change of name of the 'HWK Joint Task Group Meeting'. A decision was made to re-name the meeting 'HWK Open Meeting'.	9.3 HWK staff
	9.4 The installation of cork boards and a wi-fi video intercom to the HWK office is outstanding. The Board were advised to pass the details of any handymen they know of onto SB.	9.4 ALL
10	Project and Outreach Officer reports 10.1 The Enter & View report on Tolworth Hospital had been shared with the Board and will be resent for Trustees to look over. JW is responsible for signing it off on behalf of the Board.	10.1 ABY
	10.2 In the 'iCope review' section of ABY's report there appears to be a section missing. ABY to look over the report and send missing text to Board.	10.2 ABY
	10.3 The Board expressed its thanks to the Mental Health Task Group for their work progressing a review of Kingston's iCope (IAPT service) and its	

	thanks to the Hospital Services Task Group for their work to survey the discharge experiences of people from Kingston Hospital.	
	10.4 The link with Youth Out Loud! and Looked After Children was discussed briefly. SB said HWK is currently linking into organisations in Kingston and Richmond who work with looked after children and other children in care, as it is intended the work of YOL! will be inclusive.	
11	<p>HWK Task Group Reports</p> <p>Community Care Task Group (CCTG)</p> <p>11.1 The meeting was advised that an email has been sent to RBK with proposals and thoughts on the Connected Kingston project on behalf of the CCTG. A meeting for the CCTG has been scheduled for 10 October, and it was stressed that a response is required by this meeting. LA to follow up on this.</p>	11.1 LA
	<p>Mental Health Task Group (MHTG)</p> <p>11.2 TW advised Board members that the iCope review questionnaire will be issued shortly and asked the Board to respond with any comments within one week.</p>	
	<p>11.3 The lack of specialist provision for people with Emotionally Unstable Personality Disorder (EUPD) in Kingston, which was previously raised at the Health Overview Panel, was discussed. SB advised that he had the following update from Rachel Rowan (RR), Mental Health Commissioner, Kingston and Richmond Clinical Commissioning Group:</p> <p>Interim specialist Personality Disorder provision - The Trust (South West London & St George's Mental Health Trust) is developing a business case for specialist Personality Disorder therapy to be provided in Kingston whilst the Kingston & Richmond review of Personality Disorder services is undertaken. We are expecting the business case towards the end of the month.</p> <p>At the Trust / South West London (SWL) Clinical Commissioning Groups (CCGs) Sustainability and Transformation Board meeting that took place on Wednesday, it was highlighted that we are still awaiting the final report on this. Julie (Risley) Waldron (Healthwatch Richmond) attends this meeting and indicated that the report should go to the next SWL-wide Healthwatch meeting for discussion that I understand takes place quarterly / bi-monthly</p> <p>Kingston & Richmond Personality Disorder Service Review - A task and finish group has been set up between Kingston & Richmond CCGs and the Trust to take the community redesign work forward which will include specialist Personality Disorder services and interventions carried out within the Recovery Support Teams (RSTs). An initial meeting of the group has taken place in which we discussed various PD service models including Structured Clinical Management provided within RSTs. This therapy follows the principles of Dialectical Behavior Therapy and evidence suggests that it has a positive impact on reducing Personality Disorder -related admissions and lengths of stay. We have indicated that this is something we would like to consider further as part of the review.</p>	
	11.4 SB advised that he has been told of further progress since the above update and that the CCG have committed to putting a service for those with PD in place this year. SB to follow up with RR on this.	11.4 SB

	<p>Hospital Services Task Group (HSTG)</p> <p>11.5 GG expressed his concern and frustration over the delay in progressing the discharge project, which has been ongoing for more than a year. It was noted that the hospital is now communicating with HWK and apologetic about the delay.</p>	
	<p>11.6 LA has today spoken with Jane Suppiah from Kingston Hospital who suggested a meeting next Tuesday 25th September, to progress the project. LA to liaise with GG about this / report back.</p>	11.6 LA
12	<p>AOB</p> <p>12.1 GG requested that the pictures taken on the NHS 70th birthday celebrations in Westminster by Healthwatch England are shared. LA to chase contact at HWE.</p>	12.1 LA
	<p>12.2 Issues with Connected Kingston's newly launched website were mentioned. It was noted that it is undergoing a soft launch. As it is not yet fully functional it was suggested that it may need to be removed from the HWK website.</p>	12.2 LA
13	<p>Confirmation of dates for 2018-19 meetings:</p> <p>Tuesday 27th November 2018</p> <p>Wednesday 30th January 2019</p> <p>Wednesday 20th March 2019</p>	
14	<p>Close of PART A</p>	