

**MINUTES**

<b>Meeting:</b>	HWCB Board Meeting in Public
<b>Date:</b>	Tuesday 12 <sup>th</sup> March 2019
<b>Time:</b>	18.00 to 19.30
<b>Venue:</b>	The Incuba Centre, 1 Brewers Hill Road, Dunstable, LU6 1AA

**ATTENDEES:**

First Name	Surname	Initials	Role
Dave	Simpson	DS	Chair
Linda	Grant	LG	Director
Linda	Gazeley	LG	Director
Diana	Blackmun	DB	CEO

**APOLOGIES:** Gill Hiscox (Director), Kevin Daly (Director),

Also present:

- Guest Speaker, Simon King, Bedfordshire Sector Head, EEAST Ambulance Service

		<b>ACTION</b>
1.	<p><b>Welcome and apologies</b> noted from Gill Hiscox and Kevin Daly.</p> <p>DS also welcomed a new Director / Trustee to the Board; Lynda Gazeley. Lynda has vast experience of the health and social care service, being a former nurse, and we were all very pleased that she decided to join the Board.</p>	
2.	<p>The Chair (DS) welcomed all to the meeting and noted apologies. DS welcomed the guest speaker, Simon King, Bedfordshire Sector Head, EEAST Ambulance Service.</p> <p>Simon explained that EEAST cover 7,500 square miles, serving 5.8 million people across the Eastern region. Last year they managed 1.1 million 999 calls and completed 500,000 non-emergency patient transport journeys. Simon explained the Ambulance Response Programme (APP) and what happens when a call is made to the 999 service. Simon explained</p>	

	<p>different scenarios involving call-outs and the challenges faced by ambulance crews.</p> <p>Simon expanded on the recently awarded contract and EEAST's responsibility for the Non-emergency Patient Transport Service (PTS). He explained that EEAST had struggled to mobilise the contract initially due to transfer of staff and retaining staff. EEAST had many issues with the previous contract holder which needed to be resolved, however they have now opened a call centre in Bedford providing a local service in the community which is working well. They have monthly contract meetings with the commissioners and the PTS service has since improved with minimal complaints from patients.</p> <p>Simon stated that recruitment and retention of staff is always a big issue for the ambulance service due to the pressures and demands of the job. Simon showed EEAST's latest recruitment video.</p> <p>Questions raised were in regard to the Non-emergency Patient Transport Service (PTS) and delivery of the service. Simon explained that with improvements in place they were seeing a more streamlined and responsive service. Many of the issues first reported were due to the way in which the previous provider had managed the service which had all been addressed.</p> <p>DS thanked Simon for a very interesting and informative presentation. If you would like a copy of Simon's presentation please contact <a href="mailto:info@healthwatch-centralbedfordshire.org.uk">info@healthwatch-centralbedfordshire.org.uk</a></p>	
3.	<p><b>Minutes of previous meeting agreed.</b> DB confirmed actions completed.</p>	
4.	<p><b>Matters Arising</b> DS explained that HWCB's Database / Office Administrator, SG, had decided to resign due to recent ongoing health issues and would be leaving the organisation on 12<sup>th</sup> April 2019. DS would like to place on record his thanks for SG service over the past three years and wished her well for the future. DB was in contact with a recruitment agency and would be interviewing for the role within the next couple of weeks. It was hoped that we would have a replacement in position by the beginning of April 2019.</p>	
5.	<p><b>CEO Update</b> DB updated on HWCB activities; this included details of a recent HUC visit; Just Ask planning for 2019; latest project work (Homelessness and deaf project); a volunteer update; Young Healthwatch activities; the HW Regional Conference; the Phyllis Production and the engagement programme for the NHS Long Term Plan.</p>	

	<p>Other updates included development of HWCB's Vision Statement 2019/20, the Annual Report due in June and recent staff changes.</p> <p>DB also advised that HWCB was recently contacted by a current CBC Councillor (PD) who will be stepping down as a Councillor at the elections on 2<sup>nd</sup> May and was interested initially in volunteering with HWCB. It was suggested that he might also want to consider applying to be a Director/Trustee. He subsequently completed the appropriate forms and was invited for interview with DS and DB. DB confirmed that having reviewed PD's experience and interest in the role we would be offering PD a Director role after the upcoming elections. PD is delighted to accept and also indicated that his wife would be interested in a volunteer role with HWCB.</p> <p>The full CEO report is available on request, contact <a href="mailto:info@healthwatch-centralbedfordshire.org.uk">info@healthwatch-centralbedfordshire.org.uk</a></p>	
6.	<p><b>Financial Update:</b></p> <p>DS advised the following:</p> <ul style="list-style-type: none"> <li>▪ HWCB in a healthy position financially; no issues or concerns raised.</li> <li>▪ Budget for 2019/20 in draft and will be shared with Directors / Trustees for review.</li> </ul>	
7.	<p><b>AOB</b></p> <ul style="list-style-type: none"> <li>▪ Meeting closed at 7.30 pm</li> </ul>	
7.	<p><b>Date of next Board Meeting in public:</b></p> <ul style="list-style-type: none"> <li>- Tuesday 10<sup>th</sup> September 2019 at The Rufus Centre in Flitwick, starting at 6pm.</li> </ul> <p>Members were reminded that if they would like to suggest a guest speaker for the next or future meetings in public please contact the Chair on <a href="mailto:dave.simpson@healthwatch-centralbedfordshire.org.uk">dave.simpson@healthwatch-centralbedfordshire.org.uk</a></p>	<b>ALL</b>