

**Board Meeting**

Monday 14<sup>th</sup> September 2020  
2:00pm - 4:00pm  
Online via Zoom

**Minutes**

**Members of the Board present:**

Chair - David Williams (DW)  
Treasurer - Adrian Attard (AA)  
Adrian Bonner (AB)  
David Elliman (DE)  
Shri Mehrotra (SM)  
Noor Sumun (NS)  
Launa Watson (LW)  
Janet Wingrove (JW)  
Derek Yeo (DY)

**Staff team present:**

Pete Flavell (PF)  
Pam Howe (PH)  
Gemma Thatcher (GT)

**Apologies:**

Barbara McIntosh (BM) (Vice-chair)  
Alison Navarro (AN) (Community Action Sutton)  
Lorraine Davis (LD)

<p>1.</p> <p>1.1.</p> <p>1.2.</p>	<p><b>Welcome, apologies and notification of Any Other Business</b></p> <p>DW opened the meeting and apologies were noted.</p> <p>SM said that he would like to add a funding opportunity he saw in an email from Healthwatch England, and ‘Healthwatch Week’ to the AOB.</p>
<p>2.</p> <p>2.1.</p>	<p><b>Minutes of previous meeting</b></p> <p>The minutes from the previous Board meeting of the 13<sup>th</sup> July were <i>accepted</i>.</p>
<p>3.</p> <p>3.1.</p>	<p><b>Matters arising (not covered elsewhere on the Agenda)</b></p> <p><u>Sutton Health and Care @ Home Contract Performance Meeting</u> <b>ACTION: DW to raise the issue of access to equipment at the next Sutton Health and Care @ Home Contract Performance Meeting with NHS Sutton.</b></p>

	DW advised the Board that there have been no open meetings in the interim period due to the COVID-19 pandemic. He said that he will raise the issue when the opportunity arises.
<p><b>4. Coronavirus (staffing) update</b></p> <p>4.1. PF advised the Board that he and PH continue to work from home due to the current restrictions, and Community Action Sutton do not have any plans to change these arrangements, that he is aware of.</p> <p>4.2. GT is in the office 2/3 times a week (on Mondays, Tuesdays and Thursdays).</p> <p>4.3. PF also advised that Lorraine Davis, the Team Administrator, has returned to work. LD is in the office twice a week (on Tuesdays and Thursdays).</p> <p>4.4. PF also said that Simon Foxcroft has now left Healthwatch Sutton.</p> <p>4.5. PF said that AN is planning to leave by Christmas, and is working slightly reduced hours. Community Action Sutton are now advertising for her role.</p>	
<p><b>5. Project updates</b></p> <p>5.1. <u>Primary school children’s mental health</u> This project still remains paused due to COVID-19.</p> <p>5.2. <u>Care homes</u> This project still remains paused due to COVID-19. When it is safe to restart Enter and View visits, we will resume our project.</p> <p>However, PF explained that we have been approached by Sutton Council to find out the views and experiences of care home residents, their families and friends surrounding the impact of COVID-19. PF is currently in the process of writing a proposal for this work.</p> <p>PF explained that he has been in touch with Healthwatch Croydon who have just completed a similar piece of work, and have kindly sent us all their materials. PF further explained that across South West London, 5 out of the 6 local Healthwatch have said that they were planning on adopting the same model with the idea of producing a South West London-wide report.</p> <p>DW suggested that we should also look into the experiences of residents and their families/friends in care homes for people with learning disabilities and mental health conditions. PF agreed and said that he does not think there is a limit on the type of care homes we look at in the project.</p>	

<p>5.3.</p>	<p><u>Sutton Health and Care @ Home</u> This project is paused due to COVID-19. Sutton Health and Care are not currently collecting responses to our survey.</p> <p>DW and PF advised that they will ask Sutton Health &amp; Care @ Home if they would like to continue with the project.</p>
<p>5.4.</p>	<p><u>Coronavirus experience survey (Your COVID-19 Stories)</u> Before lockdown, we created a short survey to find out local people’s views and experiences to understand the impact of the coronavirus pandemic. We recently published our report which captures experiences as the pandemic unfolded in the Borough.</p> <p>PF said that he has shared the report with our partners but has not requested a formal response because of the report’s broad nature. He said that we have received good feedback on the report.</p> <p>LW asked what age group responded to the survey. PF advised that it was predominantly our members who are aged between 55-75 who responded. PF recognised that this was a limited age group, however, it is likely that this age group are more likely to be accessing health and social care services.</p>
<p>5.5.</p>	<p><u>Palliative care co-ordination hub</u> PF advised the Board that we have now begun our project looking into the experiences of service users, their families and friends, of the newly-formed Sutton Palliative Care Co-ordination Hub. He has agreed that we will produce a report every quarter.</p> <p>PF explained that we are currently in the process of recruiting volunteers to complete the telephone surveys. He said that all volunteers will have to attend a virtual volunteers briefing before they begin.</p> <p>PF assured the Board that volunteers will be reimbursed for any expenses incurred.</p> <p><b>ACTION: GT and PF to look into volunteer expenses for making telephone calls.</b></p> <p>PF said that one of the biggest issues we have had to overcome is data protection. PF advised that GT has developed a procedure to ensure both the service user and volunteer’s privacy as they will be making the calls from home.</p> <p>DW suggested that a staff member could call the volunteer with the service user’s details, ask them to write it on paper, and ask them to destroy the piece of paper after they have completed the telephone call.</p>
<p>5.6.</p>	<p><u>EStH cancer service</u></p>

