**Healthwatch Sutton Board of Directors Meeting**

6.30pm, Monday 13 January 2025  
Granfers Community Centre, 73-79 Oakhill Road, Sutton, SM1 3AA

**MINUTES**

**Present:**

Janet Wingrove (Jwi) – Chair

David Elliman (DE) – Vice-chair

Radhika Bhandari (RB)

Gaynor Bray (GB)

Steve Niewiarowski (SN)

Simon Oliver (SO)

Mahendra Patel (MP)

Shiraz Sethna (SS)

Noor Sumun (NS)

Judy Walsh (JWa)

**Staff:**

Sam London (SL) - minutes

Pete Flavell (PF)

Andrew McDonald

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

**1.1** JW opened the meeting.

**1.2** All attendees introduced themselves and welcomed Jwa and GB as new trustees.

**2. Minutes of previous meeting**

**2.1** DE advised that for point 5.4, the London Ambulance council will continue but current membership will be disbanded.

**Action: SL to amend minutes to say ‘the London Ambulance council membership has been disbanded and should be removed.’**

**3. Matters arising**

**3.1** Action Log

* Actions Completed – Actions 1,2, 3 (Actions 1 and 2 to be amended to reflect correct points in the agenda).
* Actions rolled over – Actions 4, 5,6,7,8, 9,10(included in the action log below)

**3.2** Action 9 - PF said, subject to the successful completion of the appointment process, we would look to appoint the applicant after the AGM as having 11 trustees, would require an additional person to step down at the AGM.

**3.3** DF asked if it would be possible to have a chart showing when trustees have joined. Jwi advised that a table already existed that could be shared, however, there needs a column added to the chart before distribution.

**Action: SL to add column and then circulate chart.**

**3.4** RB asked if it was possible to have a Forward Plan reflecting all upcoming Board meetings.

**Action: SL to include a forward plan at the end of each set of minutes, with dates included.**

**4. Conflicts of Interest**

4.1 JW asked for any changes to Conflicts of Interest.

**Action: RB to send updated details or job to SL.**

**Action: SS to forward details of Adult Social Care role to SL.**

**Action: DE to send Sam details of volunteering.**

**5. Changes to Complaints Policy**

**5.1** SL reported that Healthwatch England had advised that the Complaints Policy be amended. Those who are unhappy with the outcome of a complaint with Sutton Healthwatch should be directed to the relevant commissioner at LBS, and not to the Local Government and Social Care Ombudsman (LGSCO) or Parliamentary and Health Service Ombudsman (PHSO).

**5.2** GB asked if we have a review date for policies. PF reported that we review all policies at the same time. The review date for all policies is May 2027. PF said we are happy to ad-hoc review policies and please highlight any gaps to us. DE suggested scattering the review dates of policies.

**Action: SL to create a Policy Review document and Meeting Planner.**

**5.3** RB said a version number should be added to policies. SN said it is useful to know who the author of a policy is. A change log is also useful. It would be good for the board to know what the policy framework is and to have a policy review schedule.

**Action: SN to send SL an example of a change log.**

**Action: SL to ensure that review dates and a version number are on all**  **policies.**

**6. Update on change of Memorandum and Articles of Association (Mem&Arts) for AGM**

**6.1** Original overview of the document implied that the AGM could be held at any point during the reporting year (Apr-Mar), however the glossary of terms states that, unless specified, a year was a calendar year (Jan-Dec). In order to be able to hold the AGM for 23/24 in early 2025 an amendment to the document is required to add the word ‘financial’ to the relevant section. The Board has approved us using the Financial Year. Members need to approve this change. This can be carried out as part of the AGM process.

**6.2** SO said that a formal notice, including a Special Resolution which changes the timetable of the AGM and the new Mem&Arts, needs to be sent out to all members between 28 and 14 days before the AGM.

**Action: SL to amend the voting link and postal voting forms.**

**Action: SO to advise SL on actions.**

**7. AGM – Special Resolution to amend Articles of Association**

**7.1** SS asked if our Mem&Arts is published. PF said it is on the Charity Commission and Company House. PF suggested having it on the website so we can link to it from e-bulletins.

**Action: SL to put Mem&Arts on the Website**

**8. Andrew’s Project Updates**

**8.1** AM updated on the GP survey, which was done in spring 2024. PF and AM are to present the survey to the Health and Wellbeing Board next week.

**8.2** AM reported that Sutton Primary Care Networks (SPCN) would like to collaborate on carrying out a survey, based on the NHS 10 year plan, asking about the services Sutton residents would like. AM is meeting with SPCN on 17/01/25.

DE asked whether the survey would enable us to establish whether access to GP services has improved following the previous survey on this subject that was carried out last year. PF advised that this is unlikely to do so as the survey would not be explicitly covering the same area. In order to ensure that this 10-year Plan survey does have impact PF suggested we would follow up the survey with Sutton PCNs to see if there was evidence of any changes. JW said part of our role is asking how evidence of outcomes will be collected.

PF confirmed that we could use it as part of our core projects for next year.

**Action: AM to send the potential proposal to board after meeting on Friday.**

**8.3** AM reported on the Safeguarding Survey, working with Adult Social Care. AM is to share the first report with Adult Social Care. There have been 29 interviews. Feedback has been overall positive. AM is hoping to have the report at the end of February.

**8.4** AM reported on the Frailty project, produced for Sutton Health and Care. There will be 10-12 interviews with people in Sutton who have used a variety of services around frailty – frailty determined by the Rockwood scale. AM has been using Turboscribe to produce transcripts of interviews. SO said he could support in finding interviewees.

