**Healthwatch Sutton Board of Directors Meeting**

6.30pm, Monday 9 September 2024  
Granfers Community Centre, 73-79 Oakhill Road, Sutton, SM1 3AA   
(In person and via Zoom)

**MINUTES**

**Trustees:**

Janet Wingrove (JW) David Elliman (DE)

Shiraz Sethna (SS) Radhika Bhandari (RB)

Noor Sumun (NP) Mahendra Patel (MP)

Simon Oliver (SO)

**Staff:**

Alyssa Chase-Vilchez (ACV)(Zoom) Pete Flavell (PF)

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

* 1. JW opened the meeting by welcoming new Board member Simon Oliver. All present gave a brief introduction and personal background. DE raised one AOB concerning London Ambulance Service.

1. **Minutes of the previous meeting**

2.1 The minutes were accepted as an accurate record.

1. **Matters arising**
   1. Action Log (below meeting notes) items 1-5 updated from previous meeting with status and action number columns added. Completed removed and some actions delegated to the New Comms Officer role.
   2. NS asked if there was any update on the new acute hospital in South Sutton since the new government announced that the “40-hospital” programme of the previous government was being reviewed. PF advised that he had contacted James Blythe (MD for Epsom and St Helier hospitals) who had advised that the programme was being paused and that some comms would be released by the hospital soon We are unaware that any comms has been released. We discussed the potential to raise this at the Sutton Scrutiny Committee. NS advised that we were not allowed to ask questions just to give our point of view. PF advised that he would check to see if the legislation around Healthwatch and Scrutiny entitle Healthwatch to ask questions.

**PF to investigate entitlement to ask the Scrutiny Committee questions and receive a response.**

* 1. The Board discussed Trustee terms and when longer standing Trustees are likely to need to stand down.

**PF to check Excel Spreadsheet to identify those likely to need to stand down at the this years AGM and those unable to restand due to having held 3 terms as a Trustee.**

1. **Trustee recruitment**
   1. The Board welcomed SO as a new Trustee.
   2. PF advised that he had held an initial meeting with another potential new Trustee. The potential applicant has skills and experience that would be beneficial to the organisation. PF had encouraged the person to apply using and has sent them an application form and other documents. The applicant had been enthusiastic about the role. Awaiting application.
   3. JW had held an initial meeting with another potential applicant and had passed on their contact details to PF who has contacted them to take the application further.
   4. PF stated that he believed that he had one further applicant who had expressed an interest through the volunteer centre to follow up.
2. **Staff recruitment**

5.1 JW advised that initial interviews with 2 candidates had been completed today and a further interview is set up for Thursday. PF and JW advised that they were confident that we would be able to appoint from the candidates. The Board asked if the new appointee could review the Comms Plan. **PF to add review Comms Plan to work plan for new employee.**

1. **Accessing GP services report – maximising impact planning**
   1. All agreed that Andrew had produced an excellent report.
   2. JW asked what PF was expecting from this agenda item. PF advised he was investigating if the Board have an ideas about ensuring that the report had impact. PF confirmed that he had discussed the inclusion of the report as an agenda item at the Health and Wellbeing Board and the Sutton Place Partnership with provisional agreement.
   3. Lacking a Comms employee makes general dissemination more difficult and this can be picked up by the new post holder. It was agreed that a covering email and a copy of the report should be sent to the VIP list we hold as the longer it took to share the less relevant the data would be. **PF agreed to ask LD to distribute via email to the list and write the introductory piece.**
   4. JW felt that it would be beneficial to look at the data again to see if those surgeries that have implemented appointment access improvements had better responses from patients than those that hadn’t. **AM assess whether the comparison of those surgeries that have implemented changes are rated better than those that haven’t is possible.**
   5. The Board also felt that it would be beneficial to **invite Damian Brady (Sutton PCNs) to attend the next Info and Support meeting**.
2. **AGM**
   1. The Board discussed how/when the AGM should be carried out. It was decided that it should be moved to the new year 2025 if possible. It was agreed that this year the AGM would be core business only. PF advised that MP and JW would need to be present to Chair and cover finance. **PF to check rules to find out when is the latest the AGM can be held.**
   2. The Board suggested that next year the AGM could be a larger event.
3. **Away Day**
   1. The Board agreed that it would be good to hold an Away Day in the next few months. JW advised that looking at creating a more effective Board might be a good priority for the day.
   2. All agreed it should be either morning or afternoon and not span both. This should be on a Friday as this is the most convenient day for most Board members. It was suggested that part of the Away Day could be used to review our priorities. **PF to add review to Away Day agenda**.
   3. It was suggested that the CEO of Community Action Sutton could facilitate the session on Board effectiveness. **PF to asked Simon Breeze if he would be willing to facilitate. UPDATE – Simon not available from January to March. Could either be earlier or later or Simon has recommended a consultant that did a good job at another event he attended.**
4. **Project report, SW London (verbal).**
   1. ACV updated the Board on the contractual situation. The contract is due to finish in July 2025 and we are working out the next steps with the ICB.
   2. The Accessible Information Standard (AIS) project is progressing well and a community of practice is being developed to help GP practices implement changes.
   3. A community services project is being planned that looks at the experience of people using these services across all 6 boroughs. Healthwatch will support the collection of the user experience. At the moment, Healthwatch Sutton can not commit due to tight timescales and other commissioned commitments.
5. **Work report**
   1. JW ran through which projects were part of the core contract and which were commissioned with the Board for context.
   2. DE offered to help the person who would be leading on the maternity project. **PF to pass on offer of support to staff member leading on the maternity project once decided.**
   3. The Board suggested **PF to contact the organisations that responded to the primary school mental wellbeing report for an update on their actions.**
   4. In relation to the frailty project, DE suggested that if we look at too many services with only 10-12 interviews we may not be able to identify themes. PF advised that he will take this in to consideration while the project is being developed.
   5. SO offered to support the testing of the interview questions through the Wellbeing Centre participants at St Raphaels. **PF to share frailty questions with SO to be tested at St Raphaels.**
   6. MP offered to share Ear Wax report with pharmacist he knows who may be able to help with recommendation. **PF to share Ear Wax report with MP to see if pharmacist can help with recommendations**.
   7. MP’s neighbour is a communications and marketing specialist. **PF to share Comms Strategy with Mahendra for comment.**
6. **Any other business**

