**Board of Directors Meeting**

Monday 18th May 2015, 2pm to 4pm,

Granfers Community Centre, Oakhill Road, Sutton

**MINUTES**

PRESENT;

Chair – David Williams (DW)

Vice Chair - Annette Brown (AB)

Minutes - Sara Thomas (ST)

Susanna Bennett (SB)

Pete Flavell (PF)

Barbara McIntosh (BM)

Tony Ward (TW)

Derek Yeo (DY)

Frank Browne (FB) - SCILL

APOLOGIES;

Nicky Davies (ND) - SCILL

Shri Mehrotra (SM)

Pam Howe (PH)

Adrian Attard (AA)

Sylvia Aslangul (SA)

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| **Item** |  |
|  | **Welcome and Apologies**  **DW** welcomed everyone and apologies were noted.  **Notification of Any Other Business**  Four items; potential new director, Healthwatch England Conference, Dementia Film/Play and Patient Reference Group (PRG) Chair  **Declaration of Interest**  **DW** – Chair of the PRG. |
|  | **Minutes of previous meeting**  **Action points from the previous meeting**  **DW** told Board members the name of the person leading on the GP Federation - Dr Farhan Rabbani from Wallington Medical Practice. Clarification was given following discussions around the setup of the GP Federation. The GP Federation being a separate company not linked to Sutton Clinical Commissioning group (SCCG). The GP Federation is made up of all GP’s in Sutton. Board members expressed concern around Dr Farhan Rabbani being the only shareholder for the company.  ***IT WAS AGREED*** that the Healthwatch Sutton GP Access Report will be re-submitted to the SCCG now they co-commission primary care services with NHS England. A copy of the report will also be sent to Dr Farhan Rabbani/GP Federation.  All action points of the previous meeting were marked as ***COMPLETE.***  The minutes from the previous meeting (March 16th 2015) were ***APPROVED.***  **ACTION PF TO DISCUSS RESUBMITTING THE HWS GP ACCESS REPORT AT THE NEXT MEETING WITH JONATHAN BATES** |
|  | **Matters arising**  **Vice Chair & Treasurer Vacancy**  **AB** informed Board members that sheis stepping down as both Vice Chair and Treasurer. **DW** thanked **AB** for her contribution during this time**.**  **PF** **& DW** explained the commitment involved with both roles. Following a brief discussion ***IT WAS AGREED*** to circulate role descriptions for both Vice Chair and Treasurer.  **ACTION PF TO WRITE & CIRCULATE ROLES DESCRIPTIONS FOR VICE CHAIR & TREASURER** |
|  | **What matters to you – Priorities for the coming year**  **PF** introduced *“What matters to you?”* the new system put in place to collect information and feedback from members of the public. Healthwatch has received approximately 447 responses to date.  After analysingthe feedback from both the 447 responses and the group discussions at the “*What matters to you?”* Information and Engagement event the following areas/themes have been identified; Primary Care, Outpatient Care, Inpatient Care and Mental Health.  **Primary Care**  Feedback shows that the majority of dissatisfaction relates to accessing GPs. As Healthwatch have already covered many of the issues raised within the GP Access piece of work, ***IT WAS AGREED*** that Healthwatch would not carry out further investigations in to accessing GPs but will re-submit the Healthwatch GP Access report to Sutton Clinical Commissioning Group and NHS England, as from April 2015 they co-commission Primary Care services and should be in a better to place to respond.  **Outpatient Care**  Feedback highlights the following areas of concern; Appointments, Enough time with clinicians, Waiting areas and Parking. Following a lengthily discussion ***IT WAS AGREED*** to investigate carrying out observations in both the hospital outpatients clinics and outpatient clinics in the community. **PF** fed back that Healthwatch volunteers are keen to carry out monitoring and/or enter and view visits and this would be a good opportunity for volunteers to take part in this piece of work.  **Inpatient Care**  Feedback shows being discharged from hospital as an issue. Following a discussion ***IT WAS AGREED*** that as Healthwatch are currently working with Epsom and St Helier on an action plan to improve this for patients, Healthwatch would continue and monitor this and not carry out another piece of work on hospital discharge at this time.  The following issues were also raised and discussions took place with regards to; Staffing levels at weekends, Bank nursing staff and having sufficient nursing staff, Food, Noise at night and A&E waiting times.  ***IT WAS AGREED*** to investigate the possibility of Healthwatch volunteers visiting wards/areas of the hospital and carrying out observations, similar to that of the Outpatients Care potential piece of work.  **Mental Health**  Feedback shows Children’s and young people’s mental health as a high priority with support for people with mental health and their families along with educating communities to remove the stigma of mental health. Insufficient inpatient beds and lack of funding were also mentioned in the feedback.  ***IT WAS AGREED*** to do a piece of work combining children and mental health.  ***IT WAS AGREED*** to wait until the Healthwatch short film about body image and the effects it can have on young people is complete and look at any gaps in services or “spin off” projects that Healthwatch can carry out as a result of the film.  **Carers Project**  **PF** gave an update on the caring for people with Dementia project.  Concerns had been raised around the timescale for the project and the lack of confirmed participants from the Alzheimer’s Society. **PF** will be contacting the Alzheimer’s Society to discuss the concerns that have been raised and ***IT WAS AGREED*** that the timescale for the project will also be lengthened.  A discussion took place around the feedback Healthwatch receives in order to help set the priorities for the coming year. Some Board members felt the feedback received was similar to previous years and reflects the views of a limited number of people.  **SB** explained that Healthwatch could look at the JSNA (Joint Strategic Needs Assessment) when setting priorities as this document set out the health needs of the population of Sutton.  **DW** thanked the Healthwatch staff team for organising the successful information and engagement event. |
