

## Board Meeting

Monday 13 July 2020

2:00pm - 4:00pm

Online via Zoom

### MINUTES

#### Members of the Board present:

Vice Chair - Barbara McIntosh (BM)

Treasurer - Adrian Attard (AA)

Adrian Bonner (AB)

Shri Mehrotra (SM)

Noor Sumun (NS)

Janet Wingrove (JW)

Alison Navarro (AN) (Community Action Sutton)

#### Staff team present:

Pete Flavell (PF)

Simon Foxcroft (SF)

Pam Howe (PH)

Gemma Thatcher (GT)

#### Apologies:

Chair - David Williams (DW)

Lorraine Davis (LD)

David Elliman (DE)

Launa Watson (LW)

Derek Yeo (DY)

1.	<b>Welcome, apologies and notification of Any Other Business</b>
1.1.	BM welcomed everyone to the meeting and apologies were noted.
2.	<b>Minutes of previous meeting</b>
2.1.	The minutes of the previous Board meeting of 11 May were <i>accepted</i> .
3.	<b>Matters arising (<i>not covered elsewhere on the Agenda</i>)</b>
3.1.	<u>Sutton Health and Care @ Home Contract Performance Meeting</u> <b>DEFERRED 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>
3.2.	<u>Wallington Wellbeing Day</u>

	<p>This event has been postponed due to COVID-19. There is a possibility the event may take place in September. It was agreed that NS and GT would keep the Board up to date.</p>
<p>3.3.</p>	<p><u>Safeguarding Training</u>          BM has not yet approached Fiona Bateman about providing training. It was discussed that free safeguarding online training offered by Sutton Council may be more suitable to fit the budget.  <b>ACTION: PF to send link to the Board to sign up to Sutton Council’s online safeguarding training should they wish.</b></p>
<p>3.4.</p>	<p><u>IAPT Project Sub-Group</u>          PF, JW, BM and Juliana Chapman have formed a sub-group. They plan to liaise with the manager of Sutton’s IAPT service, the commissioner for mental health services in Sutton and Sutton Mental Health Foundation about gathering user feedback in light of coronavirus and changes to mental health services.</p>
<p>3.5.</p>	<p><u>AGM 2020</u>          PF explained that it would be possible and legal to hold the AGM online. However, the Board agreed that it would be better to hold the event in-person. It is hoped that it will be held in early Autumn, subject to Government guidance.</p>
<p>3.6.</p>	<p><u>Trustee Away Day</u>          It was noted that the Board have not had an away day for some time and that one should ideally be held this year. PF preferred that it be held in-person. BM suggested that an online meeting be held in the interim.  <b>ACTION: GT to schedule two-hour interim meeting for early September along with a draft agenda.</b>  <b>ACTION: Board to email GT about agenda/speaker suggestions.</b></p>
<p>3.7.</p>	<p><u>Patient engagement on digital prescriptions and virtual consultations</u>          PH explained that she had recently sought patient feedback on the digital prescriptions and virtual consultations with the help of the PRG. Patients were asked about positive and negative aspects of the services and if they had any suggestions for improvement. 25 people provided feedback.</p> <p>Overall, people were very positive about digital prescriptions. Patients said that it was a more efficient use of time and that it was particularly useful for carers.</p> <p>Users said remote consultations were well-managed and saved time. Generally, people said it was easier to get an appointment (although, this may be due to fewer people using GP services) and GPs called back on time. In terms of negative feedback, some felt that a 10 minute appointment was not sufficient and that a phone consultation limited the ability of patients to communicate their concerns - some would have preferred a video consultation. Technological problems, such as poor reception, were also noted. People were broadly happy</p>

