

Date of meeting:	Tuesday 13 April 2010	Athens Meeting Room 2 nd Floor, 83 Victoria Street London SW1H 0HW
Time of meeting:	14:00 – 16:00	
Next meeting:	Tuesday 13 July 2010	

Minutes – Open Session

Present: Maggy Wallace (MW) (Chair), Kay Dixon (KD), Maggie Dunn (MD) (CNHC Chief Executive), John Lant (JL), Anne Sultoon (AS), Dimitrios Varsamis (DV), Julian Weinberg (JW), Carol Jollie (CJ) (Secretary)

Three members of the public observed the meeting

A closed session was held prior to the open session which dealt with commercial in confidence, staffing and 'clients' in confidence issues.

Action

- 1 Welcome**
MW welcomed members and three observers to the open session of the Board meeting. Board members then introduced themselves.
- 2 Apologies for absence**
Daniella Jenkins (DJ), Mike O'Farrell (MO),
- 3 Minutes of CNHCB Meeting held on 18 February 2010**
The minutes of the meeting were approved as an accurate record of the meeting.
- 4 Matters arising**
 - 4.1 Appointment of new Office Manager (item 6.3)
MW reported that CNHC's new Office Manager, Chloe Arrowsmith, would be starting on 19 April.
 - 4.2 Discussions with VTCT (item 7.2)
MW reported that she had prepared an article for VTCT's house journal and that copies of the 'Why register with CNHC' leaflet were being sent to VTCT for distribution to students completing their studies.
 - 4.3 Skills for Health: Public Funding for National Occupational Standards (NOS) (item 11.1)
It was noted that Profession Specific Board (PSB) members had been asked to consult with Professional Associations (PAs) on the length of courses required to achieve 'occupational competence' with responses due to be sent back to MW by end April, in order for MW to prepare a response to Skills for Health.
 - 4.4 Skills for Health: Length of time qualifications based on old NOS should be offered (item 11.2)
It was noted that, having consulted with PSB members, MW had recommended a 2-3 year time period to Skills for Health.

- 4.5 Bid for funding from the Social Enterprise Investment Fund (SEIF)
MD reported that the bid for funding had not been successful, although CNHC had been advised that the proposal did fit the overall eligibility criteria and encouraged to apply again when further funding opportunities become available. It was agreed that MD would find out whether there was any information available on the schedule for future SEIF bids. MD
- 5 Finance Committee (FC)**
- 5.1 Annual Accounts and Report from Auditors
KD reported that the first set of annual accounts for July 2008 to end December 2009 had been signed off by the auditors and submitted to Companies House. It was noted that the auditors did not raise any concerns about the financial controls which CNHC have in place. It was also noted that the accounts will be part of CNHC's first annual report which would be available on CNHC's website in May 2010. MW
- 5.2 Foundation for Integrated Health (FiH)
- 5.2.1 MW gave some background information on CNHC's links with FiH in view of the fact that fraud experts have been called in to FiH to investigate alleged fraudulent transactions.
- 5.2.3 It was noted that FiH had been responsible for undertaking the preparatory work with twelve discipline-specific groups which led to the formation of CNHC, but -that CNHC is a totallly separate legal entity.
- 5.2.4 It was noted that three of the groups (Healing, Hypnotherapy and Micro-system acupuncture) had apparently recently completed the preparatory work with FiH and that FiH would shortly be contacting CNHC formally to confirm which of the three groups wished to register with CNHC. It was also noted that there are approximately 2,000 hypnotherapists and between 1,200 and 1,500 practitioners in Micro-system acupuncture. The number practising in healing and the numbers eligible for registration in all three groups was not known.
- 5.2.5 It was noted that following this handover, FiH would no longer be having any involvement in matters relating to the regulation of complementary healthcare. Any new groups wishing to work towards registration would therefore work directly with CNHC.
- 6 Conduct and Competence Committee (CCC)**
- 6.1 The minutes of the meeting held on 9 March were received for information.
- 6.2 It was noted that a number of new complaints had been received about claims made on registrants' websites and about advice given over the telephone and by email. This followed an Investigating Committee panel (ICP) meeting in November 2009 to consider a number of similar complaints about websites. At this time the ICP upheld the complaints but found that the registrants' fitness to practice was not impaired as they had not deliberately sought to mislead their clients or exaggerate the benefits of the therapy which they described in good faith. As a result of this decision, the ICP had asked CNHC's Registrar to initiate discussions with the PSBs and professional fora in order to agree advice to registrants in relation to paragraph 15 of the Code of Conduct, Performance and Ethics for Registrants which relates to advertising and promotion of products and

