

Board Meeting
Monday 13th January 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)
Shri Mehrotra (SM)
Noor Sumun (NS)
Launa Watson (LW)
Janet Wingrove (JW)
Derek Yeo (DY)

Staff team present:

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

Apologies:

Treasurer - Adrian Attard (AA)
Lorraine Davis (LD)
Simon Foxcroft (SF)

1.	Welcome, apologies and notification of Any Other Business
1.1.	DW opened the meeting and apologies were noted.
1.2.	DW welcomed JW to her first meeting as a Director. JW will be formally proposed at the next AGM.
1.3.	DW also welcomed Barry Todman and Juliana Chapman as observers of the Board meeting.
2.	Minutes of previous meeting (November 2019)
2.1.	The minutes from the previous meeting held on 4 th November 2019 were accepted.
3.	Matters arising (<i>not covered elsewhere on the Agenda</i>)
3.1.	<u>Board of Directors' WhatsApp Group</u> To date, there has not been much activity on the new WhatsApp Group chat for Directors. It was agreed that we will keep the group chat open to see how it evolves. PF suggested that if Directors need help with getting on WhatsApp to also let us know.

3.1.2.	<p>The following action was carried forward from the meeting held on 4th November 2019:</p> <p>ACTION: Directors to read WhatsApp Group guidelines and email GT if they wish to be part of the group chat.</p>
3.2.	<p><u>‘Never events’ data</u></p> <p>It was agreed that it was not necessary to develop a document outlining why it would be helpful for the Board to have access to ‘never events’ data from Sutton CCG, in order to measure our impact. This is because the EStH Board report on the ‘never events’ data at their meetings, so we will be able to access the data from their reports.</p> <p>PF said that our remit is to look at themes/trends, rather than individual cases. He suggested that it would be helpful for DW to feedback to the Board if he spotted any themes/trends arising from the ‘never events’ data at the EStH Board meetings. BM suggested that it would also be helpful if she could feedback any themes/trends coming up from the Health and Wellbeing Board and Sutton Safeguarding Adults Board meetings she attends.</p> <p>All Directors were encouraged to keep an eye out for any themes/trends coming up at meetings they attend. If any themes/trends arise, they will be discussed at future Board meetings.</p>
3.3.	<p><u>Director representation at meetings</u></p> <p>There was a discussion around Director representation at meetings. Directors represent Healthwatch Sutton on a variety of Boards, Committees and Groups across the Borough, and we need to ensure that we are using our time wisely.</p> <p>PF explained that the meetings Healthwatch Sutton attends are not static, as they are dependent on projects and current issues.</p>
3.3.1.	<p>The following actions were carried over from the meeting held on 4th November 2019:</p> <p>ACTION: Directors to send GT a list of meetings they currently attend, and grade their ‘value’.</p> <p>ACTION: DW and PF to write brief descriptions of the different meetings where Healthwatch Sutton is currently represented.</p> <p>ACTION: GT/SF to speak to individual Directors to find out their preferences for attending meetings.</p>
4.	<p>Project updates</p> <p><u>Primary School Children and Young People’s Mental Health</u></p> <p>PF explained that we have received over 500 responses to our survey so far. He has contacted all 22 primary schools who have expressed their interest in participating in the project, but have not yet taken part in the survey, to offer his assistance. He has also contacted the remaining 23 primary schools, who were not present at the Primary Heads meeting to encourage sign-up to the project. So far, he has received 1 response.</p> <p>PF explained that he has also sent invitations to SENCOs primary schools to sign-up to the project.</p>