	<p>to use the service again in the future, although there was a concern that it would not work as well when GP footfall increases.</p> <p>PH explained that she will produce a written report that will include some recommendations for service improvement. PH and PF are also in discussions about widening engagement on digital services.</p> <p>The PRG noted that some practices were reluctant to embrace remote consultations, especially video calls, but are now generally using them. They are also viewed favourably by clinicians.</p> <p>AB commented that there was a clear potential for virtual diagnostic approaches, but asked if it meant a change in liability around misdiagnosis. AA, a retired GP, thinks that as long as professional insurance was willing to cover remote consultations, it would not present a problem.</p> <p>There was a discussion on the limitations of a phone consultation. PH said that all patients are triaged when they contact a surgery to determine whether they require a face-to-face appointment. Video consultations and follow-up appointments are also still possible.</p> <p>BM said that in her experience the patient triage process had improved markedly during the pandemic. She noted that triaging is a very important process and the receptionists answering the phones vary in their level of skill. They decide who in the practice you speak to initially e.g. which GP, a nurse practitioner or whether you should go direct to A&amp;E. She suggested that excellent up-to-date training should be offered to all receptionists who receive calls so that maximum benefit is offered to each patient.</p> <p>AN noted that remote consultation are only suitable for some types of appointment and expressed concern that may be used when not appropriate. AB added that recording consultations offered another mechanism for patient safeguarding.</p>
<p>4.</p> <p>4.1.</p> <p>4.2.</p>	<p><b>Coronavirus update</b></p> <p>BM highlighted the Sutton COVID-19 Outbreak Control Plan which was presented at the Health and Wellbeing Board in July. The plan details coronavirus cases in Sutton. To date, there have been roughly 800 cases and 180 deaths. There were also clear disparities in infection numbers between wards in the Borough, which may be linked to care homes.</p> <p>AN briefed that voluntary sector organisations, including Healthwatch Sutton, had been working with the CCG and the Council from the start of the pandemic, to support the community. A system to triage the needs of people who do not qualify for council support had been set up alongside a campaign for donations. Community Action Sutton has also established a crisis/rebuild fund. Food distribution has been taking place from Hill House, St Helier. Primary Care</p>

	<p>Networks developed community response teams at the start of the crisis and have worked well with the voluntary sector. AN said the voluntary sector will continue to work with the directors of public health and communications to disseminate information on test and trace to vulnerable communities.</p> <p>Mental health and pre-existing food poverty were two areas of concern that have been sharply exposed by the pandemic. AN also explained that discussions have been taking place on the impact of COVID-19 on BAME people; this work has since been widened in scope to capture the broader experiences of BAME people living in Sutton.</p> <p>AB noted that food poverty and fuel poverty will likely increase in the winter as the economic impact of the crisis continues. AN said that she hopes to set-up an anti-poverty forum in Sutton.</p>
5.	<p><b>Comms update</b></p>
5.1.	<p>GT explained that Healthwatch Sutton’s communications have increased significantly during the pandemic, and she believes they are well received by our members and the public.</p> <p>Roughly 40% of emails sent are opened which is above the industry average. The website typically received 350-400 users a month. GT intends to look closer at how people use the website, for instance how they access it and what type of content they view.</p> <p>Healthwatch Sutton has also been more active on Twitter and has reached a wider audience (retweets and impressions have gone up). The most viewed tweets cover advice and information. Facebook user reach has also increased.</p>
6.	<p><b>Annual Report 2019-20</b></p>
6.1.	<p>The Annual Report was published in June and was well-received. GT highlighted some of the feedback.</p>
7.	<p><b>Project updates</b></p>
7.1.	<p><u>Primary school children’s mental health</u></p> <p>This project still remains paused due to COVID-19. However, SF has been analysing the data from the responses we received before the outbreak and an interim report will be published in the coming months.</p>
7.2.	<p><u>Care homes</u></p> <p>This project still remains paused due to COVID-19. PF explained that he has spoken to Healthwatch Wandsworth, and they have engaged with care home staff in their area. PF is exploring the possibility of doing something similar with care home staff in Sutton and will update the Board in due course.</p>

