

Board Meeting

Monday 9 March 2020

Granfers Community Centre

2:00pm - 4:00pm

Minutes

Members of the Board present:

Chair - David Williams (DW)

Vice chair - Barbara McIntosh (BM)

Adrian Bonner (AB)

David Elliman (DE)

Shri Mehrotra (SM)

Noor Sumun (NS)

Janet Wingrove (JW)

Staff team present:

Pete Flavell (PF)

Simon Foxcroft (SF)

Gemma Thatcher (GT)

Apologies:

Treasurer - Adrian Attard (AA)

Lorraine Davis (LD)

Pam Howe (PH)

Alison Navarro (AN) (Community Action Sutton)

Launa Watson (LW)

Derek Yeo (DY)

1.	Welcome, apologies and notification of Any Other Business
1.1	DW opened the meeting and apologies were noted.
1.2	DW welcomed DE to his first Board meeting as a Director.
1.3	DW also welcomed Juliana Chapman as an observer.
1.4	DW informed everyone that AN would be stepping down as CEO of Community Action Sutton in May. ACTION: Either DW or staff to organise a thank card and/or present for AN as a show of appreciation for her work as CEO.
2.	Minutes of previous meeting
2.1	The minutes from the previous Board meeting of the 13 January were accepted.

<p>3.</p> <p>3.1</p> <p>3.2</p>	<p>Matters arising (not covered elsewhere on the Agenda)</p> <p><u>Director’s WhatsApp Group</u></p> <p>The WhatsApp group has still seen little use. GT posited that the group could be left open if Directors wished or could be closed down. It was decided that this would be discussed further at the Directors’ Info & Support meeting on 23 March.</p> <p>ACTION: GT to add the Directors’ WhatsApp group chat to the Directors’ Info & Support agenda.</p> <p><u>Director representation at meetings</u></p> <p>BM noted that she thought it would be beneficial to have more input from Healthwatch Sutton (HWS) when attending meetings. She explained that this would help her raise issues more pertinent to the strategic direction of HWS. It was decided that this would be discussed further at the Trustee Away Day.</p> <p>It was suggested that a speaker could be hired to give a talk on representation at the Info & Support meeting. The voluntary sector as a whole was said to need more training on representation, so it was suggested that a speaker could be shared with another organisation(s) to cut costs.</p> <p>In addition to the list of meetings presently attended by Directors, DE said it would be helpful to have a list of meetings not currently attended by HWS in order to see if there are any that should be attended. PF noted that this had been looked at in the past, and that meeting representation had been prioritised due to resource constraints.</p>
<p>4.</p> <p>4.1</p> <p>4.2</p> <p>4.3</p>	<p>Project updates</p> <p><u>Primary School CYP MH</u></p> <p>PF said that so far ten schools have completed the survey, and there have been about 800 individual responses. He noted that there were some surprising results, particularly regarding exercise and mood. He added that the students’ comments were very insightful.</p> <p>A report compiling the results from Robin Hood Junior School has been completed. PF has also produced an anonymised version of the report which he has shared with the heads of other schools in a bid to encourage participation. This version would be made available to the Board.</p> <p><u>Care Homes Project</u></p> <p>The Crossways Nursing Home report has been completed and shared with the Board. PF explained that the care home had been ranked either ‘good’ or ‘very good’ against eight out of the nine care quality indicators; it scored ‘neutral’ for one indicator. PF has forwarded the report to the manager of Crossways and requested a formal response.</p> <p>Ten further care home visits had been planned but will have to be postponed due to the coronavirus outbreak.</p> <p><u>Homelessness Project</u></p> <p>There has been interest in the project from the wider voluntary sector. AB noted that some GP surgeries were still insisting on some proof of address in</p>

