

Minutes of the Public Board Meeting
151 Buckingham Palace Road, London, SW1W 9SZ
16 October 2019 at 11.00am

Peter Wyman (PW)	Chair
Ian Trenholm (IT)	Chief Executive
Edward Baker (EB)	Chief Inspector of Hospitals
Rosie Benneyworth (RB)	Chief Inspector of Primary Medical Services & Integrated Care
Robert Francis (RF)	Non-Executive Board Member
Malte Gerhold (MG)	Chair, Healthwatch England and Non-Executive Board Member
Jora Gill (JG)	Executive Director of Strategy & Intelligence
John Oldham (JO)	Non-Executive Board Member
Paul Rew (PR)	Non-Executive Board Member
Mark Saxton (MSa)	Non-Executive Board Member
Liz Sayce (LS)	Non-Executive Board Member
Kirsty Shaw (KS)	Chief Operating Officer
Kate Terroni (KT)	Chief Inspector of Adult Social Care

In attendance

Chris Day (CD)	Director of Engagement
Rebecca Lloyd-Jones (RLJ)	Legal Adviser to the Board
Mark Sutton (MSu)	Chief Digital Officer
Chris Usher (CU)	Director of Finance, Commercial & Infrastructure
Martin Harrison (MH)	Senior Corporate Secretary (minutes)
Paul Kirby (PK)	CQC equality networks representative
Mary Carolan (MC)	Sign language interpreter, supporting PK
Sue Prosser (SP)	Sign language interpreter, supporting PK

Owen Griffiths (OG)	Public Information Manager (item 5)
Gemma Rogers (GR)	Product Manager (item 5)
Mary Cridge (MC)	CQC Freedom to Speak up Guardian (item 6)
Gill Nicholson (GN)	Director of People (item 7)
Paul Sumner (PS)	HR Research & Analytics Manager (item 7)
Imelda Redmond (IR)	National Director, Healthwatch England (item 8)

ITEM 1 – APOLOGIES & DECLARATIONS OF INTEREST

1. PW welcomed Board members and other attendees. No apologies for absence had been received and no new interests declared.

ITEM 2 – MINUTES OF THE MEETING HELD ON 18 SEPTEMBER 2019 (REF: CM/10/19/02)

2. The minutes of the meeting held on 18 September 2019 were accepted without amendment.

ITEM 3 – MATTERS ARISING AND ACTION LOG (REF: CM/10/19/03)

3. The action log was noted.

Independent review of into the regulation of Whorlton Hall 2015-16 by CQC

4. PW reported that David Noble had written to him on 11 October explaining that his full report would not be available in time for this meeting but setting out some initial conclusions. This letter would be published on the CQC website at the end of this meeting. IT confirmed that CQC would await the full report before responding.
5. There were no other matters arising.

ITEM 4 – EXECUTIVE TEAM REPORT (REF: CM/10/19/04)

6. IT presented the Executive Team report. The following matters were highlighted:

State of Care report 2018-19

7. Board noted that the annual State of Care report was published on 15 October. IT thanked colleagues across the organisation for the work that had gone into producing the report. On behalf of the Board, PW thanked colleagues and also IT for his role in the publication.

Flu voucher for CQC colleagues

8. Board noted that all CQC colleagues had been offered a free flu vaccination with ongoing communications to encourage colleagues to take up the offer.

Inspection report publication

9. EB noted the publication today of the inspection report for the Royal Papworth Hospital. This was the first NHS trust to be rated as outstanding in all 5 key questions and demonstrated an improving picture in many trusts, reflecting successful leadership.

- Improving regulation of 'closed environments'
10. EB reported on work taking place with NHSI colleagues, seeking to develop a common approach to supporting improvement.
- Fees Scheme 2020-21
11. CU reported that the Fees Scheme for 2020-21 would remain unchanged and therefore no consultation was required. This would provide stability for providers and would allow time for CQC to consider a longer-term strategy for fees.
- Performance: Digital services (slide 18)
12. MSu reported on initiatives aimed at decreasing time lost to IT issues. This included tech bars, points in an office where colleagues were able to 'drop-in' and speak to an IT colleague in person. Feedback from this initiative had been positive and metrics were in place to measure success.

Decision: The Board noted the Executive Team report.

