**Healthwatch Sutton Board of Directors Meeting**

2pm, Monday 13 May 2024  
Granfers Community Centre, 73-79 Oakhill Road, Sutton, SM1 3AA   
and via Zoom

**MINUTES**

**Trustees:**

Janet Wingrove (JW) David Ellison (DE) (Zoom)

Shiraz Sethna (SS) (Zoom) Mahendra Patel (MP)

Noor Sumun (NP)

**Staff:**

Colin Wilson (CW) Pete Flavell (PF) (Zoom)

Alyssa Chase-Vilchez (part)

**1 Welcome, apologies and notification of Any Other Business**

* 1. JW opened the meeting. There were no apologies.

1. **Minutes of the previous meeting**

2.1 The minutes were accepted as an accurate record.

1. **Matters arising**

3.1 **PF to check** our complaints policy is compatible with the LB Sutton policy.

3.2 **PF to draw up list** of which trustees attend which meetings.

1. **Safeguarding adults policy**

4.1 **CW to add references to other procedures** (such as recruitment, induction and training) as appropriate to ensure that the policy is put into practice. With these amendments, policy agreed.

1. **Safeguarding children policy**

5.1 Draft version written by DE discussed. Policy agreed with the following amendments:

5.2 **CW to remove text** highlighted in pale blue at the foot of page 10.

5.3 **CW to update web addresses** of HWS policies on page 12.

5.4 **DE to revise Appendix 4** so that it’s consistent with the LB Sutton reporting form.

5.5 **CW to edit header** to read “Safeguarding Children”, not “Safeguarding Adults”.

5.6 **PF to agree with a staff member** that they become Deputy Child Safeguarding Lead.

1. **Finances**

6.1 MP gave outline report: last year we had cash reserves of around £95,000. This year we have a small deficit of about £6,000, leaving reserves of around £89,000. Some of the reserves are an underspend on our SW London work caused by staff vacancies for most of the first year. **MP and PF to meet** and provide a more detailed report for the July board.

1. **Risk register**

7.1 **Trustees to review register**, including topics, scoring and mitigations, for discussion at July board or at awayday if appropriate.

1. **Project report**

8.1 SW London work  
Funding to continue until at least July 25.

8.2 Primary school mental health  
PF planning a SW London design event when he has capacity, also has a meeting scheduled with Imran Chaudhry, head of LB Sutton public health.

* 1. Primary care survey  
     We received over 4,000 responses. Damian and Sutton PCN staff were very helpful in distributing the survey. AM working on reports, one for each surgery and one overall one. At first glance, many people finding it hard to get appointments, being told to ring at 8am, technology not working. 1,000 people agreed to be added to our mailing list. Hundreds of people want the final report – this should lead to increased awareness of HWS. Board expressed their appreciation to AM.

8.4 Maternity survey  
Scoping and meetings with key stakeholders going forward. Possibility of working with Health Visitors – manager has been contacted.

8.5 Ear wax removal  
Survey to go to mailing list in the next few weeks. Will be interesting to see what signposting people get from GP receptionists at surgeries which don’t provide the service.

* 1. Primary care leaflet  
     Lots of new ways available to access services which bypass GPs and A&E. Confusing for some people. CW has drafted a leaflet, to be distributed with monthly newsletter and via Together for Sutton. We’ll ask for feedback and also discuss with ICB about taking over this work. **CW to distribute draft to trustees.**

8.7 Pharmacists  
Issues around some medications not being available; privacy of consultation rooms; how impartial is advice? To do further work after ear wax project.

* 1. Frailty  
     Project planned based around interviews with small numbers of service users, maybe 10 to 12.

8.8 Safeguarding  
LBS commissioning us to do project getting feedback on people’s experience of how the process works.

1. **Trustee recruitment**

9.1 **JW to meet one candidate** for an interview on Friday. Possibly MP can join. We may need to reschedule meetings to accommodate them.

9.2 Second candidate has contacted us through the Volunteer Centre. **PF to contact them.**

1. **SW London work**

10.1 Accessible Information Standard  
Work continuing with all SW London Healthwatches on the Accessible Information Standard. Has taken some time to build relationships with VCS colleagues. Will publish report about the experiences of service users; second report after work with GP practice colleagues on how to improve things; finally will publish evaluation report.

Not many responses from GP practices. None in Sutton. Maybe will approach INTs.

10.2 Children’s cancer services  
Currently based at the Royal Marsden, need to move to a hospital with an A&E department. After a consultation process, Evelina in central London has been selected. We supported consultation.

* 1. Other work  
     Also doing/supporting work around digital inclusion and dentistry (initiatives around children in schools and people in nursing homes). Working on London-wide dentistry survey. Represented on 12 ICB committees.

10.4 Forward planning for 2024-25  
AIS work all year; work on virtual wards; work on dentistry; work on community-based services; ICB committees

1. **Any other business**

11.1 **JW to attend CAG meetings** in future – 1-2pm, 2nd Tuesday.

11.2 **CW to put Awayday on the agenda** for July meeting. Need to plan agenda and select date – maybe in the autumn?

11.3 **CW to include Healthwatch England NHS constitution consultation** in May newsletter.

11.4 “Different ways into the NHS” leaflet circulated. **CW to add link** to newsletter subscription.

**Date of next meeting: 6.30pm, Monday 8 July**

**ACTION LOG**

|  |  |  |
| --- | --- | --- |
| **Ref** | **Action** | **By** |
| 3.1 | Check HWS complaints procedure compatible with LBS one | PF |
| 3.2 | Draw up list of which trustees attend which meetings | PF |
| 4.1 | Include references to other procedures in the Safeguarding adults policy | CW |
| 5.2 | Edit Safeguarding children policy as agreed | CW |
| 5.3 | Edit Safeguarding children policy as agreed | CW |
| 5.4 | Revise Appendix 4 of Safeguarding children policy | DE |
| 5.5 | Edit Safeguarding children policy as agreed | CW |
| 5.6 | Get agreement from staff member to become Deputy Child Safeguarding Lead. | PF |
| 6.1 | More detailed discussion of finances, bring information to July board | PF, MP |
| 7.1 | Review risk register for discussion at July board | All trustees |
| 8.6 | Distribute primary care leaflet to trustees | CW |
| 9.1 | Meet prospective board member | JW |
| 9.2 | Contact prospective board member | PF |
| 11.1 | Attend CAG meetings until further notice | JW |
| 11.2 | Awayday on agenda for July board | CW |
| 11.3 | Include HWE NHS Constitution Consultation article in May email newsletter | CW |
| 11.4 | Add link to join mailing list to primary care leaflet | CW |

**FORWARD PLAN**

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| --- | --- |
| **Meeting** | **Agenda item/speaker** |
| June info |  |
| July board | * Andrew attends * Review risk register * Finance for 2023-24 |
| August info |  |
| September board | * Alyssa attends |
| October info |  |
| November board | * Andrew attends |
| December info |  |