

**Healthwatch board meeting
2nd November 2017**

Present:

Daniel Singleton, Interim Chair
Robert Calderia, Board member
Naomi Cranmer, Board member
Barbara Sawyer, Board member
Val Shaw, Board member
Zahra Ibrahim, Board member

Also present: Felicity Smith, Manager Healthwatch Barking and Dagenham
Manisha Modhvadia, Healthwatch Barking and Dagenham staff member
Richard Vann, Healthwatch Barking and Dagenham staff member

Apologies:

None

1. **Welcome and introductions** - Daniel welcomed the group together for their first meeting and set out the way that the Board would operate in providing insight and support for the Healthwatch Barking and Dagenham team.

Daniel explained that he will be an interim chair of the Healthwatch Board. Daniel said he had general knowledge of the role of Healthwatch as he was involved at a national level when Healthwatch was being established by Government and he sees it as a great opportunity to make a difference to our local services and the Board has a strong role in this.

He said that services need to be the best they can be to serve the population and the residents of Barking and Dagenham, and Healthwatch have a role in holding those services to account. For example, the NHS sometimes feels like a National Health System and not a National Health Service - something that Healthwatch can challenge. Healthwatch is here to point out what is working but also to give solutions and seeing the whole picture from a patients' eyes.

Daniel also briefly explained that Healthwatch is administered by FaithAction on behalf of LifeLine and LifeLine staff may attend some meetings - such as the Health and Wellbeing Board on behalf of Healthwatch.

2. **Summary of the work plan for the year** - Felicity Smith took the group through a presentation around the work plan until the end of the financial year when our annual report will be produced. (attached).
3. **Comments and suggestions** - There was a question whether Enter and Views can be conducted on services that patients are referred to under social prescribing.

Action: Healthwatch team will check and feedback

4. **Formalising terms of reference** - The group reviewed the draft terms of reference. There was one amendment suggested and accepted by the group.

Action: The board agreed to formalise the terms of reference with the one amendment.

5. **Next steps** - Felicity Smith asked the board to inform the team if there is specific areas that individuals want to get involved in, including enter and views and areas of the work plan.
6. **AOB** - there was no AOB
7. **Date of the next meeting** - The next meeting will be taking place in early March. A date will be circulated in due course.

The meeting was closed.