

Board Meeting
Monday 9th September 2019
Granfers Community Centre
11am - 1pm

MINUTES

Members of the Board present:

Vice Chair - Barbara McIntosh (BM)
Treasurer - Adrian Attard (AA)
Launa Watson (LW)
Shri Mehrotra (SM)
Derek Yeo (DY)
Adrian Bonner (AB)
Noor Sumun (NS)

Staff Team present:

Pete Flavell (PF)
Gemma Thatcher (GT)
Pam Howe (PH)
Alison Navarro (AN) (Community Action Sutton)

Apologies:

Chair - David Williams (DW)
Lorraine Davis (LD)

1.	<p>Welcome and Apologies BM opened the meeting. Apologies were noted. BM welcomed NS to his first meeting as a Member of the Board.</p>
2.	<p>Minutes of previous meetings (May & July) The minutes from the Board Meeting held on 13th May 2019 were accepted. The minutes from the Board Meeting held on 8th July 2019 were accepted.</p>
3.	<p>Matters Arising (<i>not covered elsewhere on the Agenda</i>)</p> <p>The following actions were carried over from the meeting held on 13th May 2019:</p> <p>ACTION: GT to create Whatsapp groups for volunteers and staff <i>GT will report on the progress of this action at the next Board meeting.</i></p> <p>The following actions were carried over from the meeting held on 8th July 2019:</p> <p>ACTION: GT to liaise with the Board to develop a document outlining why it would be helpful for the Board to have access to 'never events' data from SCCG to measure our impact. <i>BM highlighted the importance of how we measure the impact of our work.</i></p>

	<p><i>There were suggestions around using a traffic light system and using a '360' review survey to measure our effectiveness, starting with the A&E project.</i></p> <p><i>AN explained that Community Action Sutton could offer their support to measure our impact and effectiveness.</i></p> <p>NEW ACTION: PF to look into how we might measure our impact and effectiveness.</p> <p>ACTION: PF, GT and AN to develop an Action Plan for the year (following the Away Day held on 10th June 2019)</p> <p><i>The Board agreed to make this a standing item on the Agenda as we check our priorities and evaluate feedback.</i></p> <p>ACTION: GT to amend Board meeting Agenda.</p> <p>ACTION: GT to create a Doodle Poll to find out preferences about what meetings the staff and the Board represent Healthwatch, in order to agree future reps.</p> <p><i>GT explained that a Doodle Poll may not be the most effective way to find out preferences. The Board agreed to have a discussion about their preferences/interests at the next Board meeting in November to agree future representation.</i></p> <p>NEW ACTION: GT to add item to the Agenda for the Board meeting in November.</p>
4.	<p>Project Updates</p> <p>Children and Young People's (CYP) Mental Health Project</p> <p>PF advised that he presented an overview of the CYP Mental Health Project at the Health and Wellbeing Board on 24th June 2019.</p> <p>PF will be presenting the report at the Secondary Heads meeting in September.</p> <p>It is hoped that the findings of the report will influence the 2nd phase of the Trailblazer funding. We are working with the leaders of the Trailblazer and helping to focus resources based on these results.</p> <p>It is also hoped that the findings of the report will influence the re-commissioning of CAMHS (Children and Adolescent Mental Health Service).</p> <p>Primary School CYP Mental Health Project</p> <p>PF advised the Board that the survey was piloted in 3 schools last term, in Year 5 and 6 classes. PF has received feedback from the schools, and a few minor tweaks need to be made to the survey before we officially launch the project.</p> <p>PF will be speaking at the Primary Heads meeting in September to let them know that the survey is ready, and to encourage sign-up to the project.</p>

Care Homes Project

Crossways Care Home has agreed to pilot the project with a small group of 'Enter and View' volunteers.

As a starting point, PF has been in conversations with Sutton Council to find 10 care homes in Sutton to 'Enter and View' initially. PF will be contacting the managers of these care homes to arrange visits in the coming months.

PF advised that LBS and CQC have expressed an interest in the findings of our report when published. PF also advised that we will also write and share the key themes and findings with the care home managers once we've completed an 'Enter and View' visit.

It was suggested that SM and LW could be the Director leads for the Care Homes project based on their interests and experience.

ACTION: GT to find out the Cllr leads for Care Homes in Sutton.

Homelessness Project

PF and GT have spoken to Community Works, Sutton Mental Health Foundation, SCCG, Sutton Nightwatch and Inspire to develop recommendations for the report. Their recommendations have been collated, and the report will be published in due course.

PF has been invited to present the report at the Practice Managers Forum in September.

Perinatal Mental Health Project

The findings of the report were published last month.

PF wrote letters to Sutton CCG, London Borough of Sutton, Epsom and St Helier Hospital NHS Trust, South West London St George's Mental Health NHS Trust, Sutton Health and Care Alliance, Sutton GP Federation and Community Action Sutton.

We have received responses from Epsom and St Helier Hospital NHS Trust and South West London St George's Mental Health NHS Trust.

ACTION: PF to share responses with the Board.

ACTION: PF to chase responses from Sutton Health and Care Alliance, Sutton GP Federation and Community Action Sutton.

Healthwatch England have also published their national report exploring the experiences of women with mental health problems during the journey to parenthood. The findings from our work locally have been used in this report. You can read the report here:

<https://www.healthwatch.co.uk/report/2019-09-09/mental-health-and-journey-parenthood/>

We are currently seeking more responses from minority ethnic groups to our perinatal mental health survey as these groups have not been well represented in the responses we have received so far.

ACTION: PF/GT to link in with Razia (Head of Partnerships, Impact and Equality, Community Action Sutton) to promote survey to BME Forum.
ACTION: PF/GT to contact Sangam to link in with the Asian community in Sutton.

