

Date of meeting:	Thursday 26 October 2017	Lenta Business Centre 46 – 48 East Smithfield London E1W 1AW
Time of meeting:	13:30 – 17:00	
Next meeting:	Wednesday 07 February 2018	

Minutes – Open Session

NOTE: Minutes subject to ratification at the next Board meeting

Present: Michael Watson (MW) (Chair), Margaret Coats (MC) (Chief Executive), Sheila Inglis (SI) (Vice Chair), Terri Barker (TB), Nicola Bastin (NB), Lynne Gray (LG), Laura Quartermain (LQ), Hazel Russo (HR), Bea Teuten (BT), Owen Powell (OP) (Secretary)

1 Welcome to Open Session

MW opened the meeting and welcomed members including new Board member Bea Teuten and new CNHC Communications Manager Terri Barker.

2 Apologies for Absence

MW confirmed Patricia Mowll and Sarah Grant had sent apologies prior to the meeting.

3 Declaration of interests

MW invited members present to declare any interests in relation to any item on the agenda. None were declared.

4 Minutes of CNHCB – Open session held on 27 July 2017

The minutes were approved as an accurate record.

5 Matters arising

MW confirmed that there is nothing to report.

6 Governance

6.1 Appointment of new Board members

MW informed members that the Board member recruitment campaign attracted the largest ever number of applications and that he and LQ interviewed the eight shortlisted candidates.

MW confirmed that that in addition to the two duly appointed new Board members, Sarah Grant and Bea Teuten, we have the bonus of Jane Nodder as ‘first reserve’ for any future vacancy for a registrant member.

6.2 Notice of Change re Colon Hydrotherapy: PSA decision

MW informed members that the rationale for seeking a discrete category on the CNHC Register for Colon Hydrotherapy is that it is one of only two categories where there is a potential risk from the intervention itself - the other is Microsystems Acupuncture.

MW asked members to note PSA’s two conditions:

- That there is a core curriculum for Colon Hydrotherapy before we open the Register.

- That all Colon Hydrotherapists who are currently registered under the general category of Naturopathy, will need to have their registration transferred to the new specific category.

MW confirmed that the transferral will not require the payment of an additional registration fee and that some of these practitioners may appear in both categories if they practise one or more other Naturopathic modalities

6.3 Annual Renewal of Accreditation: PSA decision

MW informed members that this year, the renewal of accreditation process included a visit by PSA staff to go through the full content of the files for six of the eight complaints received this year.

MW confirmed PSA were checking that:

- communications to those involved in complaints convey an appropriate tone, are candid and provide the same level of information to all parties
- outcomes case examiners and Panels can issue are clear, including the criteria for each
- it is clear when and how discretion can be used to achieve informal resolution
- decisions made by case examiners are properly recorded and include the reasoning for their outcomes
- the composition of Panels assures public protection and assure that real or perceived conflicts of interest are managed appropriately

MW confirmed that PSA did not identify any points of concern with any of the above and that MC had provided satisfactory responses to queries about PSA standards 5, 9 and 11. MW was pleased to inform members that our accreditation was renewed without any conditions, instructions or learning points.

All members expressed their gratitude to MC for all her hard work during this process.

7 **Staffing**

7.1 MW expressed gratitude that we are still able to draw on Hazel's invaluable perspective and skills, albeit for only a few days a month – but at least we haven't lost her completely. MW stated that TB was lucky to have joined us in time to be involved in our first major investment in advertising via the *New Statesman Healthcare Spotlight* and all the associated marketing activities. MW stated that it was good for us, too, because we didn't have to use an external contractor to produce our videoed interviews with six of our guests.

8 **Complaints**

8.1 Update on complaints against registrants

MW confirmed that, since the July meeting of the Board, the office has been contacted by one potential complainant, but as yet no complaints have been received.

9 **Professional Issues**

9.1 Shiatsu core curriculum

MW informed members that this paper contains a copy of the Shiatsu core curriculum that was published on 21 September, after it had been agreed by correspondence with Board members. MW confirmed that it was immediately distributed to the relevant CNHC Verifying Organisations and that they have been

given six months to check that all training courses that they recognise or accredit meet the requirements of the core curriculum.

10 Operational Activities

10.1 MW asked members to note the contents of the Activities report.

11 Wider regulatory matters

11.1 Outcome of the Charity Commission consultation on complementary therapies

MW informed members that the outcome hasn't been published yet.

12 Engagement with the wider health and care agenda

12.1 Royal Society for Public Health/PSA report on wider public health workforce - embargoed copy

MW stated that this report should provide a good 'hook' for increasing the integration of complementary and mainstream healthcare. MW stated that it's an excellent example of the impact of the hard work by the office in an important policy area. MW asked member to note that CNHC is the only holder of an Accredited Register with an attributed quote in the report and of the 8 quotes from practitioners, 5 are from CNHC registrants.

SI stated that this is really useful and will allow us to go back to the Scottish Government Health Quality and Strategy Directorate, to seek amendments to HDL(2016)6.

12.2 NewStatesman Healthcare Spotlight

MW informed members that the launch event went really well and CNHC's guests from a number of NHS organisations and charities enjoyed the opportunity to chat to each other. MW confirmed that TB had recorded 6 interviews, which have/are being posted on our YouTube, Facebook and Twitter accounts. As title hosts MW confirmed that we have received all the photos taken by the professional photographer and TB has cropped some of them to use on our website and social media.

MW confirmed that we have received more than 100 copies of the supplement, which have been posted to each of our Verifying Organisations and all the relevant professional fora. Link was sent to all the VOs, PSB members and members of the Professional Committee.

MC informed members that:

1. The Dimpleby Cancer Care video link had been sent to the Chief Executive of Public Health England, who immediately forwarded it to their Workforce Development Team.
2. On 16 October we emailed the Supplement link to all registrants and on 1 November we'll be emailing the link to the RSPH report to all registrants.
3. This month's Newsletter will also include the link to our YouTube channel, on the theme of integrating complementary and mainstream healthcare.

MC confirmed that further benefits of the News Statesman package will be a billboard advert that runs on their website for six weeks (100,000 ad impressions) and a banner advert with 100 words on two of their emailed Newsletters (38,000 subscribers).

NB said that she would pass a link onto her contact on the board of Health

Education England.

13 AOB

13.1.1 SI summarised the review of the complaints process she and LG had undertaken.

HR suggested that where a board member is also a Registrant the process should be clarified to state under which function the complaint relates.

BT queried whether Complainant can also request an Oral Hearing.

LQ suggested that the right to request an Oral Hearing should be removed for both sides as CNHC should ultimately be directing matters, not either side.

13.1.2 Decision

All amendments to be made to complaints process by next meeting.

14 Meeting dates for 2018

7 February, 25 April, 25 July and 24 October 2018.