<p>5.7.</p>	<p>PF explained that he has been approached by St Helier hospital because their national cancer survey results were very poor and they would like us to do a more in-depth analysis speaking to cancer patients about their experience.</p> <p>PF said that he will be meeting with the hospital later this month to find out how they would like to take the project forward.</p> <p><u>IAPT project</u></p> <p>PF said that BM and JW have spoken to the commissioners from the Council, service providers and Sutton Mental Health Foundation. He thinks they have learned a lot about how the service is delivered, commissioned and accessed by people and has had varying feedback.</p> <p>PF and JW discussed ways that we might progress this project, including the Crisis Café, and Silver Cloud. PF also said that he is planning on setting up a meeting with a consultant at EStH to discuss the emergency mental health service delivered at A&amp;E.</p>
<p>6.</p> <p>6.1.</p>	<p><b>PPG/PRG update</b></p> <p>PH explained that patient groups have started to meet up again and she is moving back to working with practices.</p> <p>The PRG is about to hold their second virtual meeting. She told the Board that the majority of members have embraced the use of technology, and she has enjoyed supporting them to get connected via Zoom.</p> <p>PH also explained that the PRG are starting to do some engagement around Primary Care Networks (PCNs) and the impact any developments are having on patients. There will be a series of presentations at the PRG around different aspects of PCNs, starting with a presentation on social prescribing.</p> <p>Currently there are a number of challenges in terms of balancing everything people want from the group, patient input and patient led, primary care transformation and SW London Health and Care Partnership communications and engagement priorities to ensure the PRG remains an effective and cohesive group.</p> <p><u>Experience of remote consultations &amp; digital prescriptions</u></p> <p>PH explained that she did a piece of work with the PRG and Healthwatch Sutton volunteers in June/July to provide a snapshot looking into patients' experiences of remote consultations and digital prescriptions, in response to the pandemic. She said this piece of work started a conversation as it offered an insight to the primary care team in terms of patients' issues of accessing their GP, along with the 'Changing your GP Service' survey conducted in March - April 2020.</p>

	<p>As a result, the primary care team have asked all GP practices to undertake a survey in order to understand the situation. They primarily want to understand why people aren't accessing their GPs. PF and PH have helped to develop this survey, which will be part of the GP Engagement Scheme. PH explained that the survey will be live towards the end of the week so practices can begin encouraging people to take part, and Healthwatch Sutton will also help with general promotion.</p> <p>PH explained that the primary care team have identified and targeted specific groups particularly vulnerable to the changes in the way GPs are interacting with patients to understand their experiences.</p> <p>DE said that he was concerned that children and pregnant mothers have not been targeted because research has indicated that they are not accessing services. DW suggested that we should include a caveat that children and pregnant mothers were not specifically targeted for this survey, and indicated this may be an area for further research.</p>
<p><b>7.</b></p> <p>7.1.</p>	<p><b>Representation on the SWLCCG Governing Body</b></p> <p>PF is still in discussions with the other local Healthwatch in South West London to decide the best means of having representation on the newly-formed South West London CCG Governing Body. PF explained that there has been a difference of opinion and a decision has not yet been made.</p>
<p><b>8.</b></p> <p>8.1.</p> <p>8.2.</p> <p>8.2.</p>	<p><b>Making Informed Choices</b></p> <p>The Making Informed Choices 6-week tender process for our new contract is due to resume on the 5<sup>th</sup> October.</p> <p>PF hopes to be able to confirm the decision of the award for the contract in December. The contract would provide Healthwatch Sutton with a great deal of stability, if awarded, as it is 5 years + 2 (potentially).</p> <p>PF explained that he has contacted our Commissioning Manager at Sutton Council for written confirmation that Healthwatch Sutton's contract will be extended. He has received verbal assurance that our contract will be extended until July 2021. <i>UPDATE: Since the meeting, PF has received written confirmation of our contract extension.</i></p>
<p><b>9.</b></p> <p>9.1.</p>	<p><b>Finance</b></p> <p>AA expressed his concern that he has not yet received the financial figures for this year and therefore could not give an update.</p>