<p>4.2.</p> <p>4.3.</p> <p>4.4.</p> <p>4.5.</p> <p>4.6.</p>	<p>It was initially thought the survey would be closed at Easter, however, it is likely that it will run until the end of the school year to allow for more children to have their say.</p> <p>PF also explained that the new Team Administrator, SF, has done a great job at helping him to analyse and display the results from the responses received so far.</p> <p><u>Care Homes</u> As PF mentioned at the previous Board meeting, the pilot ‘Enter & View’ visit went well at Crossways Nursing Home in October. He is currently in the process of writing up the report for the visit.</p> <p>The next ‘Enter & View’ visits will take place at Lavender Oaks Care Home on 23rd January 2020 and 30th January 2020.</p> <p><u>Homelessness</u> PF presented the findings of the report at the Practice Managers Forum on Tuesday 5th November 2019. He received helpful and positive feedback. PF also reported that the Practice Managers seemed positive that it was only a small number of surgeries in Sutton who said that it would not be possible to register without proof of a fixed address.</p> <p>We have sent letters to Sutton GP Services, Community Action Sutton and the new Clinical Directors with a copy of the report for their information. We have also sent a letter to Sutton CCG, requesting a formal response.</p> <p>GT explained that we have received a positive response from our local voluntary sector partners.</p> <p><u>Perinatal mental health</u> PF explained that he has worked with Nadine Wyatt from Sutton CCG (SCCG) to develop an action plan. Last year, Nadine engaged with Dads in Sutton around perinatal mental health. PF and Nadine have amalgamated the recommendations from our report and SCCG’s report to develop this action plan. PF will be monitoring the progress of the actions.</p> <p>BM presented the findings of the report at Sutton Perinatal and Infant Mental Health Conference on 13th November 2019. She explained that attendees were interested in the project, and expressed their commitment to wanting to make a difference around perinatal mental health.</p> <p><u>Sutton Health and Care @ Home</u> PF explained that response numbers are still low. PF has worked with Sutton Health and Care to launch a new system to encourage staff to help patients fill out the survey.</p> <p><u>Take 5</u> GT explained the Take 5 survey closed on 2nd January 2020. We received over 140 responses through promotion on our comms channels and attendance at Wallington Community Wellbeing Group’s Health & Wellbeing event in October 2019. The next step is to analyse the responses and produce a report.</p>
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	<p>GT also explained that Healthwatch England have launched a similar campaign on a nationwide basis. #SpeakUp2020 is encouraging the public to speak up about what would make health and social care services in their communities better, in a short survey. We are helping to promote engagement on our comms channels. The campaign is running from 13th January 2020 - 19th January 2020.</p>
<p>5.</p> <p>5.1.</p> <p>5.1.1.</p> <p>5.1.2.</p>	<p>PPG/PRG update</p> <p>PH and PF gave a verbal update report on Sutton CCG’s commissioned work.</p> <p><u>Primary Care Networks (PCNs) - Supporting engagement</u> We have agreed to support the PCNs by carrying out a Primary Care Transformation Survey.</p> <p>PF has drafted a Primary Care Transformation Survey. The survey will introduce and seek to capture patient views about the opportunities presented by the Primary Care Networks e.g. joint shared services, different ways of accessing appropriate healthcare, the introduction/expansion of healthcare support in addition to GPs. The draft survey will go to January’s Patient Reference Group meeting for patient input.</p> <p><u>Targeted work with Patient Participation Groups (PPGs)</u> Using the 2019 National GP Patient Survey, PH is undertaking focused work with PPGs to better understand and work to improve overall patient experience satisfaction.</p> <p>PH is supporting 6 practices, working in partnership with their PPGs, to explore the key areas and reasons for their own lower than average levels of patient satisfaction. The findings will be developed into an action plan to address areas identified and improve levels of patient experience satisfaction.</p> <p>To do this, she has supported conversations with practices/PPGs about their survey results to identify 3 key areas where patient satisfaction requires improvement.</p> <p>Additionally, PH is also supporting practice/PPG development of a patient satisfaction survey to delve deeper into the 3 target areas to gain further insight into reasons for low levels of satisfaction. The most common issues relate to practice administration rather than dissatisfaction with clinical care.</p> <p>In response to engagement with practices/PPGs, PH has provided guidance at meetings and a general advice document on surveys compiled and distributed, based on issues/concerns identified in all conversations.</p> <p>PH has also offered Healthwatch Sutton’s input to the survey. She has identified HWS volunteers who would be willing to support practice volunteers with the completion of surveys in waiting rooms. Additionally, we have offered possible data input support with a HWS volunteer inputting paper survey results onto a database or online survey tool.</p> <p>PH also fed back on her outcomes and observations to date. These include:</p> <ul style="list-style-type: none"> • All PPGs keen to undertake, some resistance from practice staff.

