**HEALTHWATCH SALFORD (HWS) ANNUAL GENERAL MEETING MINUTES**

**4thOctober 2019**

**11:00am – 1:00pm**

**Eccles Library**

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| **Present** | **Attending** | **Apologies** |
| **Board Members**  Phil Morgan (PM) – Chair  J Ahmed (JA)  David Backhouse (DB)  Sam Cook (SC)  Jackie Leigh (JL)  Kate Simpson (KS) | **Staff**  Delana Lawson (DL) – Chief Officer  Mark Lupton (ML) – Engagement Officer  Jaweria Zia (JZ) – Engagement Officer  Elyse Peacock (EP) – Knowledge and Support Officer (minute taker)    **Company Members:**  Marian Wilson (MW)  Sean Dempsey (SD)  Sue Fisher (SF)  Geoff Yates (GY)  Avril Hackett (AH)  Shirley Sheldon (SS)  **Guests:**  Zahid Alam (Jack) (ZA)  Ann Cox (AC) | **Company Members:**  Valerie Ivison (VI)  Vera Williams (VW)  Karl Turner (KT) |
| **Welcome & Introductions**  The Chair, (PM), welcomed everyone to the meeting and invited all attendees to introduce themselves – this included Staff, Board Members, Company Members and Guests. He then read the apologies and advised all of housekeeping matters including fire alarms and lift location.  PM advised he had been given Proxy Votes for people who had sent apologies and clarified that only company members would be eligible to vote during the proceedings. | | |
| **Confirmation of Quorum**  PM read the Confirmation of Quorum statement and confirmed there were enough members present to be quorate and that the Annual General Meeting could go ahead. | | |
| **Matters Arising**  PM asked the floor if the minutes of the last AGM could be adopted as an accurate record of the 2018 AGM. The AGM unanimously adopted the minutes | | |
| **Trustee’s Report**  PM explained how Faith Mann had now left the Board and acknowledged her support, going on to explain how she has now joined the board at Healthwatch Cumbria. PM then opened the invitation to members to put themselves forward to join the Board and welcomed JZ and EP to the team.  PM advised that there has been a slight loss for the year of £3.5k bringing us just below the threshold of our reserves policy to cover 6 months staff salary. Adding that we will continue with this policy and a cautious approach to finance.  ZA asked why the reserve is not spent on growing Healthwatch. PM explained how it is common practice for organisations to do this to ensure there is some security and reassurance.  PM then explained how as agreed we have not used the excess to fund a temporary post last year, filled by Safia, which has now ended. Adding how the Board will continue to look for one-off activities, such as our work on health and the homeless and HMP Forest Bank rather than fund a full-time post.  PM explained how we have a comprehensive list of policies covering issues such as staffing, where we are guided by our relationship with Peninsular, complaints, health and safety and volunteers. These are reviewed on a three-year cycle in most cases and the Board monitors these to ensure they are kept up to date.  He then went on to explain that a Business Plan has been set up on an annual basis, reviewing progress and identifying new objectives for the year ahead. And that one of these around our membership package will form part of the AGM today. PM added how the Chief Officer now uses the Business Plan objectives to structure a report to all Board meetings, identifying progress and issues for the Board’s attention.  PM explained how the team took some time out in July to reflect on the changing landscape both in Salford and beyond and considered how that might affect our future planning. And added how we will face some changes in health and social care now and in the future and that it is important that we continue to be able to run projects that hold those running services and those responsible for changes, to account.  PM said how both he and Delana continue to attend Greater Manchester meetings and how he is also a member of the GM Population Health Delivery Board and the long-term governance group. He added how the approach has been simple; all Healthwatch in GM are significantly underfunded, some more than others. The new GM and sub GM structures seek engagement with Healthwatch’s in GM and expect contribution, this requires additional resource and for that resource it is reasonable to expect accountability from Healthwatch’s in GM. He also concluded that there should be stability for Healthwatch in terms of length of contract and income for work at a Local Authority level whilst maintaining independence.  PM stated that his expectation is that there will be no supper Healthwatch In Greater Manchester created at the expense of Local Healthwatch but that instead we will find ways to collaborate on areas of mutual interest for extra payment.  PM ended by explaining how Board appraisals were carried out for all Board members this year, and said he was pleased to confirm that this went well and that areas were identified where Board members could contribute to the work of HWS and lead on areas of interest. For example, KS has assisted in the marketing strategy and planning. PM now also provides a written chairs report to all Board meetings.  PM concluded his report by thanking the volunteers and members are crucial to the support of HWS and thanked them for their continuing support and help and asked if there were any questions.  MW asked regarding the varied funding across GM HW’s whether we (HWS) chose the right strategy but others did not. PM explained how most get 50% of the funding they require and HWS receives 52% and that this then enables to carry out our work and gives us slightly more stability than others. | | |