<p>4.4</p> <p>4.5</p> <p>4.6</p> <p>4.7</p>	<p>order to register new patients. However, PF said that when he contacted some of the surgeries they expressed their willingness to accept patients without a fixed address. GT said that the NHS produced cards that stated an individual's rights regarding access to GPs that people could present at reception desks.</p> <p><u>Sutton Health and Care at Home</u></p> <p>PF said that the survey is ongoing and that he continues to provide updates quarterly. He reported that there was a slight uptick in the number of responses so far this quarter; SF estimated that there had been roughly 20 responses received.</p> <p>BM said that she thought access to community equipment was a big issue.</p> <p>ACTION: DW to raise the issue of access to equipment at the next Sutton Health and Care @home Contract Performance Meeting with Sutton CCG.</p> <p>ACTION: SF to provide DW with an accurate update on response numbers.</p> <p><u>Take 5</u></p> <p>SF explained that the results from the Take 5 survey - also named Snapshot - have been compared with the previous survey conducted in 2018. A draft report has been produced. SF highlighted some findings, noting that pharmacy services and GP services were perceived favourably, whereas social care was not. Another takeaway was that there has been no change in awareness of the Epsom & St Helier proposals since 2018.</p> <p>DW is due to present the findings to the Sutton Scrutiny Committee on 18 March 2020.</p> <p>AB explained that there was a misunderstanding, especially among older people, about the proposed changes to Epsom & St Helier services. He said that many believe St Helier will lose emergency care services, when this is not the case. BM added that this was a contentious issue, and there was agreement that there was a lack of reasoned public debate over the proposals.</p> <p>ACTION: SF to email DW a copy of the draft Snapshot report.</p> <p><u>Sexual Health</u></p> <p>GT noted that there has been a change of location and name of some sexual health services in Sutton, and that this provides the rationale for the sexual health project. She explained that there will be two surveys: one to capture users' experiences and one about awareness. She has liaised with the Check It Out team regarding the questionnaire design. She hopes to have finalised the design by the end of March.</p> <p><u>Primary Care Transformation Survey</u></p> <p>PF said that the survey had been co-designed with other stakeholders. The questionnaire was posted to HWS's members alongside the spring newsletter. PF said he hoped that the Primary Care Networks (PCNs) and the CCG would use the findings to inform the development of services/PCNs.</p> <p>PF said that HWS has been invited to attend Wallington Wellbeing Day on 1 May 2020. He said that he will keep the survey open with the aim of collecting responses on the day.</p>
---	---

	ACTION: GT to email all the volunteers and directors to ask if they want attend Wallington Wellbeing Day.
5.	Improving Healthcare Together (IHT)
5.1	It was noted that the IHT public consultation is due to end on 4 April 2020. AB explained that the responses received so far have been analysed by an independent body and they were generally understanding of the need for the proposed changes. Sutton was emerging as the preferred site among people. AB and BM noted vocal opposition at listening events, where access has been a notable issue. AB said that there had been an effort to identify survey responses belonging to coordinated campaigns, in order that they do not skew the results. He said that unofficial consultation findings will be available within a month, with a final decision on location in late June 2020.
5.2	A short survey regarding the IHT initiative has been published online by HWS. The results will be shared with IHT themselves.
6.	Making Informed Choices
6.1	PF explained that the local authority is combining a number of voluntary and community sector contracts into one. Community Action Sutton has been named as the lead strategic partner. PF said that HWS's funding has been ring-fenced under the plans, and the new contract will cover a period of five years initially and then a further two. However, he added that other organisations' funding may be affected the strategic partner has been allocated funding. He noted that the bidding process is due to finish prior to Easter 2020.
7.	Finance
7.1	PF noted HWS's finances were stable.
8.	Our policies for agreement
8.1	GT has updated HWS's policies. They were formally accepted by the Board on 9 March 2020. The Board agreed that the policies should be reviewed every three years from the date of adoption, and earlier, if necessary, to reflect any relevant changes to legislation. ACTION: GT to amend incorrect legislation dates in policies.
9.	Volunteer Handbook for agreement
9.1	GT received good feedback on the volunteer handbook from Pat Stanley from the Volunteers Centre. SM said in-person safeguarding training for volunteers would be beneficial. He noted the possibility of sharing a training session with another organisation(s) to reduce costs. BM mentioned that she knew of a solicitor who may be able to offer safeguarding training at no cost. ACTION: Enquire with the council about in-person safeguarding training. ACTION: BM to approach solicitor about safeguarding training. ACTION: Volunteers to sign new volunteer handbook at the Volunteers Forum on 30 March.