5.1.3.	<ul style="list-style-type: none"> • Many noted that often cause of dissatisfaction is lack of information and patients understanding ‘processes’ and that general improvements in information and communication would be helpful. • Chair of SCCG warmly welcomed and valued Healthwatch Sutton’s independent input. • Value of patient input demonstrated as in some instances, conversations highlighted differences between patient and staff perceptions or priorities and PPG members being unaware of practice actions and changes. • PPGs and practices beginning to identify areas for further work e.g. increasing the number of people using online appointments if getting through on the phone is a problem. <p>The January Chairs Network Meeting will focus on supporting new and existing PPG chairs, sharing experiences and learning about surveys, levels of high patient satisfaction, working with practice, issues and solutions.</p> <p>From January-March 2020, PH will be following up with each practice’s plans and progress and support to carry out survey as required. She will also take up one offer from one practice to bring all 6 practices together to share learning and support identifying ideas and solutions for action plans going forward.</p> <p><u>Patient Reference Group</u> PH is providing ongoing support to the CCG’s Patient Reference Group. A programme of bi-monthly meetings has been set up for 2020. This may change/develop as PCNs develop and an engagement plan is developed.</p>
6. 6.1. 6.2. 6.3.	<p>6. Project proposal</p> <p>6.1. <u>Accessing sexual health services in Sutton</u> GT brought her proposal for her new project idea of engaging with young adults around their experiences of accessing sexual health services in Sutton. She has had an initial meeting with the LBS Commissioning Manager, and has received positive feedback for the project. She also has meetings set up with the Check It Out team.</p> <p>6.2. It was agreed that GT needed to develop more of an evidence base to justify the need for the project in Sutton. ACTION: GT to develop an evidence base for the project to show to the Board. ACTION: GT to contact Ifat at <i>Citizens Advice Sutton</i> for statistics, or themes/trends, relating to enquiries regarding access to sexual health services, received through Healthwatch Sutton’s information and advice service.</p> <p>6.3. AN suggested that GT could contact the Young Commissioners and Young Carers to test the survey.</p>
7. 7.1.	<p>7. ‘Making Informed Choices’ - Outcomes Based Commissioning Review</p> <p>7.1. Healthwatch Sutton has been involved in the OBCR MIC and there was a discussion around the potential impact the new contract could have on the organisation.</p> <p>PF explained that it is likely we will be going through a tendering process in February/March for a new contract which will begin in September. OBCR MIC</p>

