

# Minutes of the Trustee Board Meeting held on 7<sup>th</sup> December 2020

**Present:** Ann Schenk (AS), Tracy Boylin (TB), Umair Badat (UB), Leah Payne (LP) (IAG, Engagement and Communications Officer), Julie Darbyshire (JD) (Operations Manager)

**This meeting was held on Microsoft Teams**

1.	<b>Welcome and Introduction</b> Apologies were received from Jim Fawcett. In the absence of Jim Fawcett, the meeting was chaired by Ann Schenk	<b>Action</b>
2.	<p><b>Governance</b></p> <p><b>i. Minutes from the Trustee Board Meeting held on 26<sup>th</sup> October 2020</b> The minutes were approved as a correct record.</p> <p><b>Matters arising:</b></p> <p><b>1. Bolton Hospitals Foundation Trust (BFT), Quality Account</b> No response had been received regarding feedback to our submission to the Quality Account. AS commented as she is now the Healthwatch rep to the hospital board of governors, she should be able to obtain feedback that way.</p> <p><b>2. Flowhesions Quote</b> The quote had been received for engagement work, videos, newsletters etc totalling over £15,000 which is not affordable. It was agreed that Flowhesions be commissioned for one engagement event to undertake some of the mental health work on the work plan, specifically looking at the impact of bereavement during Covid 19 and how this is impacting BAMER communities. The cost for this is £2100 which was agreed.</p> <p><b>ii. Minutes of the management and strategy group held on 9<sup>th</sup> November 2020</b> The minutes were approved as a correct record.</p> <p><b>Matters arising:</b></p> <p><b>1. Governance advice</b> There was some confusion regarding length of service for VOICE Local trustees. According to the standing rules, trustees may serve 3 cycles of 2 years - totalling 6 years, before stepping down. This is not reflected in the constitution which states that one third of the trustees should be re-elected every year and that any one retiring either by rotation or by giving notice, is eligible for re-election. So whilst these trustees still need to step down by rotation, there is no reason why they should not be re-elected. Therefore it was agreed to discuss the constitution and the standing rules at the next Trustee board meeting to ensure both documents reflect the same information. It was also agreed to re-visit the trustee board and look at recruitment of new trustees and skills gaps.</p> <p><b>2. Update on Bolton Hospital Governors rep</b> It was agreed that Ann Schenk be the Healthwatch rep on the Bolton Hospitals Governors board. JD commented that a letter had been sent to Jim Sherrington to thank him for the work he had undertaken for Healthwatch. JD also agreed to contact Jim Sherrington as he has been unwell to pass on good wishes on behalf of the trustee board</p> <p><b>3. OSC update</b> There was nothing else to update as the OSC will be next meeting on 15<sup>th</sup> December.</p> <p><b>4. Underspend Plan</b> The plan was agreed as the plan is only going to spend about half of what is underspent</p>	<p><b>Constitution and standing rules to be on agenda for next trustee meeting</b></p> <p><b>JD to contact JS</b></p>