10.	Communications analytic report
10.1	<p>GT reported an uptick in the views of the February newsletter compared to previous months. She said that she would also like to see more traffic through the main website. Twitter was the most viewed of HWS's social media sites; need to improve visibility of HWS on Facebook and Instagram.</p> <p>GT will report communications stats annually.</p>
11.	Trustee Recruitment
11.1	DW told everyone that DY is stepping down as a Director at the AGM this year.
11.2	There was a discussion about whether Directors should be called Directors or Trustees. BM explained that she found it helpful to use both titles. It was left up to the discretion of Directors as to which title they want to use.
12.	Trustee Away Day
12.1	<p>PF thought it would be good to hold another Trustee Away Day. June or July was suggested as a suitable date. PF said that someone independent should facilitate the day.</p> <p>BM said that Directors' tasks should match up well with their skillsets; PF asked Directors to contact him regarding what type of tasks they would like to do.</p> <p>SM also suggested having a buddy system for new Directors.</p> <p>ACTION: GT to email Directors and set a date for the away day.</p> <p>ACTION: Directors to email PF with suggestions for a facilitator and agenda.</p>
13.	Healthy Communities Together
13.1	ACTION: PF to look at available funding for Healthy Communities Together.
14.	Enter and view volunteer role
14.1	<p>PF mooted the idea of opening recruitment for more Enter & View volunteers, but DE advised that recruitment should be deferred due to the coronavirus outbreak.</p> <p>BM said that there should be a Director who leads on volunteer support and that this should be added to the away day agenda.</p>
15.	Important/urgent highlights from Boards/Committees/Groups/other
15.1	GT noted that she was going to attend Jack Petchey's and Speakers Trust Speak Out Challenge event at Glenthorne High School this evening. DW said this could be of some value toward potentially setting up a HWS for young people.
15.2	<p>BM highlighted issues surrounding adult mental services in Sutton, notably lengthy waiting times. JW said that the Improving Access to Psychological Therapies (IAPT) service has a tendency to produce inflated figures on symptoms. She expressed a desire to carry out some work on IAPT services in the future.</p> <p>ACTION: PF, BM, JW and Juliana to discuss IAPT work in sub-group.</p>

16.	Any other business
16.1	PF explained he is sending out a link to a short survey about the coronavirus to gauge residents' awareness/access to information.
16.2.	SM explained that there is now one central phone number for Sutton Health and Care e.g. people can book physio appointments directly without being referred by a GP.
17.	Date of next meeting
17.1	Monday 11 May 2020, 2:00pm - 4:00pm, Granfers Community Centre

Action Log

Ref	Action	Who	Date
1.4	Either DW or staff to organise a thank card and/or present for AN as a show of appreciation for her work as CEO.	DW or Staff	May
3.1	GT to add the Directors' WhatsApp group chat to the Directors' Info & Support agenda.	GT	23/03/20
4.3	AB to provide an update on the outcome of his next CCG meeting.	AB	11/05/20
4.4	DW to raise the issue of access to equipment at the next Sutton Health and Care @ Home Contract Performance Meeting with Sutton CCG.	DW	
4.4	SF to provide DW with an accurate update on response numbers.	SF	20/03/20
4.5	SF to email DW a copy of the draft Snapshot report.	SF	13/03/20
4.7	GT to email all the volunteers and directors to ask if they want attend Wallington Wellbeing Day.	GT	20/03/20
8.1	GT to amend incorrect legislation dates in policies.	GT	27/03/20
9.1	Enquire with the council about in-person safeguarding training.	GT	20/03/20
9.1	BM to approach solicitor about safeguarding training.	BM	20/03/20
9.1	Volunteers to sign new volunteer handbook at the Volunteers Forum on 30 March.	Volunteers	30/03/20
12.1	GT to email Directors and set a date for the away day.	GT	20/03/20
12.1	Directors to email PF with suggestions for a facilitator and agenda.	PF	01/05/20
13.1	PF to look at available funding for Healthy Communities Together.	PF	23/03/20
15.2	PF, BM, JW and Juliana Chapman to discuss IAPT work in sub-group.	PF, BM & JW	31/03/20