<p>7.3.</p> <p>7.4.</p> <p>7.5.</p> <p>7.6.</p>	<p><u>Sutton Health and Care @ Home</u> PF sent a report to the Sutton Health and Care @ Home staff last quarter. However, we have not received a sufficient number of responses to produce a report in this quarter. PF has contacted Sutton Health and Care, and they explained that staff are not currently collecting responses to our survey, due to COVID-19.</p> <p><u>Take 5 (Snapshot 2)</u> The Take 5 (Snapshot 2) report was published in May. The main finding was that people’s awareness of changes to services in Sutton had not changed in the last two years. This report received good feedback from the sector.</p> <p>The report was sent to Epsom and St Helier University Hospitals NHS Trust, South West London and St George’s Mental Health Trust, Clinical Directors of the 4 Primary Care Networks in the Borough, NHS Sutton, NHS South West London Clinical Commissioning Group, Sutton GP Services, Sutton Health and Care Alliance, Sutton Council and Community Action Sutton.</p> <p>PF explained that following the publication of Snapshot 1, commissioners and providers advised that they found it difficult to respond due to the broad nature of the findings. On this occasion, we have not requested formal responses, but we hope this report is informative.</p> <p><u>Changing your GP service survey</u> PF explained that SF has analysed the responses to our survey, and they are currently putting together a report. The report will be published in due course.</p> <p><u>Coronavirus survey</u> PF explained that he has completed some analysis of the initial responses we received to our coronavirus survey. He explained that people are continuing to fill out our survey which seeks to find out the impact of the COVID-19 pandemic on local people’s physical and mental health, and access to health and social care services. The report will be published in the coming months.</p>
<p>8.</p> <p>8.1.</p>	<p><b>Representation on the SWLCCG Governing Body</b> PF is still in discussions with the other local Healthwatch branches in South West London to decide on the best means of having representation at the Governing Body meetings.</p>
<p>9.</p> <p>9.1.</p>	<p><b>Making Informed Choices</b> The Making Informed Choices tender process has been postponed due to COVID-19. PF told the Board that he has received assurances from our Commissioning Manager at Sutton Council that Healthwatch Sutton will continue to receive the same level of funding until the tender process is complete.</p>
<p>10.</p> <p>10.1.</p>	<p><b>Finance</b></p>

	AA explained that the budget for 2020-2021 was well thought out for the year. The budget will be reviewed again part way through the year.
11. 11.1	<p><b>Info &amp; Support Meeting - 7<sup>th</sup> September 2020</b></p> <p>PF and GT said that they would welcome suggestions from the Board about guest speakers.</p> <p><b>ACTION: GT to email Board asking for speaker/agenda suggestions for the next Info &amp; Support meeting.</b></p>
12. 12.1.	<p><b>Important/urgent highlights from Board, Committees, Groups etc.</b></p> <p>Improving Healthcare Together have approved plans to invest £500 million for Epsom and St Helier hospitals and build a new specialist hospital in Sutton. There are mixed views on these plans.</p> <p>Healthwatch Sutton has been approached by Epsom &amp; St Helier NHS Trust about continuing to gather feedback on the development for a period of four years. PF is working on putting together a proposal.</p>
13. 13.1.	<p><b>AOB</b></p> <p>The End of Life Care Hub has asked Healthwatch Sutton to gather the views of its service users. PF is in the process of drafting a proposal.</p>
13.2.	PF said that he had been in touch with Epsom and St Helier because they have received negative feedback on their annual cancer survey. Healthwatch Sutton has been approached to investigate why. PF proposed that he developed a strategy to gather feedback alongside their cancer staff.
13.3.	DE has been appointed to the London Ambulance Service Patient Experience Council.
13.4.	SM suggested that Helene Feger from the Professional Record Standards Body could be invited to talk about digital patient records in the E-Redbag Scheme at the next Info & Support meeting.
14.	<p><b>Date of next meeting</b></p> <p>Monday 14<sup>th</sup> September 2020, 2pm - 4pm, Online via Zoom</p>

## ACTION LOG

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	
3.3.	Send link to the Board to sign up for Sutton Council's online safeguarding training should they wish.	PF	
3.6.	Schedule two-hour interim meeting for early September along with a draft agenda.	GT	July
3.6.	Board to email GT with agenda/speaker suggestions for the Trustee Away Day	Board	
11.1	Email Board asking for speaker/agenda suggestions for the Info & Support Meeting	GT	July