

Board Meeting

Monday 11 May 2020

2:00pm - 4:00pm

Online via Zoom

Minutes

Members of the Board present:

Chair - David Williams (DW)

Vice Chair - Barbara McIntosh (BM)

Treasurer - Adrian Attard (AA)

Adrian Bonner (AB)

David Elliman (DE)

Shri Mehrotra (SM)

Noor Sumun (NS)

Janet Wingrove (JW)

Derek Yeo (DY)

Staff team present:

Pete Flavell (PF)

Simon Foxcroft (SF)

Pam Howe (PH)

Gemma Thatcher (GT)

Apologies:

Alison Navarro (AN) (Community Action Sutton)

Lorraine Davis (LD)

Launa Watson (LW)

1.	Welcome, apologies and notification of Any Other Business
1.1	DW opened the meeting and apologies were noted.
2.	Minutes of previous meeting
2.1	The minutes from the previous Board meeting of the 9 March were <i>accepted</i> .
3.	Matters arising (<i>not covered elsewhere on the Agenda</i>)
3.1	<u>AN's leaving date</u> PF updated everyone that AN has postponed her leaving date to later in the year given the present situation. This will likely now be around Christmas. PF also intimated that AN may reduce her hours.
3.2	<u>Tender process</u> PF said that the council has now suspended the whole tender process. He has been

	<p>holding weekly meetings with the commissioner - Fay Austin - who confirmed that HWS will continue to receive the same level of funding after its contract expires on 30 September 2020 until a new contract is instated. PF has received assurances that HWS's funding will not be affected.</p>
3.3	<p><u>Directors' WhatsApp Group</u> Item deferred to next meeting.</p>
3.4	<p><u>CCG meeting update</u> AB said there had been no meetings recently, so could not provide any updates.</p>
3.5	<p><u>Sutton Health and Care meeting update</u> The meeting has not sat due to the pandemic. DW will raise issues and report back when it restarts. DEFERRED 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>
3.6	<p><u>Wallington Wellbeing Day</u> DW noted that this has been tentatively rescheduled for September. DEFERRED ACTION: GT to email all the volunteers and directors to ask if they want attend Wallington Wellbeing Day.</p>
3.7	<p><u>Incorrect legislation dates on policies.</u> DEFERRED ACTION: GT to amend incorrect legislation dates in policies.</p>
3.8	<p><u>Safeguarding training</u> Arranging safeguarding training has been pushed back due to the pandemic. BM said she has not yet asked Fiona about delivering training. BM reiterated from the last meeting that HWS should combine training with CAS or another group. DEFERRED ACTION: BM to approach solicitor about safeguarding training.</p>
3.9	<p><u>Volunteers Forum</u> The forum has been postponed.</p>
3.10	<p><u>Funding for Healthy Communities</u> PF said the date had expired for submitting an application.</p>
3.11	<p><u>IAPT working group</u> No sub-group has been formed yet. JW noted this could be done online. ACTION: GT to set up zoom meeting between PF, BM, JW and Juliana chapman to discuss IAPT work.</p>
4.	<p>Coronavirus update (including comms.)</p>
4.1	<p>PF briefed everyone that HWS staff are helping CAS to coordinate the coronavirus response between wards in Sutton. PF said the team was adapting well and holding weekly meetings online.</p>

4.2	PH added that she had been compiling a resource pack for volunteers and those supporting volunteering efforts.
4.3	GT has been sending out a weekly e-bulletin, but is now doing it fortnightly. She has ensured information and advice is kept up-to-date and in line with Public Health England's guidance. In other work, GT has helped with Sutton Council/Community Action Sutton's coronavirus triage efforts.
4.4	DW commented that HWS is still very much needed and that it has demonstrated its ability to adapt.
5.	<p>Project updates</p> <p>5.1 <u>Primary School CYP MH</u> SF said that prior to the lockdown - after which data collection was stopped - approximately 900 responses had been received from about ten schools. SF noted that several reports for individual schools have been completed but not yet sent out. He said that there are no plans to resume data collection before September. PF added the team had discussed resuming the project later in the year in order to compare responses before and during the pandemic.</p> <p>DE noted that the present situation was likely having a significant impact on children, especially those living households with domestic violence. BM added that as Chair of the Board of Governors at a school they have had to provide extra support to vulnerable children and ensure those most vulnerable are still in attendance. She noted that the circumstances had prompted an improved response from social services.</p> <p>5.2 <u>Care homes project</u> PF said that the care homes project had been put on hold. DW suggested the project's scope may need to be adjusted to take account of the situation if and when it resumes. PF said that they could investigate people's experiences of coronavirus and how care homes have adapted.</p> <p>5.3 <u>Sutton Health and Care @ Home</u> GT said she had recently collected some more surveys from the office, bringing the total number received for this quarter to 15.</p> <p>5.4 <u>Take 5</u> PF said that he was not sure whether to publish given the circumstances; he worried that the results would not have the same impact. He added that the longer it is left, the less relevant the findings will become so it may be worth publishing. DW agreed that it should be published. ACTION: PF to publish Take 5 (Snapshot 2) report.</p> <p>5.5 <u>Sexual health project</u> GT has emailed one of the sexual health clinics to gather some feedback on the</p>