ITEM 5 – GIVE FEEDBACK ON YOUR CARE (Video demonstration)

13. OG and GR joined the meeting to provide a video demonstration of the *Give Feedback on your Care* initiative.
14. In discussion, Board emphasised the importance of closing the feedback loop, continuing to ensure clarity of expectation at the outset, being clear about how information received was used and continuing to emphasise the importance of receiving information. OG explained that this initiative was seen part of the full customer service programme provided by the National Customer Service Centre and part of a wider set of interlinking programmes. The information received would be analysed and shared with local inspectors, with the aim of trying get the information that was most helpful to inspectors and could be used in the most effective way. Text boxes had been developed to provide space for more detailed information which would be more useful to inspectors.
15. On behalf of the Board, PW thanked OG, GR and the team for their work.

ITEM 6 – CQC FREEDOM TO SPEAK UP GUARDIAN: ANNUAL REPORT (REF: CM/10/19/06)

16. Mary Cridge, CQC's Freedom to Speak Up Guardian joined the meeting to present her second annual report to the Board.

17. MC reported that there would be engagement with the CQC Equality Networks through the Speak-up Reference Group. On embedding the speak-up culture throughout the organisation, MC suggested that this was partly about training but also about role models and communication. MC had also engaged with People Director, Gill Nicholson, on the HR policy review. It was noted that 'whole team' issues accounted for only a small number of reports but often required more creative solutions than would be required when dealing with a single individual.
18. Board acknowledged the importance of examples and real-life stories in encouraging people to speak up. MC highlighted some good tools and support available through the Academy, especially material around ensuring homeworkers feel part of a team. Linking with the wellbeing would also be important going forward.
19. On behalf of the Board, PW thanked MC for her work.

Decision: Board noted the annual report from the CQC Freedom to Speak Up Guardian and ENDORSED the ambition to make speaking up a way of life at CQC

ITEM 7 – PEOPLE SURVEY UPDATE (CM/10/19/07)

20. GN and PS presented results of the August Pulse Survey and the timeline for the annual survey.
21. In discussion, Board highlighted the need to properly understand issues around diversity and inclusion and action being taken in line with the Kline report. IT confirmed that the challenges had been discussed at senior leadership meetings and that the Executive Team had been meeting at offices around the country, making efforts to meet with colleagues and, where possible to speak at other conferences and events but acknowledged that this two-way dialogue needed to continue. In light of the results, there was work to look at how managers are best supported, particularly those who were managing dispersed homebased team. The ongoing impact of transformation work was also noted and the need for colleagues to feel that they were involved in shaping and making transformation decisions.

Decision: Board noted the results of the August Pulse survey and the timeline for the annual survey as set out in the written report

ITEM 8 – HEALTHWATCH ENGLAND UPDATE (REF: CM/10/18/08)

22. IR presented an update report summarising recent Healthwatch England (HWE) activity.

23. Board drew attention to the information gathered from women and their partners about mental health experiences before, during and after pregnancy, acknowledging the stigma that often goes with such episodes. Board also welcomed the inclusion of personal stories which brought to life many of the issues included in the report, particularly noting the stories related to patient transport. PR also reported on a positive session with IR and HWE colleagues at the last ACGC meeting around risk and risk management.

Decision: Board noted the update from Healthwatch England as set out in the written report.

ITEM 9 – AUDIT AND CORPORATE GOVERNANCE COMMITTEE: SUMMARY REPORT OF MEETING ON 3 OCTOBER 2019 (REF: CM/10/19/09)

24. PR presented the summary report of the Audit & Corporate Governance Committee (ACGC) that took place on 3 October 2019.

Decision: Board noted the report of the ACGC meeting on 3 October 2019.

ITEM 10 – ANY OTHER BUSINESS

25. There was no further business. Time allowed for the following question from members of the public.
26. Robin Pike asked how close a liaison did CQC have with other government inspectorates such as Ofsted and the Health & Safety Executive (HSE)? CD confirmed that CQC had a close strategic and operational relationship with other government bodies, including Ofsted and HSE. This included engagement at an executive level and also operationally, for example, close work with Ofsted on delivering the joint inspection programme of children's services. For both HSE and OFTSED, CQC had formal joint working agreements. Copies of both, along with other agreements, were available on the CQC website, and each had a nominated senior strategic relationship holder to lead on the relationship.
27. PW thanked all for attending and brought the public session to a close.
28. The meeting closed at 1:00pm