11.1 DE advised that the London Ambulance Service has disbanded it Patient & Public Engagement Panel that he sits on as they work through the membership to try and make it more inclusive.

**Date of next meeting: 6.30pm, Monday 11 November**

**ACTION LOG**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **No** | **Ref** | **Action** | **By** | **Status** |
| 1 | 3.1 | PF to draw up list of which trustees attend which meetings. | New Comms Officer | ongoing |
| 2 | 3.1 | CW replacement to be charged with looking at potential to change procedures to policies so that they can be referred to in this policy (such as recruitment, induction and training) as appropriate to ensure that the policy is put into practice. With these amendments, policy agreed. Volunteers handbook to be checked for relevance. | New Comms Officer | ongoing |
| 3 | 3.1 | PF to make final check of policy. DE advised that he understood that all amendments had now been made. | New Comms Officer | ongoing |
| 4 | 3.1 | PF to amend Access Leaflet to make it explicit that the information relates to adults only. | New Comms Officer | ongoing |
| 5 | 3.1 | PF/AM to see how meetings can be watched online after the event | New Comms Officer | ongoing |
| 6 | 3.2 | PF to investigate entitlement to ask the Scrutiny Committee questions and receive a response | PF | ongoing |
| 7 | 5.1 | PF to add review Comms Plan to work plan for new appointee. | PF | ongoing |
| 8 | 6.3 | PF agreed to ask LD to distribute via email to the list and write the introductory piece. | PF/LD | ongoing |
| 9 | 6.4 | AM assess whether the comparison of those surgeries that have implemented changes are rated better than those that haven’t is possible. | AM | ongoing |
| 10 | 6.5 | Invite Damian Brady (Sutton PCNs) to attend the next Info and Support meeting. | New Comms Officer | ongoing |
| 11 | 7.1 | PF to check rules to find out when is the latest the AGM can be held. | PF | ongoing |
| 12 | 8.2 | PF to add review to Away Day agenda |  |  |
| 13 | 8.3 | PF to asked Simon Breeze if he would be willing to facilitate. UPDATE – Simon not available from January to March. Could either be earlier or later or Simon has recommended a consultant that did a good job at another event he attended. | Board to decide | ongoing |
| 14 | 10.3 | PF to pass on offer of support to staff member leading on the maternity project once decided. | PF | ongoing |
| 15 | 10.4 | PF to contact the organisations that responded to the primary school mental wellbeing report for an update on their actions. | PF | ongoing |
| 16 | 10.6 | PF to share frailty questions with SO to be tested at St Raphaels. | PF | ongoing |
| 17 | 10.7 | PF to share Ear Wax report with MP to see if pharmacist can help with recommendations | PF | ongoing |
| 18 | 10.8 | PF to share Comms Strategy with Mahendra for comment. | New Comms Officer | ongoing |

**FORWARD PLAN**

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| --- | --- |
| **Meeting** | **Agenda item/speaker** |
| October info | Cancelled |
| November board | * Andrew attends |
| December info |  |
| January board | * Alyssa attends |
| February info |  |
| March board | * Andrew attends |