

**MINUTES**  
**of a meeting of the Governance Board**  
**11 March 2025**  
**(13:30-15:35)**  
**At Queen's Court**

**Present:**

**Anne-Marie Dean, Chairman**  
**Ian Buckmaster, Company Secretary**  
**Ron Wright, Non-Executive Director**

**Carole Howard, Office Administrator**  
**Jenny Douglass, Community Support Assistant**

**Jenny Gregory, Dawn Ladbrook, Di Old and Val Perry, Members**

**1 Welcome and apologies**

Apologies were received for the absence of Carol Dennis

**2 Declarations of interest**

There were no declarations.

**3 Minutes of meeting held 11 February 2025**

The minutes of the meeting held on 11 February 2025 were agreed as a correct record and the Chairman is authorised to sign them.

There were no matters arising.

**4 Finance Report**

(a) Finance Report for February

The report for February was submitted.

Expenditure for the month had been £8,844, which was significantly lower than recent monthly outgoings as a result of the partial refund of Employer NICs following the successful claim for Employment Allowance.

The bank balances at the end of the month were noted.

(b) Employers' National Insurance Contributions

The refund of some previous years' payments is receivable but how it (and how much) would be paid was not yet clear.

(d) NHSNEL - financial support for Healthwatch

The support payment from NHSNEL had not yet been received.

(d) Cash flow – end of March/beginning of April

The Board noted that, unless the £5,000 due from NHSNEL and the additional EA refund from HMRC were received before 24 March, it would be necessary to draw funds down from Saving to cover expenditure until the end of March and at the beginning of April. As of 4 March, just over £5,000 uncommitted funds (Current and Savings) had available for use, which was expected to be sufficient to meet all currently foreseeable commitments.

## **5 Healthwatch office**

Planning permission for the owners' proposed conversion of Queen's Court to provide apartments had been refused for comparatively minor technical reasons. It is understood however that their plans to relocate the office to St James's Court would not be affected and that work to convert the ground floor of SJC to provide the new office and those for others being relocated was continuing; however, the actual date of relocation might slip from the original target in April.

The Board would be notified of any progress as it happened.

## **6 Havering Place-based Partnership (HPbP)**

The Chairman reported that the CQC were arranging an inspection of North East London Foundation Trust (NELFT) and had requested views about the organisation. In response, the CQC had been advised that NELFT's wide range of services were very valued. However, with the rising demand for services from NELFTs very wide geographical footprint of care, this could pose a challenge for clinical operational performance.

## **7 NHS North East London/North East London Health and Care Partnership**

The large financial deficit at NHSNEL remained a concern and was likely to result in significant staff reductions (in addition to reductions being proposed by the government), which would inevitably impact patients' experience. There were particular problems at BHRUT, although they were being addressed.

It was also noted that recent accommodation changes at Queen's Hospital had led to some improvements in the arrangements for A&E services but much remained to be done.

The new Chair of BHRUT had recently met with representatives of Healthwatch Redbridge and the Executive Director.

## **8 Safeguarding and Quality - update**

Ms Old had been unable to attend the recent Quality meeting and there was, therefore, no report on this occasion.

## **9 Engagement projects - update**

- **Long COVID**

A meeting to agree the next steps had been postponed and would be re-fixed.

- **Creative Health Havering**

HW Essex had contacted the management of the Liberty shopping centre but there had been no response to date.

A meeting had, however, been arranged with BHRUT to examine the possibility of arranging for the exhibition to be set up in Queen's Hospital.

- **Enter & View visits**

- Arising from the report of the visits to A&E Services at Queen's Hospital, Dame Marie Gabriel, Chairman of the NHSNEL Board, had suggested that it would be useful to investigate the support provided by NELFT Mental Health Services to patients experiencing mental health crises while patients in the Emergency Department at the hospital.

The Board noted that, although it would not be appropriate to undertake a formal Enter & View visit to the hospital specifically for the purpose of observing mental health treatment – as it was not possible to E&V treatment in action, and there was no guarantee that a patient with a mental health issue would actually be present at the

time of the visit – **it was agreed** that a meeting should be sought with appropriate staff of NELFT and BHRUT to discuss the arrangements that were made between them to deal with such patients.

- The report on the visits to A&E at Queens Hospital had been published. It was noted that various recipients had expressed appreciation of the report.
- The report of the visit to The Paddocks was with the home for their comments.
- Visits to the two Boots Pharmacies in Romford Town Centre were in hand.
- The visit to the St George's Centre and the associated GP practice was being arranged
- Visits to Maylands GP practice, Spa Medica Eye Clinic and a follow up to Greenwood GP practice were being arranged

- **Defibrillators in Havering**

- Contact with the LAS had produced a list of the locations in Havering known to them where defibrillators (defibs) were available. There were about 180 such locations but the LAS have identified a need for at least one further defib elsewhere. They had asked for help in identifying possible locations in those areas.

An initial survey of defibrillator locations was continuing.

As a result, the LAS had been put in touch with a church group in Rise Park (one of the LAS's priority areas) that was willing to host a defib.

- **Veteran Friendly Framework programme**

- Following a recent meeting, arrangements were in hand to publicise the Framework locally. Contact had been made with the Care Home Association to encourage its take up within care homes.

A speaker from the VFF would be attending the Awayday on 18 March to talk about the Framework.

- A meeting with the Council's lead officer for Supported Housing had taken place and further progress would be reported in due course. He was keen to improve the offer for veterans.

- **Survey of Same Day Access Hubs (GP Hubs) users**

- NHSNEL were considering a survey of users of the Same Day Access Hubs (previously known as GP Hubs) service.

A survey had been drafted and a response from NHSNEL was awaited.

## **10 Other business**

- (a) It was noted that the Department for Health and Social Care had directed hospitals to refer to their emergency facilities as “Emergency Department (ED)” rather than “Accident & Emergency (A&E)”.

It was noted that the practice adopted for Enter & View reports on the facilities at Queen’s Hospital was to refer to the ED as such, and to use the term “A&E” to refer to the overall arrangements for urgent and emergency care there, provided by PELC and the LAS as well as BHRUT.

- (b) A member advised that GPs were no longer able to treat problems with eyes or to refer patients to hospital for them; patients would have to make their own way to an eye care facility at hospital or seek advice from optometrists.

## **11 Next meeting**

The next meeting would be on 15 April 2025, at the office.

\_\_\_\_\_ Chairman