|  | **Away Day - *for discussion & agreement***  Following a discussion ***ALL BOARD MEMBERS AGREED*** they would like to have an away day with an external facilitator to oversee the day. Venue options were discussed **ST** will check availability and circulate a selection of possible dates.  **ACTION – ST TO LOOK AT POSSIBLE DATES IN JULY 2015 AND RESEARCH A FACILITATOR AND VENUE** |
|  | **AGM *- for discussion & agreement***  A brief discussion took place around the AGM. ST will circulate a list of proposed dates.  **ACTION ST TO CIRCULATE SUGGESTED DATES** |
|  | **Annual Membership Survey & Reflective Audit**  **Reflective Audit**  **PF** went through the draft reflective audit with Board members. **SB** suggested the questions should be sent to all members of the Health and WellbeingBoard as well as all VCOs in Sutton.  **ACTION PF TO FINALISE QUESTIONS AND SEND OUT TO STAKEHOLDERS.**  **Membership Survey**  **ST** showed the board members a copy of the draft annual survey explaining that the feedback from this would be included in the Annual Report which needs to be finalised and published by June 30th 2015. The survey would be sent to members via email for completion online and paper copies will be sent to those without email addresses. |
|  | **Annual Report**  As above. |
|  | **Headline report/Performance management – *for* *Information***  **PF** feedback on the recent project work.  **Children and Young people’s Project**  Richard from Citizenship Media has told **PF** that they have started filming and they are on target for the deadline of May 31st.  **Hospital discharge**  **PF** fed back that the CCG are using the Healthwatch report as evidence and refers to it at various meetings. CCG are looking at setting up a new service where GP’s are covering more days/appointments. **PF** also attended a productive meeting with St Helier Hospital about hospital discharge looking at the recommendations with the Healthwatch report. Healthwatch have also been involved with designing a new hospital discharge leaflet.  **GP Access Report**  Extracts of the Healthwatch GP Access report have been quoted in the Healthwatch England report. Copies of the reports also go to NHS England. |
|  | **Strategic director roles**  The following roles were agreed at the previous Board meeting.  Finance/Treasurer, Community Engagement/Volunteers/Membership, Equality & Diversity. **PF** gave a brief description of each role. ***IT WAS AGREED*** that Board members would contact PF to let him know if they were interested in any of the role.  **ACTION BOARD MEMBERS TO CONTACT PF TO ADVISE IF THEY ARE INTERESTED IN THE STRATEGIC ROLES.** |
|  | **Finance – *for information only***  The Healthwatch budget was shown to Board members for information. |
|  | **Feedback from Strategic Meetings**  **HWBB**  No feedback – the next meeting to be held on June 9th 2015.  **Scrutiny**  No feedback – Healthwatch have agreed to attend the Scrutiny agenda setting meetings in the future.  **Safeguarding Adults Board**  **AB** and **BM** fed back the Board members that they have attended a lot of meetings recently bringing together all agencies to look at safeguarding in Sutton.  A discussion took place around combing children and adults safeguarding. **SB** clarified that it is a statutory requirement to have both. **BM** explained that the council are keen for everyone to know who and how to contact someone if anyone thinks someone is at risk or there is a safeguarding issues. ***ALL AGREED*** Healthwatch could promote this information through the usual channels.  A brief discussion took place around Healthwatch volunteers safeguarding training.  ***IT WAS AGREED*** that Healthwatch volunteers have gone through safeguarding training. It was suggested to check/update on an annual basis.  **Sutton CCG**  Sutton Clinical Commissioning Group and NHS England now co-commission primary care services in Sutton however NHS will always have a statutory vote.  **PF** fed back on the 1st South West London Joint Co Commissioning meeting he recently attended. PF said that he had expressed his concerns at the meeting around lack of engagement, other Healthwatch groups present agreed. A brief discussion took place around “7 day working”.  **SWLCC**  As above  **One Sutton Commissioning Collaborative**  No feedback – recent meetings have been cancelled/postponed  **Sutton Transformation Programme Board**  These meetings coincide with the Healthwatch board meetings, so there is no representation. |
|  | **Any Other Business**  **Potential new director**  **DW** let board members know that someone has expressed an interest in joining the health board. ST will be sending out an application form shortly.  **ACTION ST TO SEND APPLICATION FORM TO POTENTIAL NEW DIRECTOR.**  **Healthwatch England Conference**  The Healthwatch England conference will be held in Manchester this year on June 30th and July 1st. **DW** and **PF** will be attending on the 30th as this has been advertised for Chairs and Operational Mangers SM has expressed an interested in attending on July 1st.  **PF** asked if anyone else wanted to attend and **TW** said yes.  **Dementia Film/Play**  **DW** wanted to recommend a good play called “Don’t leave me now” a powerful story looking at the impact dementia has on a family.  **Patient Reference Group (PRG) Chair**  A couple of members of the PRG have raised concerns around the potential conflicts of interest with regards to the Chair of the PRG being the Chair of Healthwatch.  **DW** expressed that he does not feel there is a conflict. There will be a discussion at the next PRG meeting and a vote on whether the Terms of reference are changed at the September PRG meeting. ***IT WAS AGREED*** that **DW** will update Board members. |
|  | **Date of next and future meetings**  ***(Granfers Community Centre, Sutton)***   * **20th July – 2pm to 4pm** * **21st September – 2pm to 4pm** * **16th November – 2pm to 4pm** |