<p>5.6</p> <p>5.7</p>	<p>questionnaire design but has yet to hear back. GT said the project had been pushed back.</p> <p><u>Changing your GP service survey</u> PF said the survey will continue throughout the pandemic and that response numbers currently exceed 100.</p> <p>DW noted that online services recently introduced may be of long-term benefit, and added that it will force GP surgeries to think about potential changes. PF said that this was originally called the Primary Care Transformation survey and included questions regarding online services.</p> <p>DE cautioned about interpreting the results out of context. He said, for example, people may be more willing to use online services because they are fearful of catching coronavirus, yet in normal circumstances they may prefer to use face-to-face services. DE said there was concern among surgeries that changes will be introduced to meet budget constraints that are backed up by misinterpreted surveys and opinions. He added that those who need GPs the most were the elderly and vulnerable, and that changes regarding online services must be thought through carefully.</p> <p>PF noted the problem of patients not presenting to surgeries when they normally would. DE remarked that there is already evidence of people presenting later on in the development of illness.</p> <p><u>Coronavirus survey & polls</u> GT explained that a coronavirus survey was posted online before the nationwide lockdown on 23 March. She said that so far 93 responses had been received, and that it will remain open. GT said that she will enquire with other local organisations about pooling survey findings. DE mentioned there was a possibility of introducing replication when pooling responses.</p> <p>GT has also published a weekly Twitter poll to capture people’s views as the situation progresses.</p> <p>ACTION: GT to enquire with other Sutton organisations about coronavirus survey findings.</p>
<p>6. 6.1</p>	<p>Representation on the SWL CCG Governing Body PF reported that a new CCG governing body has been formed covering South West London. PF explained that in terms of Healthwatch (HW) representation, there was a proposal to have one representative for all six HW branches in SWL. After some discussion the CCG allocated £12-14k for such a role, and a job specification was written. Mike from the Richmond branch thought the proposal had little value because online video meetings could allow all local branches to participate. PF said it had been agreed with the CCG that a decision would not be reached for at least the next two governing body meetings. All local branches will attend the next meeting, but only one will be an active participant.</p>

	<p>DW said he would prefer to rely on representatives from Sutton NHS to convey the views of HW. PF agreed, though he pointed out that other branches may worry an NHS representative may not effectively hold the CCG to account. DE thought it should be someone independent as board members change and others may not be as effective.</p>
7.	<p>PPG/PRG update</p>
7.1	<p>PH said most of her work was on hold. She noted that the Primary Care Network survey had been completed.</p>
7.2	<p>Following the 2019 National GP Patient Survey, PH said she was working with representatives from the six worst-rated practices in Sutton with the aim of improving patient experience and satisfaction. This work has been put on hold.</p>
7.3	<p>PH has been providing ongoing support to the CCG's Patient Reference Group; to date, of the six bi-monthly meetings planned, it has only been possible to hold the January meeting.</p>
7.4	<p>PH said her patient network news to PRGs, PPGs and Community Health Champions will become more frequent to accommodate an increase in information for dissemination.</p>
7.5	<p>PH reported that she has submitted a proposal to NHS Sutton with regard to capturing current patient experiences. She said it was well-received. She hopes to gather feedback on remote GP consultations and electronic prescriptions.</p>
8.	<p>IHT</p>
8.1.	<p>The Improving Healthcare Together 2020-2030 consultation closed at midnight on the 1st April 2020. An independent research company will analyse the responses and produce a report by the late spring. The report will then be published and considered by the local commissioning groups.</p>
8.2.	<p>DW explained that the responses will now be analysed, and it is hoped a decision will be made by the local commissioning groups in the summer. DW also explained that one listening event was cancelled due to the COVID-19 pandemic, but it is understood that people had sufficient opportunities to have their say.</p>
8.3.	<p>The results from Healthwatch Sutton's short survey regarding the IHT consultation were shared with the IHT team.</p>
9.	<p>Making Informed Choices</p>
9.1.	<p>PF advised earlier in the meeting that Sutton Council has suspended the whole tender process due to the COVID-19 pandemic. PF has been meeting regularly with our commissioner. We hope to complete the tender process later on in the year, or early next year. PF explained that if we are successful, we will have the security of a longer contract that will give us a great amount of stability in the coming years.</p>

