

# Minutes

## Operational Committee Meeting

**Date:** 3 February 2014  
**Time:** 10.30am to 12.30pm

**Venue:** Sension House, Denton Drive  
 Northwich, Cheshire, CW9 7LU

Item	Topic	Action
1	<p><b>Present:</b>                      Brendan Doyle, Chair - BD                      Gus Cairns, Deputy Chair - GC                      Ray Small - RS                      Allan Batcock - AB                      Anita Borbély Robinson - ABR                      Anthony Groom (AG)                      Elizabeth Bott - EB                      Jonathan Taylor, Service Manager - JT                      Emma McKenzie, Senior Administrator - EM                      Neil Garbett, Community Engagement Worker - NG.</p> <p><b>Apologies:</b>                      Lynda Hesketh - LH                      Margaret Yorke - MY                      Rhiannon Wilson - RW</p> <p>JT clarified that after consultation with BD it was decided not to invite Executive Management Board (EMB) members to the first Operational Committee meeting due to the close proximity to the EMB meeting of 14 January 2014 to avoid duplication. JT to invite 2 EMB members to the March Committee meeting.</p>	<p>N/A</p> <p>JT</p>
2	<p><b>Declaration of Relevant Interest - None</b></p> <p>No declarations were made. A discussion was held regarding what constitutes a 'relevant interest'. BD highlighted the need to declare an interest only once.</p>	<p>N/A</p>
3	<p><b>Operational Committee Policies</b></p> <p>Members were asked to return signed copies of the Confidentiality, Conflict of Interest and Code of Conduct policies to EM before the next committee meeting.</p>	<p>All</p>

Signed by Chair: .....

Date: .....

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4	<p><b>Reports &amp; Updates</b></p>	
4.1	<p><b>Quarterly Monitoring Report</b></p> <p>This report was noted and it was agreed that JT would circulate it by email in future rather than include it in the agenda pack as part of a committee meeting.</p>	Noted JT
	<p>In addition it was agreed JT will report on variations/exceptions only on a monthly basis to highlight barriers and risks to the delivery of the work plan.</p>	JT
4.2	<p><b>Enter &amp; View Update (Verbal)</b></p> <p>NG, Community Engagement Worker, outlined the progress made in this area to date; see attached report. AG is to attend a supported visit.</p> <p>It was clarified that from 1<sup>st</sup> April 2014 efforts will be made to try to ensure the Enter &amp; View programme is shaped more by intelligence received from local people, Partners and wider stakeholders. Flexibility will be built into the programme to allow for community wishes identified via engagement to be included.</p> <p>A note of thanks is recorded to NG for his considerable work on this programme.</p>	AG/NG
4.3	<p><b>CQC Safeguarding Children Report</b></p> <p>The report compiled by JT was noted. JT outlined that HWCW would be expected to respond to more reviews of this type in the future.</p>	Noted
4.4	<p><b>Representation Report</b></p> <p>The Committee agreed to take on the representation of Healthwatch at meetings and events.</p> <p>Members were asked to email their meeting preferences to the Senior Administrator, together with any other meetings or events not already identified at which they feel Healthwatch should be represented.</p> <p>Members attending meetings on behalf of Healthwatch agreed to complete a simple form to enable the activity to be recorded by the Healthwatch staff team.</p> <p>Any Healthwatch paperwork not required by members may be passed on to the staff team to be scanned or shredded.</p>	All All All

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<p>4.5</p>	<p><b>HWCW Literature Report</b></p> <p><b>The leaflet</b> - the benefits and disadvantages of using an 0845 telephone number were discussed and are to be considered further. Members commented that the leaflet was too wordy and not sufficiently open or friendly. Amended leaflet to be forwarded to ABR for checking.</p> <p><b>The postcard</b> - concerns were raised regarding the use of a postcard for feedback containing sensitive or confidential data. Cost of foldable/sealable cards and freepost envelopes are to be explored. An amended proof to be considered by committee at the next meeting.</p> <p><b>Priority setting tool</b> - It was agreed that ‘Podiatry Services’ should be added to the list. JT added that colleagues from Cheshire and Wirral Partnership Trust will be attending the next meeting to give a brief presentation.</p>	<p>JT/EM</p> <p>EM/ABR</p> <p>EM</p> <p>EM</p>
<p>4.6</p>	<p><b>Local HW Annual Report</b></p> <p>JT is awaiting the template from Healthwatch England. Once received a one-meeting working group is to be set up to enable Operational Committee Members to support JT to produce a first draft of the report which will then be presented at a committee meeting. The need for alternative formats will be explored to ensure the Annual Report is accessible.</p>	<p>JT</p>
<p>5</p>	<p><b>Any Other Business</b></p> <p>5.1 BD had raised a concern with the EMB regarding the charity, Carers Federation Ltd, using Healthwatch branding for their advocacy services as he felt any adverse publicity they receive may be wrongly attributed to HWCW. JT clarified that Carers Federation currently hold the contract for Healthwatch advocacy in Cheshire and Merseyside, but stated that the situation was being appraised. JT to give an update when available.</p>	<p>JT</p>

**Next meeting date/time: 10 March 2014, 10.30am to 12.30pm,  
Sension House, Denton Drive, Northwich, Cheshire, CW9 7LU**