**Healthwatch Sutton Board of Directors Meeting**

6.30pm, Wednesday 13 March 2024  
Granfers Community Centre, 73-79 Oakhill Road, Sutton, SM1 3AA   
and via Zoom

**MINUTES**

**Present:**

Janet Wingrove (JW) (Zoom)

Mahendra Patel (MP) (Zoom)

Noor Sumun (NS)

Launa Watson (LW)

David Elliman (DE) (chair)

Shiraz Sethna (SS)

**Staff:**

Pete Flavell (PF)

Colin Wilson (CW) (minutes)

Alyssa Chase-Vilchez (AC-V) (Zoom, part)

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

* 1. DE 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 **Safeguarding Children policy**  
DE has sent current version to a colleague for comments and is expecting these in a few weeks. **CW to circulate final policy** by email when comments have been incorporated.

3.2 **Whistleblowing policy, Enter and View policy**  
Now complete.

3.3 **Complaints policy**  
**PF to check policy** consistent with Sutton Council policy.

3.4 **Conflicts of interest policy**  
**All trustees please respond to CW by 9am, Tuesday 2 April.** Either record conflicts of interest, or specify that none exist.

3.5 **Equality and diversity policy**  
**All trustees - please email any comments/corrections to CW by 9am, Tuesday 2 April.**

3.6 **Environmental policy**  
Now complete.

3.7 **Safeguarding Adults policy**  
**PF and CW to review** and send any comments to JW.

3.8 **Volunteering policy**  
**PF and AM to check Volunteers Handbook** is up to date.

3.9 **Future policy reviews**  
All policies will next be reviewed in November 2026. Any trustee who becomes aware that a policy needs to be modified before then, contact PF.

1. **Trustees attending meetings on behalf of Healthwatch**
   1. **PF to draw up list** of who attends which meetings, highlighting any gaps. CW to circulate before May board meeting.
   2. CAG would like someone to attend their meetings. **CW to request** their terms of reference.
2. **Appointment of Chair**
   1. JW agreed to become Chair, DE to remain as Vice Chair. **CW to request online votes** to confirm.
   2. PF to become Healthwatch rep on the Health and Wellbeing Board, JW to act as deputy.
3. **Recruitment of trustees**
   1. Recruitment pack available from website [here](https://www.healthwatchsutton.org.uk/healthwatch-sutton-news/2024-02-28/help-us-improve-local-health-and-care-services-become-trustee). Summary of article and link included in February newsletter. **All trustees to let CW have names of any friends, colleagues, contacts etc.** who might be appropriate.
   2. **CW to approach** Volunteer Centre Sutton, investigate posting on LinkedIn, Workplace, Nextdoor, Indeed, NHS Jobs.
   3. **CW to create a poster** for GPs’ surgeries and pharmacies.
   4. Board to consider moving all board meetings to the evening if it would help new trustees to attend.
4. **Project report**

Document written by PF was previously circulated. Updates:

* 1. **Primary Schools Mental Health**SW London ICB has a plan to roll out Social Prescribing for children and young people across borough, but only for secondary schools. **PF to meet with relevant ICB staff member.** Proposed service would be based on a clinical model – we were thinking more in terms of non-clinical activities like walking, cinema, crafts. **PF to discuss** whether any service for primary school pupils could be provided.
  2. **Maternity services**  
     PF not getting helpful response from hospital. Agreed that we should try to work with Health Visitors – we could choose Health Visitors from certain patches so our sample is representative of the borough, or reflects deprived areas. We could also investigate the possibility of recording interviews on Zoom and editing them into a video. **PF to discuss with NHS staff.**
  3. **Monitoring experiences of the LBS Safeguarding procedure**  
     We’ve signed the contract with LBS to do this work as described in the Project Report circulated by PF. DE had some concerns about the questions. PF to raise issues with LBS. **Trustees to provide feedback** to PF about questions. **PF, DE and JW to meet with Anita Bhatish.**
  4. **Frailty**  
     PF has circulated document about the project (embedded in Project Update document). **Trustees to review** and let PF have any comments.
  5. **GP survey**  
     PCN says that everyone registered with a GP in the borough will get an email if the practice has their address.

1. **SW London work**

AC-V reported on their work:

* 1. **Accessible Information Standard**  
     The standard applies to all NHS services and covers people with sensory impairments, or who are neurodiverse or learning disabled – it does not cover people who use languages other than English, or information provision through websites. The project focuses on GP practices, where there is some appetite for improving performance. Project hears from patients, identifies barriers and works with GP staff to improve working practices. They are surveying patients, carers and practice staff, and aiming to establish focus groups and “communities of practice”. The impact of the work will be assessed in the first quarter of 2025. The work is funded by SW London ICS.
  2. **360 Evaluation results**Positive assessment of joint Healthwatch working. Better pathways needed from ICB to making an impact. Report coming soon. PF: shows current contract working well, helps make case to renew contract.
  3. **2024-25 Project** **Planning**  
     Work to include:
* SWL-wide engagement – work on Accessible Information Standard and community services
* Advocacy re dentistry
* Representation on committees
* Support ICS-wide patient engagement and coproduction – developing an insights bank and resources about how to engage

1. **Any other business**
   1. **Pete’s working hours**  
      Agreed to reduce PF’s hours to 4 days per week from 1 April, at his request.
   2. **Thanks to Launa**  
      Trustees thanked Launa for her many years of support for Healthwatch Sutton as both a volunteer and trustee, and wished her well for her retirement to Jamaica.

**Date of next meeting**  
2pm, Monday 13 May

**ACTION LOG**

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| --- | --- | --- |
| **Ref** | **Action** | **By** |
| 3.1 | Circulate final version of Safeguarding Children policy | CW |
| 3.3 | Check Complaints policy consistent with Sutton Council policy | PF |
| 3.4 | Notify CW re conflicts of interest by Mon 25 March | All trustees |
| 3.5 | Send comments on equality and diversity policy to CW | All trustees |
| 3.7 | Review Safeguarding Adults policy, send comments to JW | PF, CW |
| 3.8 | Check Volunteering Handbook up to date | PF, AM |
| 4.1 | Draw up list of which trustees attend which meetings, identify any gaps | PF |
| 4.2 | Request CAG terms of reference | CW |
| 5.1 | Set up online voting system re Chair of Trustees | CW |
| 6.1 | Let PF have details of possible trustees | All trustees |
| 6.2 | Work with Volunteer Centre and other agencies on trustee recruitment | CW |
| 6.3 | Create trustee recruitment poster | CW |
| 7.1 | Meet with relevant NHS staff re social prescribing for children and young people. Discuss whether service for primary school pupils could be provided. | PF |
| 7.2 | Continue development work on maternity services project, liaising with NHS staff. | PF |
| 7.3 | Feedback to PF on questions included in LBS safeguarding survey. | All trustees |
| 7.3 | Meet with Anita Bhatish to discuss safeguarding survey | PF, DE, JW |
| 7.4 | Review frailty project document, comments to PF | All trustees |

**FORWARD PLAN**

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| --- | --- |
| **Meeting** | **Agenda item/speaker** |
| Apr info | * Stephen Hardisty re enter and view work/collaboration with CQC inspections? |
| May board | * Andrew attends * Review risk register * Q4 Finance – Annual 23/24 Finance |
| June info |  |
| July board | * Alyssa attends |
| August info |  |
| September board | * Andrew attends |
| October info |  |
| November board | * Alyssa attends |
| December info |  |