NHS Long Term Plan

This project has now ended after PF presented at the Clinical Conference in April.

PF and AN have offered to support engagement workshops around the NHS 5 Year Plan but are awaiting a response.

ACTION: AN to chase this up.

Sutton Health and Care (old and new)

PF advised that we have received very few responses to the survey and the number of responses has declined over time.

SEND Project

Healthwatch England have published guidance on how Healthwatch can work with SEND and Parent Carer Forums locally to improve services for the community.

Sutton's provision for children with SEND has been criticised in both national and local press, after failing an Ofsted inspection last year.

PF and BM are meeting with Jane Knowles (Sutton Parent Carers Forum) to explore the possibility of working in collaboration on a project.

Fiona Phelps (AD Education & SEND, London Borough of Sutton) will be coming to speak to the Board at the next Information and Support meeting on 17th October 2019 to provide an update on the progress of the actions Sutton Council has taken in response to Ofsted's report regarding SEND.

Fiona has also invited Healthwatch Sutton to the Council's 'Stocktake Day' to which representatives of all partners will be invited, to review the year of the WSOA (Written Statement of Action) and to agree the next actions across the Local Area. AA and SM have confirmed that they will be attending this meeting.

5. PPG/PRG Update


PH gave a brief update on her work with PPGs and the PRG, commissioned by Sutton CCG. The full report is available here:



Update report HWS
Board 9.9.19.docx

PF and PH explained that Sutton CCG will be funding us on the same level for the next 18 months. The project brief from October 2019 is almost finalised, and PF and PH are currently in conversations with Sutton CCG. It

	<p>is likely that some of Healthwatch's work will be around engagement on Primary Care Networks.</p> <p>SM and PH fed back briefly on the NHS GP Access Review Event they attended in August. The Board agreed that it would be useful to discuss the feedback in more detail at the next Information and Support meeting on 17th October 2019.</p> <p>ACTION: GT to add the NHS GP Access Review Event on the Agenda for the Information and Support meeting in October.</p>
6.	<p>Finance</p> <p>AA brought a summary for the first quarter (April 2019 - June 2019). There was a query in regards to the amount of additional income generated. PF advised that this may be due to the payment of outstanding invoices.</p> <p>ACTION: AA/PF to speak to Dun (Head of Finance, Community Action Sutton) to clarify sources of additional income.</p> <p>PF advised that our contract with Sutton Council has been extended to 30th September 2020.</p>
7.	<p>Trustee Recruitment</p> <p>The Board welcomed NS, who was appointed at the AGM on 29th August 2019.</p> <p>Healthwatch Sutton now has 8 members on the Board. At the Away Day, it was agreed that 10 Board members would be the maximum number. However, at this meeting, the Board agreed that we could be flexible with this number, depending on interest.</p> <p>There was also a discussion around other people who may be interested in joining the Board.</p> <p>Following on from the previous Board meeting, AB and BM have approached 2 prospective Directors, and AB has put the name forward of another.</p> <p>ACTION: GT to send application form to prospective Director. ACTION: BM to check-in with potential applicant. ACTION: AB to approach new potential applicant.</p>
8.	<p>AGM 2019</p> <p>The Board felt that the AGM on 29th August 2019 went well.</p>
9.	<p>Outreach & Engagement Events 2019</p> <p>GT explained that we have upcoming outreach events, and capacity to cover the stalls is an ongoing issue. The next outreach event is Roundshaw Community Network's Health and Wellbeing Brunch on 28th September 2019. LW and AB have said that they are available to help out on the stall.</p> <p>ACTION: GT to contact LW and AB to co-ordinate stall at event. ACTION: GT to send Board members a list of upcoming dates for outreach events, with invitation to volunteer on stalls.</p>
10.	<p>Healthwatch England Conference 2019</p> <p>This year, Healthwatch England's conference is from 1st October - 2nd October 2019 in Birmingham.</p>

	<p>The CYP project has been shortlisted for the ‘Helping more people to have their say’ Healthwatch Network award. The winner will be announced on 1st October 2019 during the conference.</p> <p>PF and GT are going to Healthwatch England’s conference, and we have one ticket spare. DW, AB and NS have all expressed an interest in attending the conference.</p> <p>ACTION: Board members to let GT know their preferences for attending the Healthwatch England Conference.</p> <p>ACTION: GT to send NS information about the Healthwatch England conference.</p>
11.	<p>Sutton Primary Care Patients Survey 2019</p> <p>AA gave a brief summary on the recent Sutton Primary Care Patients Survey 2019. You can read the summary here:</p> <p></p> <p>2019 Sutton CCG GP Patients Survey.d</p> <p>You can download the CCG slide pack for 2019 to view the results for key questions from the survey here: https://www.gp-patient.co.uk/downloads/slidepacks/2019/08T%20-%20NHS%20SUTTON%20CCG.pptx</p>
12.	<p>Important/Urgent Highlights from Boards/Committees/Groups/other</p> <p>LW attends a SWL Urgent Care Group and the Chair is seeking information on any feedback received on the 111 service.</p> <p>ACTION: GT to email Ifat Khawaja (Healthwatch Sutton Project Manager, Citizens Advice Sutton) to find out if the Information & Advice line has received any feedback on the 111 service.</p>
13.	<p>Any Other Business</p> <p>AB explained that Sutton Community Dance (a dance hub) has been set-up in the old Mothercare in the St Nicholas Centre, and encouraged the Board and Healthwatch Sutton to promote.</p>
14.	<p>Date of next meeting - Monday 4th November 2019, Granfers Community Centre, 2pm - 4pm</p> <p>ACTION: GT to send reminder of dates of upcoming meetings to the Board.</p>