	<b>ACTION: PF to chase financial figures for Q1 and Q2.</b>
<b>10.</b>	<b>Annual General Meeting (AGM)</b>
10.1.	COVID-19 has meant that we have had to delay our AGM, which we usually hold in the summer.
10.2.	PF advised the Board that he has been in contact with the Charity Commission, and we are required to hold an AGM once a year stated in our Mem & Arts (either calendar or financial). Our last AGM was held on the 29 <sup>th</sup> August 2019. PF explained that we have until the 31 <sup>st</sup> March 2021 to hold our AGM.
10.3.	The Board agreed that we should have a short online AGM via Zoom in early December. <b>ACTION: GT to organise date for AGM and look into a system for how our members can vote remotely.</b>
<b>11.</b>	<b>Information &amp; Support Meeting (05/10/2020)</b>
11.1.	The next Information & Support Meeting is on Monday 5 <sup>th</sup> October from 2pm - 4pm via Zoom.  PF and GT explained that they have invited Sarah Kavanagh to update the Board about Primary Care Networks, as well as Dr Lavan Baskaran and Hilary Dodd from Age UK Sutton to talk about Social Prescribing. <b>ACTION: Board to email GT with their ideas for speakers to join us at our next information &amp; support meeting.</b>
<b>12.</b>	<b>Trustee Development Session</b>
12.1.	<u>Succession planning</u> DW explained that he has been on the Board for almost 7 years. According to our Mem & Arts, Directors can be on our Board for a maximum of 9 years. He brought this to the attention of the Board, and has requested the Directors to start thinking about what will happen after he steps down as to who will become Chair.  He explained that BM is Vice-chair, and may be willing to consider co-Chairing after DW has stepped down.
12.2.	<u>Action points</u>

<p>12.3.</p>	<p>PF suggested 2 action points to initially take forward from the Trustee Away Day.</p> <p>The first point is to start the audit process looking at the different meetings Directors attend in order to have a discussion around how we can best represent Healthwatch Sutton.</p> <p><b>ACTION: PF and GT to create a spreadsheet to find out where Directors represent Healthwatch Sutton.</b></p> <p>The second point is for the staff team to develop a list of themed areas of health and social care and for the Directors to specify areas they have an interest in, with a view of creating sub-groups. These sub-groups would meet for a short period of time, semi-regularly, to keep an eye on those areas, scope out potential projects and for Directors to develop relationships with other interested parties.</p> <p>DW added that these sub-groups may relieve the pressure on the staff team as they would be able to provide advice and guidance. He also suggested that 2-3 Directors could each work together on maybe more than one sub-group.</p> <p><b>ACTION: PF and GT to contact the Board to find out their interests, experiences and strengths with the view of creating different sub-groups.</b></p> <p>There was also a discussion around our prioritisation process and PF suggested that we need to improve this system.</p>
<p>13.</p> <p>13.1.</p>	<p><b>Important/urgent highlights from Board, Committees, Groups etc.</b></p> <p>DW said that Healthwatch Sutton sits on the Sutton Systems Leaders Group. PF explained that the Group has chosen 5 key areas where they are doing work to try and improve services in the Borough and this work is ongoing. The meetings tend to focus on COVID-19 recovery.</p> <p>PF also explained that some of the discussions are based on a piece of work that AN was involved in to evaluate the impact of COVID and where the Council might want to pilot a piece of work to see community empowerment and where health and social care gains can be made. St Helier has been chosen as the area that this project will be centred around. AN is leading on this with key leaders from the Council and the NHS to try and develop plans to improve the mental and physical health of people in</p>

	St Helier with existing projects and a series of new initiatives such as ‘Men in Sheds’.
<b>14.</b>	<b>AOB</b>
14.1.	<p><u>Healthwatch England’s digital exclusion project</u></p> <p>SM explained that he had received an email from Healthwatch England about a funding opportunity to be involved in their new research project exploring potential inequalities surrounding the shift to remote GP appointments during the COVID-19 pandemic. SM explained that this could be an opportunity for Healthwatch Sutton.</p> <p><b>ACTION: PF to look at the project brief to find out more about the work involved.</b></p>
14.2.	<p><u>Healthwatch England’s conference (Healthwatch Week)</u></p> <p>SM explained that he had also received an email from Healthwatch England about ‘Healthwatch Week’. They are running five days of online sessions from 2<sup>nd</sup>- 6<sup>th</sup> November 2020. SM suggested that we invite all the trustees and volunteers to attend as it is entirely online. Registration opens in October.</p> <p><b>ACTION: GT to email trustees and volunteers with details of Healthwatch Week and how to register.</b></p>
<b>15.</b>	<p><b>Date of next meeting</b></p> <p>Monday 9<sup>th</sup> November 2020, 2:00pm - 4:00pm via Zoom</p>



Ref	Action	Who	Date
3.1.	DW to raise the issues of access to equipment at the next Sutton Health and Care @ Home Contract Performance Meeting with NHS Sutton.	DW	
5.5.	GT and PF to look into volunteer expenses for making telephone calls.	PF/GT	
9.1.	PF to chase financial figures for Q1 and Q2.	PF	
10.1.	GT to organise date for AGM and look into a system for how our members can vote remotely.	GT	
11.1.	Board to email GT with their ideas for speakers to join us at our next information & support meeting.	Board	
12.2.	PF and GT to create a spreadsheet to find out where Directors represent Healthwatch Sutton.	PF/GT	
12.2.	PF and GT to contact the Board to find out their interests, experiences and strengths with the view of creating different sub-groups.	PF/GT	
14.1.	PF to look at Healthwatch England's digital exclusion project brief to find out more about the work involved.	PF	
14.2.	GT to email trustees and volunteers with details of Healthwatch Week and how to register.	GT	