services.

- 6.3 MD reported that in response to the recent complaints received, the CCC had agreed to further develop the guidance on advertising to incorporate guidance on telephone calls and email messages. This would then be sent to PSB members for consultation before publication. It was noted that these further developments had delayed the publication of the guidance and that CCC had therefore agreed not to take any action in response to the new complaints from the same complainant for a period of six months in order to allow time for the guidance to be published, and for registrants to make any necessary changes to their publicity material.
- 6.4 It was agreed that it was important that training providers and those writing textbooks for training purposes were aware of the guidance in order to be more careful about the language used to describe the perceived benefits of therapies.
- 6.5 It was noted that a second conduct and competence training session had been arranged for 30 June 2010 and that this session would be open to Board and PSC members who had not been invited to the first session in September 2009, as well as those PSB members who had not attended the first session. This will enable CNHC to meet the due regard principle, and ensure that at least one panel member has experience or an understanding of the area of the case which is under consideration. MD confirmed that further update/refresher sessions will also be provided as required.
- 6.6 It was noted that MD had checked to see whether CNHC should be represented at the annual Trading Standards conference exhibition in June, but that the decision had been taken not to participate in 2010 since only the most expensive exhibition space was left. Future participation will be considered as part of an overall review of CNHC's PR strategy.

7 Professional Standards Committee (PSC)

- 7.1 It was noted that the PSC meeting scheduled to take place on 16 March 2010 had been cancelled. This was because the work to develop the criteria for aspirant professional groups who want to prepare for registration but who have not been part of the regulatory programme up to now and do not have NOS was able to be progressed without a meeting of the committee. MW reported that Skills for Health had agreed that CNHC could use their NOS template for these groups and this template is now being adapted for CNHC's use.
- 7.2 It was noted that the draft criteria would be presented to PSC in June, and that consultation would then take place with PSB members over the summer, with proposals being presented to the Board for ratification in October 2010. This was in accordance with the work schedule agreed by PSC for 2010.
- 7.3 MW reported that the Audit Sub Group had met to agree an action plan for carrying out an audit into verification procedures, which are undertaken on CNHC's behalf by PAs, in order to ensure there are checks and balances in place to ensure verification is carried out appropriately and that registrants meet CNHC's standards for registration.

8 Profession Specific Boards (PSBs)

- 8.1 MD reported that CNHC now has 11 PSBs in place. It was noted that three joint PSB meetings had taken place on 23 and 24 February and that the composition of the three meetings had been different to the

composition of the meetings held in November in order to provide an opportunity for PSB members from different modalities to get to know each other. It was also noted that the next meeting scheduled for 2 June would be held at an external venue to provide an opportunity for each PSB to meet on an individual basis before coming together and meeting as one large group. A decision on the format for future meetings will be taken in June.

- 8.2 MD reported that the PSB for Naturopathy had met for the first time on 30 March and that PSB members had agreed that the register should open to Naturopathy on 5 July.

9 Operational Activities

- 9.1 Activities Report for October 2009-February 2010 (Paper CNHCB 2010-12)

The Activities Report was received for information. It was noted that Annex 1 to the report indicates that visits to the website continue to increase, the newsletter continues to be sent to an increasing number of recipients and opened up by a high proportion of recipients, and the number of calls received in to the office has increased significantly in the early part of 2010. It was also noted that the Activities Report will be made available on CNHC's website.

