**Healthwatch Sutton Board of Directors Meeting**

6.30pm, Monday 8 July 2024  
Granfers Community Centre, 73-79 Oakhill Road, Sutton, SM1 3AA   
(no Zoom required for this meeting)

**MINUTES**

**Trustees:**

Janet Wingrove (JW) David Elliman (DE)

Shiraz Sethna (SS) (Zoom) Radhika Bhandari (RB)

Noor Sumun (NP)

**Staff:**

Andrew McDonald (AM) Pete Flavell (PF)

**1 Welcome, apologies and notification of Any Other Business**

* 1. JW opened the meeting by welcoming new Board member Radhika Bhandari. All present gave a brief introduction and personal background. Mahendra Patel (MP) sent his apologies. DE raised one AOB.

1. **Minutes of the previous meeting**

2.1 The minutes were accepted as an accurate record.

1. **Matters arising**

3.1 PF to check our complaints policy is compatible with the LB Sutton policy. Action no longer required.

3.2 **PF to draw up list** of which trustees attend which meetings. To be rolled over to next meeting

3.3 **CW replacement to be charged with looking at potential to change procedures to policies** so that they can be referred to in this policy (such as recruitment, induction and training) as appropriate to ensure that the policy is put into practice. With these amendments, policy agreed. Volunteers handbook to be checked for relevance.

3.4 **PF to make final check of policy.** DE advised that he understood that all amendments had now been made.

3.5 **PF to add Andrew McDonald as Deputy Child Safeguarding Lead.**

3.6 **PF to add Finance to Sept Agenda for MP to report.**

3.7 **PF to amend Access Leaflet to make it explicit that the information relates to adults only.**

1. **Trustee recruitment**
   1. RB successfully in post. Two other applicants personal circumstances changed so that they were unable to take their application further. Further recruitment required.
   2. All discussed meeting times. It was unanimously agreed that all future Board meetings would be held on Monday evenings (6.30pm) in order to ensure that existing working Trustees are more able to attend and to make participation more accessible for potential new Trustees. PF also questioned whether the Board Info and Support meetings should go ahead in light of current staff vacancy. The Board agreed that these could be paused until the post is filled.
   3. **PF to add back reference of Comms Strategy and Action plan in JD**
   4. DE asked whether it would be possible to make Info & Support meetings available to be watched online after the event. **PF/AM to see how meetings can be watched online after the event**
2. **Staffing issues**

5.5 PF explained that Colin Wilson (CW) had taken earlier than originally expected retirement and finished in post on 26 June. PF circulated an updated job description and advert for the replacement post. PF advised that he would like to reduce his hours in order to enable this post to become full-time. The board agreed this change.

1. **Finances**
   1. This agenda item will be moved to the September Board to enable MP to report. PF advised that MP had met with Dunstanette (Finance Manager) to discuss end of year finance and PF planned to meet with MP next week to discuss finance and changes to this years budget.
2. **Risk register**

7.1 The Board reviewed the risk register an no updates were made. JW felt that many of risks related to getting the recruitment and staff etc. right and as such this was another reason to look at policy/policies for this/these.

1. **Away Day**
   1. To be organised once the CW replacement is in post. Potentially in October.
2. **Project report, SW London (written)**
   1. For information only. Alyssa Chase-Vilchez to attend next meeting with full update.
3. **Work report**

10.1 Access to GP survey  
AM gave the Board a verbal update. Quantitative analysis is complete and qualitative under way. Both data times show some conflicting results with fast access to an appointments being demonstrated in the statistical data but comments showing a large amount of frustration with difficulty using systems used to access appointments. Some very positive results in the analysis to balance against negative responses. Report to be completed by the end of July and published soon after.

10.2 Community Mental Health and Palliative Care Coordination Hub projects.  
Awaiting response from the commissioners for the former and insufficient survey responses to produce a report for the latter.

* 1. Maternity  
     PF advised that due to recent personal issues all projects have been delayed. PF is planning to investigate a shift in the engagement element of this project from the maternity ward at St Helier to Health Visitors to make engagement more practical for people who have given birth and their families. A meeting is planned with the manager of this service. A further meeting is being arranged with the lead from the Maternity Voices Partnership (MVP) for St Helier. PF plans to analyse the data from recent Friends and Family Test responses for maternity at St Helier and the MVP action plan to form the areas that will be looked at in the engagement.
  2. Frailty  
     10-12 semi-structured, in-depth interviews will be held with people using services designed for frail people in the autumn. Questions are currently being developed with the commissioners.
  3. Ear wax removal

PF confirmed that Colin had partly written and analysed the data from the ear wax removal survey. 82 people responded to the survey promoted in our ebulletin. The key theme is the dis-jointed nature of availability and charging.

* 1. Fast-tracked Delayed transfers of care

PF has been approached by the manager of the Palliative Care Coordination Hub to see if we could capture patient experience around the delays that are caused in supporting people to leave hospital when they are deteriorating rapidly and need a package of care, paid for by the NHS, immediately.

1. **Any other business**

11.1 DE had attended a Healthwatch England online meeting for Chairs and Trustees, post-election. 33 people attend on the online meeting. DE advised that the meeting was in general very positive with participants focussing on the potential of a new government to raise the importance of patient and public engagement in health.

**Date of next meeting: 6.30pm, Monday 9 September**

**ACTION LOG**

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| --- | --- | --- |
| **Ref** | **Action** | **By** |
| 3.2 | PF to draw up list of which trustees attend which meetings. | PF |
| 3.3 | CW replacement to be charged with looking at potential to change procedures to policies so that they can be referred to in this policy (such as recruitment, induction and training) as appropriate to ensure that the policy is put into practice. With these amendments, policy agreed. Volunteers handbook to be checked for relevance. | New Comms Officer |
| 3.4 | PF to make final check of policy. DE advised that he understood that all amendments had now been made. | PF |
| 3.5 | PF to add Andrew McDonald as Deputy Child Safeguarding Lead. | PF |
| 3.6 | PF to add Finance to Sept Agenda for MP to report. | PF |
| 3.7 | PF to amend Access Leaflet to make it explicit that the information relates to adults only. | PF |
| 4.3 | PF to add back reference of Comms Strategy and Action plan in JD | PF |
| 4.4 | PF/AM to see how meetings can be watched online after the event | PF/AM |

**FORWARD PLAN**

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| --- | --- |
| **Meeting** | **Agenda item/speaker** |
| September board | * Alyssa attends |
| October info |  |
| November board | * Andrew attends |
| December info |  |