10.	Finance
10.1.	AA summarised the Income and Expenditure from January to March 2020.
10.2.	AA also summarised the Income and Expenditure from April 2019 to March 2020.
10.3.	AA advised that Healthwatch Sutton’s finances are stable, but we should try to generate more income this year.
10.4.	PF advised that the Grassroots Income Generation could be possible this year.
11.	Annual Report and AGM 2020
11.1	GT said the annual report should be finished by 30 June.
11.2	GT explained that the AGM would normally be held in August, but a decision has not yet been reached as to what to do this year. She added that JW and DE need to be formally elected to the Board and added on Companies House. ACTION: GT to look into the legality of holding an AGM online rather than in person.
12.	Info & Support meeting, 1 June 2020
12.1	PF said that it could likely be held online, though there might be difficulty arranging guest speakers. AB noted that care homes had been a prominent news story, and wanted someone to brief Directors about forward planning in care homes between the public and private sectors.
13.	Trustee Away Day
13.1	The away day has been postponed. BM said that it’s possible to hold small meetings online. She worried that Directors would go too long without discussion and debate given the uncertainty. JW noted that she had done something similar online that worked well, allowing shared documents and screen sharing etc. AB agreed that it was quite possible to do. PF suggested that Directors note agenda items for small groups to hold focussed discussions. DW said small groups could serve as a preliminary to holding a proper away day. ACTION: GT and PH to arrange groups and agenda, and identify a facilitator - possibly AN.
14.	Important/urgent highlights from Board, Committees, Groups etc.
14.1	PF said that most meetings had been suspended.
14.2	BM shared some initial insights from an unpublished HWS survey with the Safeguarding for Sutton Adults Board - she said they were well-received. She noted some emerging themes: distress from social distancing and mental health issues,

	and long-term effects of isolation, particularly among vulnerable people living on their own.
16.	AOB
16.1	DE mentioned that regulations governing children with special education needs have temporarily been relaxed, and there is a concern that they could become the ‘new normal’ because of policy drift. He suggested that this could be an area for HWS to monitor.
16.2	BM added that the CQC and Ofsted had undertaken a joint review into special educational needs. A report was published in February which was praised for its plainness and clarity. She noted that good progress has been made regarding exclusions, inclusive education and educational care plans. BM hoped this progress would be sustained throughout the pandemic.
16.3	JW noted a desire to look into addiction services in Sutton. PF has met with Darren Nicholas, who manages Inspire, and he thought that he would be happy to liaise with HWS about this. ACTION: PF to approach Inspire regarding work around addiction services.
16.4	AB highlighted a report from the public accounts committee, that discussed whether the Department of Education is damaging the life chances of SEND students.
16.5	DE drew attention to the creation of ‘restore documents’ by various services that set out their plans to return to normal. DE wondered who is overseeing this work at a SWL level.
17.	Date of next meeting Monday 13 July, 2pm - 4pm, Online via Zoom

Action Log

Ref	Action	Who	Date
3.5	DW to raise the issue of access to equipment at the next Sutton Health and Care @ Home Contract Performance Meeting with Sutton CCG.	DW	
3.6	GT to email all the volunteers and directors to ask if they want attend Wallington Wellbeing Day.	GT	Aug

3.7	GT to amend incorrect legislation dates in policies.	GT	May
3.8	BM to approach solicitor about safeguarding training.	BM	
3.11	GT to set up zoom meeting between PF, BM, JW and Juliana chapman to discuss IAPT work.	GT	
5.4	PF to publish Take 5 (Snapshot 2) report.	PF	May
5.7	GT to enquire with other Sutton organisations about coronavirus survey findings.	GT	
11.2	GT to look into the legality of holding an AGM online rather than in person.	GT	
13.1	GT and PH to arrange groups and agenda, and identify a facilitator – possibly AN.	GT/PH	
16.3	PF to approach Inspire regarding work around addiction services.	PF	