3.	<p><b>Finance</b></p> <p>JD reported that she had met with Tim Bryant on Monday this week. JF unfortunately was unable to attend also. Tim talked about the impending cuts to the Council budget and that HWB need to be prepared in case the budget is cut by about £25,000. A final decision will be made in mid -February next year, but Tim asked HWB to think about how it might make some cost savings should this happen. Tim was supportive of HWB and will do all he can to ensure there is no cut to the budget. He also passed on his good wishes to everyone and thanked HWB for everything.</p> <p>Bank balance is currently around £70k, final invoice for this year to go in this month for £37,500.</p> <p>UB suggested looking at other Healthwatch and how they work using or sharing resources. Also need to look at premises and look to seeing if costs can be reduced.</p>	<p><b>To discuss at the next Management &amp; Strategy meeting</b></p> <p>JD to get info on other HW</p>
5.	<p><b>Operational Update</b></p> <p><b>.Current Workplan:</b></p> <p><b>Discharge from Hospital</b> -The report has been circulated to stakeholders and will be discussed at the next QSC meeting in January.</p> <p><b>Living with Covid 19</b> Health and Care survey still live - received over 100 responses. Will stay live until early next year.</p> <p><b>Mental Health:</b> It has been agreed to work with Flowhesions to look at the impact of bereavement during Covid 19.</p> <p><b>Social Care:</b> authorised reps are starting work on the Care Home website review work More info can be found in the report</p>	
6.	<p><b>IAG Update</b></p> <p>LP presented the IAG report from 26/10 to 4/12 There were a total of 28 enquiries during this period. Once again dentistry remains the highest number of enquiries. LP explained that whilst the actual number of enquiries may seem low, the enquiries themselves take a lot of work to unpick and work through which is not always reflected in the report. LP gave some examples of some of the enquiries recently dealt with (more info is included in the report)</p>	
7.	<p><b>Data Protection - Subject Access Request</b></p> <p>JD outlined that HWB had been approached by a former client to make a request for personal data held by HWB under the GDPR Subject Access Request (SAR) - a message was left on the ansaphone. This client has a history of being aggressive, threatening and not engaging with health and care services. HWB have over the years attempted to assist with varying requests for help which HWB have done it's best to assist. Due to the continual aggressive behaviour, the client became the subject of a 'professionals meeting' which HWB attend. This meeting is to find a way forward to the continual contacts, have a single point of contact and to ensure the client gets the help and care they need as far as possible. It recently transpired that HWB were the subject of some defamatory and malicious tweets on social media and actual naming Jim Fawcett and Leah Payne, accusing HWB of having secret meetings about the client and ignoring requests for help. On 4<sup>th</sup> Dec, LP and JD attended an urgent professionals meeting to try and find out what has been going on. It appears there has been a data breach by one of the organisations approached under SAR, whereby data identifying other</p>	<p>Clarify identification of the person making the SAR request in writing</p>

	<p>organisations has not been properly redacted - leading to the defamatory tweets etc.</p> <p>It was agreed that HWB seek to clarify the identity of the client before responding to the SAR by way of a letter posted. On receipt of the letter, the board will look to see what further action needs to be taken. It is acceptable to pause the SAR process whilst this further information is sought. It was also agreed that because of the history of the client and HWB, the threats against staff, the stress and upset caused to the client etc, that the way forward would possibly be not to fully comply with the request which is allowed under section 14 of the GDPR Act 2018. It was agreed to seek advice from the DPO before any further action and to await the receipt of the SAR request in writing.</p>	
7.	<p><b>Updates from Representatives</b></p> <ul style="list-style-type: none"> <li>• BFT Hospital board of governors - AS updated she had been briefed by Esther Steel at BFT and welcomed onto the board.</li> <li>• PEIP meeting - no update available</li> <li>• OSC - not met since last board meeting - next meeting on 15/12</li> <li>• Quality, Surveillance Committee - LP/JD meeting with leads on 14/12</li> </ul>	
8.	<p><b>Risk Register</b></p> <p>It was agreed to make the following amendments to the risk register:</p> <ul style="list-style-type: none"> <li>• <b>Finance</b> - increase status to 25, due to possible funding cut in 2021</li> <li>• <b>Loss of key personnel</b> - add in <i>use of non-recurrent finance to buy in skills</i></li> </ul>	
9.	<p><b>Policy updates</b></p> <p>It was agreed to review all policies next year</p>	
10.	<p><b>A.O.B</b></p> <p>AS on behalf of the trustee board thanked HWB staff for their hard work and dedication during this most difficult of years. It was very much appreciated how hard staff have been working to cope with changes in finance, staffing, losing a dear member of staff due to bereavement, and coping with the pandemic.</p>	
8.	<p><b>Date and time of next meetings</b></p> <p>TBA</p>	