	will be discussed at the next People's Committee on 16 th January 2020, and we will have more of an idea of the process after this meeting.
8.	Improving Healthcare Together
8.1.	<p>Improving Healthcare Together began their consultation on 8th January 2020 on their proposal to invest in both Epsom and St Helier hospitals and build a new specialist emergency care hospital at Epsom, St Helier or Sutton hospital.</p> <p>DW explained that they are carrying out a comprehensive 12 week consultation (ending on 1st April 2020). PF stated that the consultation plan seemed thorough and allows for different communities (involving those who are seldom heard) to have their say. Therefore, he feels that it would not be necessary for us to do our own consultation, but to promote engagement on Improving Healthcare Together's consultation.</p> <p>PF encouraged Directors to read through the consultation documents to decide whether it would be necessary for Healthwatch Sutton to do our own engagement.</p> <p>AN suggested that we offer a space for people to comment or raise any concerns they may have on our comms channels. We could then consolidate any themes and feedback to Improving Healthcare Together.</p> <p>ACTION: Directors to look at Improving Healthcare Together's consultation documents.</p> <p>ACTION: GT to email Directors to seek agreement whether we should do our own engagement around Improving Healthcare Together's proposals.</p> <p>ACTION: GT to start promoting engagement for Improving Healthcare Together's consultation on comms channel.</p>
9.	Finance
9.1.	<p>PF summarised the Income & Expenditure (July 2019 - September 2019) on behalf of AA.</p> <p>He explained that we are still awaiting payments, but on the whole, our finances are stable and there has been an improvement in our reserves.</p>
10.	Director recruitment
10.1.	<p>We have recruited JW to the Board of Directors. She has been co-opted onto the Board, until she is formally proposed at the AGM in the summer. Healthwatch Sutton now has 9 Directors. In previous Board meetings, it was agreed that 10 Directors would be the maximum number.</p>
10.2.	<p>Since the last Board meeting, we have approached another prospective Director and they have been invited in for an informal interview.</p>
11.	Measuring Healthwatch Sutton's evaluation & impact
11.1.	<p>PF explained that he has read through the 'Making a Difference' toolkit (a guide to understanding and measuring the difference we make), produced by Healthwatch England.</p> <p>He said that we are already incorporating the majority of practices in the guide, but suggested that it could be beneficial for us to start setting Key</p>

11.2.	<p>Performance Indicators or SMART goals in future project briefs so we can better measure the effectiveness of our work.</p> <p>It was agreed that we will bring the toolkit to next Director Away Day to discuss in further detail.</p> <p>There was also a discussion around how we measure our impact and effectiveness on social media. GT explained that she has collated statistics from 2019 from Twitter and Facebook, and will continue to do so on a monthly basis.</p> <p>ACTION: GT to bring interim report of social media statistics to the next Board meeting.</p>
12. 12.1.	<p>Important/urgent highlights from Boards/Committees/Groups/other</p> <p><u>E-Redbag Steering Group</u> LW and SM explained that they sit on the E-Redbag Steering Group. Healthwatch Sutton's involvement in the new scheme has not yet been decided, but PF explained that he would be happy to put together a proposal to carry out engagement, if required.</p>
13. 13.1.	<p>Any other business</p> <p><u>Pledge for an Age Friendly Sutton</u> The Board agreed that Healthwatch Sutton should sign the letter to the World Health Organisation (WHO) to pledge our support in working together with local partners to make Sutton an Age Friendly Place. This fits in with The Sutton Plan.</p>
14.	<p>Date of next meeting: Monday 9th March 2020, Granfers Community Centre, 2:00pm - 4:00pm</p>

ACTION LOG

Ref	Action	Who by?	When by?
3.1.	Directors to read WhatsApp Group guidelines and email GT if they wish to be part of the group chat.	Directors	31/01/2020
3.3.	Directors to send GT a list of meetings they currently attend, and grade their 'value'.	Directors	09/03/2020
3.3.	DW and PF to write brief descriptions of the different meetings where Healthwatch Sutton is currently represented.	DW/PF	09/03/2020
3.3.	GT/SF to speak to individual Directors to find out their preferences of attending meetings on behalf of Healthwatch Sutton.	GT/SF	09/03/2020
6.2.	GT to develop an evidence base for the sexual health project to show to the Board.	GT	24/01/2020
6.2.	GT to contact Ifat at <i>Citizens Advice Sutton</i> for statistics, or themes/trends, relating to enquiries regarding access to sexual health services, received through Healthwatch Sutton's information and advice service.	GT	17/01/2020
8.1.	Directors to look at Improving Healthcare Together's documents.	Directors	27/01/2020
8.1.	GT to email Directors to seek agreement on whether we should do our own engagement around Improving Healthcare Together's proposals.	GT	27/01/2020
8.1.	GT to start promoting engagement for Improving Healthcare Together's consultation on comms channels	GT	20/01/2020
11.2.	GT to bring interim report of social media statistics to the next Board meeting.	GT	09/03/2020