**8.5** AM said that SL, AM and Lorraine are going to meet to discuss what community groups we can meet. We would then contact the board to ask if anyone wants to represent Healthwatch Sutton at community groups.

**9. Pete’s Project Updates**

**9.1** PF reported we are waiting for a response from the ICB regarding the Earwax survey.

**Action: PL to chase response to Earwax survey from SWL ICB**

**9.2** SL is going to hold a meeting with all stakeholders in the Maternity project. SL is taking the project on with PF’s support. Possible ideas include compiling a film of key statements from interviewees. SL is to prepare a Powerpoint of key findings and ideas to present at Maternity meeting with key stakeholders from a variety of provider organisations and patient reps.

**Action: SL to give update on Maternity project at next Board Meeting.**

**9.3** PF reported that HWSutton has been asked to carry out some engagement looking at Cardiovascular disease.

**Action: PF to update on Cardiovascular survey at next Board Meeting.**

**9.4** GB Asked what was the board’s remit in terms of approving projects? JW said this would be a discussion at the Away Day.

**10. Info&Support Ideas**

**10.1** It was agreed to start the Info&Support meetings in April 2025.

**10.2** It was agreed to have a pharmacist talk in April 2025 and the Board feeding back in June 2025. Other sessions to include social prescribing and INTs.

**Action: PF to provide SL with contact details for pharmacist talk.**

**10.3** DE suggested updates from people who had spoken in the past. NS suggested someone from dentistry.

**Action: SL to cancel February Info&Support meeting.**

**11. Comms, Outreach events and general updates**

**11.1** SL reported that she met with Healthwatch IT who have suggested simplifying the website. It was agreed to follow Healthwatch IT guidance.

**Action: SL to start review of Comms Plan/Strategy**

**12. Away Day**

**12.1** JW suggested the Away Day should be in April. There will be a section on Comms and maximising the impact of the Board. It was agreed the Away Day will be on Friday 11th April from 12.30 to 4pm, potentially at the Baptist Church in Carshalton Beeches.

**13. Change Zoom to Teams for meetings**

**13.1** There were no objections to changing to Teams for meetings.

**Action: SL to change meeting links to Teams.**

**14. AOB**

**14.1** PF reported that as of 1st January 2025 he is working three days a week: either Monday to Wednesday or Tuesday to Thursday.

**14.2** PF is taking 5 weeks of extended leave, from 20th April 2025.

**14.3** It was agreed to have all dates, including the Away Day, at the end of the Board Meeting Agendas.

**Action: SL to put future dates on back of all Agendas.**

**ACTION LOG**

|  |  |  |
| --- | --- | --- |
| Ref | Action | **Who** |
| 2.1 | Amend November 2024 minutes to say ‘the London Ambulance council membership has been disbanded and should be removed.’ | SL |
| 3.1 | Amend Actions 1and 2 in November 2024 minutes to reflect correct points in the agenda. | SL |
| 3.1 | New Comms Officer to lead on the organisation of the Away Day once in post. | SL |
| 3.1 | Circulate updated Representation table to Board. | PF |
| 3.1 | Assess all personal current representation. | PF |
| 3.1 | Resend the revised list to the Board once the above actions have been completed to fill vacancies. | SL |
| 3.1 | Ask Dun for the transactions for Q1 in Excel Format | PF |
| 3.3 | Add column to existing chart showing when trustees have joined. Circulate to Board. | SL |
| 3.4 | Include a forward plan at the end of each set of minutes, with dates included. | SL |
| 4.1 | RB to send updated details or job to SL. | RB |
| 4.1 | SS to forward details of Adult Social Care role to SL. | SS |
| 4.1 | DE to send Sam details of volunteering with Liberal Democrats. | DE |
| 5.2 | Action: SL to create a Policy Review document and Meeting Planner. | SL |
| 5.3 | Send SL an example of a change log for policies. | SN |
| 5.3 | Ensure that review dates and a version number are on all policies. | SL |
| 6.2 | Amend the online voting link and postal voting form to include Special Resolution. | SL |
| 6.2 | Advise SL on actions for AGM formal notice. | SO |
| 7.1 | Put Mem&Arts on the Website. | SL |
| 8.2 | Forward the potential proposal for project with SPCN to Board. | AM |
| 9.1 | PL to chase response to Earwax survey from SWL ICB | PL |
| 9.2 | Update on Maternity project at March Board Meeting. | SL |
| 9.3 | Update on Cardiovascular survey at March Board Meeting. | PF |
| 10.1 | PF to provide SL with contact details for pharmacist talk. | PF |
| 10.3 | Cancel February Info&Support meeting. | SL |
| 11.1 | Review of Comms Plan/Strategy | SL |
| 13.1 | Change meeting links to Teams. | SL |
| 14.3 | Put future dates on back of all Agendas. | SL |

**FORWARD PLAN**

|  |  |
| --- | --- |
| **Meeting** | **Agenda item/speaker** |
| **2025** |  |
| Jan board  Monday 13th January | * Andrew attends   Conflicts of Interest |
| Mar board  Monday 10th March | * Alyssa attends * Q3 Finance |
| Apr Info  Monday 14th April |  |
| Away Day  Friday 11th April  12.30-4pm |  |
| May board  Monday 12th May | * Andrew attends * Review risk register * Q4 Finance – Annual 23/24 Finance |
| June Info  Monday 9th June |  |
| July board  Monday 14th July | * Alyssa attends * Q1 Finance |
| August Info  Monday 11th August |  |
| September board  Monday 8th September | * Andrew attends |
| October Info  Monday 13th October |  |
| November board  Monday 10th November | * Alyssa attends * Q2 Finance |
| December Info  Monday 8th December |  |