

Date of meeting:	Wednesday 25 April 2018	School of Economic Science 11-13 Mandeville Place London W1U 3AJ
Time of meeting:	11:00 – 13:00	
Next meeting:	25 April 2018	

## Minutes – Open Session

### NOTE: Minutes subject to ratification at the next Board meeting

Present: Michael Watson (MW) (Chair), Sheila Inglis (SI) (Vice Chair), Lynne Gray, Sarah Grant (SG), Meghan Mari (MM), Patricia Mowll (PM), Bea Teuten (BT) Margaret Coats (MC) (Chief Executive), Carolyn Watson (CW) (Communications Manager)

#### 1 Welcome to Open Session

MW opened the meeting and welcomed members.

#### 2 Apologies for Absence

2.1 Apologies were received from Laura Quartermain (LQ)

2.2 Members noted that Nicola Bastin has resigned from her position on the Board, for personal reasons. The timetable for the recruitment process for this vacancy will be agreed outside the meeting.

#### 3 Declaration of interests

3.1 MW invited members present at the meeting to declare any Interests in relation to any item on the agenda. None were declared.

#### 4 Minutes of CNHCB – Open session held on 07<sup>th</sup> February 2018

The minutes were approved as an accurate record.

#### 5 Matters arising

##### 5.1 Review of actions agreed at 7 February meeting

Members noted that work is in progress on the system of appraisal of Board members. All other actions had been completed. It was agreed that the number of the relevant agenda items should be included in future summaries of agreed actions.

#### 6 Governance

##### 6.1 Financial Statements for year ending 31 December 2017

Members approved the Financial Statements for signature by the Chair, having noted the increased expenditure since 2016 on legal and professional fees and marketing and branding. It was agreed full details would be provided outside the meeting.

##### 6.2.1 Draft Annual Report for year ending 31 December 2017

Members agreed the Annual Report, subject to the following amendments to Section 7 Dealing with Concerns - include reference to six complaints having been received in 2016, as compared with nine in 2017, and that both figures represent a tiny percentage of the total number of registrants

6.2.2 Members noted that the 81% of CNHC registrants are white British women and that 65% of all registrants are aged between 41-60 years of age. It was agreed that consideration should be given to identifying whether this reflects the general characteristics of members of the professional associations with which CNHC has a working relationship.

##### 6.3 CNHC Whistleblowing Policy

Members noted that

- as agreed at the February meeting, the policy has been extended to include the company directors and CNHC registrants who are members of the 16 Profession Specific Boards. And a general introduction has been added.

CNHC registrants who are not members of the PSBs are able to make complaints about CNHC via our published procedure, or to the Professional Standards Authority (PSA).

#### 6.4 CNHC compliance with GDPR

MW discussed CNHC's capacity as a registered data controller, and that we have completed a full-scale data analysis and data flow mapping. These have identified the basis for processing each data item, who it is shared with and the format in which it is held. We are in the process of reviewing and updating our Data Protection Policy/Privacy Notice.

### 7 **Registration figures**

- 7.1 Members noted that since the end of March 2018 the number of registrants has increased from 5,957 to 6008.

### 8 **Complaints**

#### 8.1 Update on complaints

Members noted that so far this year we have received 5 complaints against registrants. None were suitable to informal resolution and independent expert reports have been necessary for 4. The independent Case Examiners have completed their consideration of one complaint against a hypnotherapist and exercised their authority to issue a warning. The panel are considering 2 more complaints on 27 April.

- 8.2 Members discussed that statutory healthcare regulators have seen increases in complaints and this may be the case as public awareness of CNHC grows.

- 8.3 Members noted a concern that if registrants were struck off by us, they can go to another register. MC explained that there is an Information Sharing Protocol in place whereby holders of Accredited Registers notify each other when they remove a practitioner from their own Register.

### 9 **Professional Issues**

#### 9.1 GDPR compliance for registrants

Members noted that links to relevant ICO publications, advice services and podcasts have been emailed to all CNHC registrants. Members welcomed this activity by the office.

#### 9.2 Review of core curricula

Members noted progress on this important programme of work. Six core curricula have been published to date, and it is anticipated that another 5 should be completed in the next year. Members noted MC's significant contribution to get these completed and all commended this work, as it is so important to ensure that only those who meet the relevant education and training standards get onto the CNHC register.

### 10 **Operational Activities**

#### 10.1 Activities Report

Members noted the range of activities carried out by the staff from use of social media to exhibiting at major events and writing of a range of articles. The point was made that the November 2017 dramatic spike in searches on the CNHC Register was most likely a result of CNHC's first article and advert in the *New Statesman Healthcare Spotlight*. Members commended how much work is done by the small team.

### 11 **Wider Regulatory Matters**

#### 11.1 Charity Commission consultation current position

Members were reminded that in March-May 2017 the Charity Commission ran a public consultation as part of its review of how it decides whether organisations that use or promote CAM therapies are charities. The outcome of the consultation has yet to be published.

**12 Engagement with the wider health and care agenda****12.1 CNHC registrants as part of the wider public health workforce**

Members noted that CNHC is continuing its efforts to ensure that policy makers, commissioners and health boards recognise the contribution of CNHC registrants to the public health agenda, as identified in the joint report by the Royal Society for Public Health (RSPH) and PSA. The latest edition of the *New Statesman Healthcare Spotlight* includes a second article by MC and in the next few months we're speaking and/or exhibiting at Health Plus Care, the Kings Fund and the Royal Society of Medicine. SI noted her upcoming interview with researchers working on a Wellcome Trust project based at the University of Kent.

**13 Any other business**

13.1 Members discussed the process of registration for applicants who are not members of a CNHC Verifying Organisation (VO) for the particular discipline they want to register for. This is categorised on the CNHC website as 'Route 2'.

13.2 Members noted that for the majority of disciplines, one of more of the relevant VOs will consider applications for CNHC registration from non-members, on payment of an administration fee. In other instances, a member of the relevant Profession Specific Board (PSB) will perform this role.

13.3 Post meeting note. Since 2009, 274 applicants for CNHC registration have been verified via 'Route 2', often for an additional discipline after their initial registration has been verified by their own professional association. This is a reflection of the fact that the vast majority of CNHC registrants are members of professional associations that CNHC has a working relationship with.

**14 Further meeting dates for 2018**

25 July and 24 October (dates for 2019 to be circulated)