MD

- 9.2 Report on PR activities (Tabled paper)

A paper summarising the results of an initial 'trawl' of the websites of PAs to evaluate CNHC presence, and planned action to improve coverage, as well as a list of other activities being carried out by Hazel Russo, CNHC's Project Officer for Communications, was tabled for information. MD then gave a verbal report on PR and communications activities, including some market research by Janet Rafferty, who is undertaking a project to identify a range of ways in which CNHC can raise its profile. It was noted that the results of the market research activities will be used to develop a detailed PR plan for 2010-11, and there was some discussion about the possibility of applying for funding from the King's Fund to support research activities.

- 9.3 Performance indicators (Paper CNHCB 2010-13)

The bi-annual report on progress made in meeting CNHC's performance indicators was received for information, and it was noted that this report will be made available on CNHC's website.

MD

10 Governance

- 10.1 Committee membership and review of Standing Orders (paper CNHCB 2010-14)

A paper outlining modifications made to CNHC's committee structure since its inception was considered by members. It was agreed that no significant changes needed to be made to the current committee structure. It was also agreed that steps should be taken to appoint a new external member to the Finance Committee. It was also agreed that the Standing Orders be revised to reflect the changes made to the committee structure and presented for review at the next Board meeting.

MW

MW

- 10.2 Annual Report 2008-2009

It was noted that MW would be sending a copy of the draft annual report to Board members for feedback. It was agreed that the format used for the Action aid leaflet circulated to members for information would be an appropriate format for CNHC's Executive Summary

MW

- 10.3 Secretary of State's announcement on Next Steps for Complementary

Therapy

MD/MW

It was noted that CNHC had been pleased to receive the Secretary of State for Health's endorsement of CNHC and its acknowledgement of CNHC's readiness to take on an expanded regulatory role. It was also noted that CNHC's press release on this subject and a copy of the Department of Health's press release are available on CNHC's website. MW reported that there are a number of issues which will need to be explored with the Department of Health, and she confirmed that CNHC was looking forward to working with colleagues in herbal medicine and traditional Chinese medicine.

11 Wider Regulatory Matters

11.1 CHRE: The Revised Performance Review Process and Standards: Proposals for Consultation (January 2010) (paper CNHCB 2010-15)

11.1.1 The Board agreed a response to CHRE confirming that the standards appear to provide a comprehensive coverage of the performance review process and that the 'Criteria for consultation' section was a particularly helpful addition to the document, providing a model which could be used by a range of organisations.

MW

11.1.2 It was agreed that MW should make an approach to CHRE with a view to CHRE undertaking a performance review of CNHC.

MW

11.2 GMC: Revalidation – The Way Ahead (March 2010) (paper CNHCB 2010-16)

A paper summarising the GMC's revalidation proposals was received for information. It was agreed that members should let MW have any comments on the proposals by end April.

Members

11.3 DH: The Office of the Health Professions Adjudicator (OPHA) (paper CNHCB 2010-17)

A paper providing information on the establishment of the OPHA, which will adjudicate on fitness to practice decisions made by the GMC and, in due course, The General Optical Council, was received for information.

12 Any Other Business

12.1 The Board recorded its thanks to CJ, the Interim Business Manager, for her very helpful contribution to CNHC's work over the past year.

12.2 DV gave a report on recent blogging activity, which focused on CNHC's response to the recent complaints (see 6.2-6.3) and on the ministerial announcement about the pilot scheme to assess the feasibility and benefits of providing access for patients to certain forms of complementary and alternative medicine for the treatment of back pain (see 10.3). DV to let members have further information.

DV

12.2 It was agreed that Board members should let MW/MD have copies of any press coverage they identify which mention CNHC.

Members

14 Dates/times of future meetings

Tuesday 13 July, 19 October 2010, 11 January and 12 April 2011

CJ/MW/MD/21 April 2010