| **DL Chief Officers Report**  DL presented a slide show explaining the highlights for HWS in 2018/2019. These included how we have heard from over 2500 people in different ways, 145 people accessed our signposting and information service, we visited 26 services and 15 community events. And finally, that through various projects we’ve made recommendations with 52 improvements being made.  DL then discussed the challenges which included raising profile and visibility with limited resources, developments at a GM level with increased complexity of the health and care system. Adding also the diversity of volunteers and maintaining involvement across different projects and a static number of members can be challenging.  ZA asked whether HWS had asked the Mayor for more funding. DL explained that she hadn’t, but it could be something to be investigated.  DL then went on to discuss the future which included good governance, increasing the number of volunteers, developing a membership package and HWS network, speaking to the ‘least heard’, raising HWS profile and reach and making sure that HWS adds social value to Salford.  AH asked where do recommendations suggested by HWS go. DL explained that this would be covered in her next presentation, but that this information is shared with GP’s, Salford CCG, Care Homes and reports on our website with recommendations.  SD asked about focus groups and pathways in GM for those with learning disabilities. DL explained that this could be something that HWS investigates with SD.  AH asked a question regarding detoxing. DL suggested AH speaks to ML after the meeting to discuss the issues raised.  ZA asked a question about the website and having donations promoted on leaflets and the website. DL suggested ZA speaks to a member of the team to discuss these points after the meeting but added that the website is being reviewed at the end of the year. PM added that an update about the website will be shared with volunteers.  GY raised an issue with traffic around Salford Royal and whether HWS could investigate this. ML added that this is commonly raised, and it is an ongoing project with Salford Royal and people are very confused, especially when it comes to the colour coding. GY added that Salford Royal also has an issue with limited parking spaces available. ML explained how Salford Royal are trying to improve this by reducing the number of staff parking spaces and allocating those to patients. DL suggested that this information should be included in the next HWS newsletter. ML added that at the recent HWE conference Simon Stevens from HWE said that they were looking at patient transport on a national level. | | |
| **Adoption of Accounts**  Kirsten from Salford CVS introduced herself and explained that she looks after HWS’s accounts and management accounts. She added that an independent examiner has said they are happy with the inspection of the records and HWS is in a good place.  GY asked if he could see the minutes and accounts prior to the AGM as he has not had enough time to read them all thoroughly. DL informed GY that these are available on our website but in future he is welcome to contact us in advance and we can send him a printed version. It was agreed that this needs to be made clear that they are available online more clearly in the letter to members about the AGM.  The accounts were then adopted / all agreed. | | |
| **Election of Trustees**  PM explained how at each AGM 1 third of the board must stand down for re-election. PM asked if everyone is happy to re-nominate. Everyone agreed. PM explained how if anyone else wanted to be appointed to speak to him afterwards. | | |
| **Membership of HWS – Jackie Leigh**  JL then explained how she would now be speaking about how to make HWS membership more attractive. ML described the various roles of volunteers for HWS, from admin roles, virtual champions and engagement volunteers.  Then meeting discussed the benefits and advantages of being a member, with attendees stating that they felt they were helping to challenge inequalities, helping improve services for the people of Salford.  The group also discussed what barriers are in stopping people from becoming a member of HWS. Contributions included it not being clear what membership is and there is insufficient regular and clear communication.  The group then looked at what could be done going forward, such as improved marketing materials which EP is already working on and clarifying the message of membership at HWS. | | |
| **Close of AGM**  PM brought the meeting to a close with thanks to those involved. | | |