**Healthwatch Sutton Board of Directors Meeting**

2.00pm, Monday 08 January 2024  
Granfers Community Centre, 73-79 Oakhill Road, Sutton, SM1 3AA   
and via Zoom

**MINUTES**

**Present:**

Janet Wingrove (JW)

Mahendra Patel (MP)

Noor Sumun (NS)

Launa Watson (LW)

David Elliman (DE)

Shiraz Sethna (SS) via Zoom

**Staff:**

Andrew McDonald (AM) - minutes

Pete Flavell (PF) via Zoom

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

1.1 JW opened the meeting. There were no apologies and no items for AOB

**2 Minutes of previous meeting**

2.1 Agreed

**3**  **Matters arising**

3.1 Add status column to Action Log

**4**  **Policy Review**

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| --- | --- | --- |
|  | **Policy** | **Comments** |
| 4.1 | **Safeguarding children** | Policy drafted by DE. Possibly contains too much detail given HWS’ relatively low level of engagement with children  **Board members to send comments on policy in by 29th January. CW to incorporate. Once incorporated, DE to share with colleague. Policy to be agreed at March meeting** |
| 4.2 | **Equality & Diversity (policy and statement)** | Current Policy only relates to staff, not service users. Healthwatch England don’t have a template policy  **CW will try to obtain a policy from another Healthwatch for discussion/agreement in March** |
| 4.3 | **Enter and View** | Shiraz has sent comments in. **CW to incorporate**  **Andrew to organise photos of E&V volunteers** |
| 4.4 | **Environmental** | Agreed |
| 4.5 | **Safeguarding adults** | **Janet to edit for discussion/agreement in March** |
| 4.6 | **Whistleblowing** | David and Shiraz have sent comments in  **CW to edit for discussion/agreement in March** |
| 4.7 | **Complaints** | **Pete to check if policy consistent with Sutton Council, then policy to be discussed/agreed in March** |

**5**  **Trustee recruitment**

* **Pete to check recruitment pack, then email to Trustees for comments/agreement**
* **Recruitment update in March**

**6**  **Conflicts of Interest**

* Does the policy give enough detail about what a Conflict of Interest is? **CW to check with HW England if a more detailed policy available.**
* **CW to share with current Board members their existing declarations of interest, to see if they need updating**

**7**  **Trustee roles**

* It was agreed to discontinue the meetings between the SWL Executive Officer and a designated Board member, as the Executive Officer already attends the Board three times a year, and has regular catch ups with the CEO
* **Pete to review Trustee meeting attendance for discussion/agreement in March**

**8**  **Work Update**

* AM gave a verbal update on the following, with some discussion with the Board:

*Sutton Community Mental Health Transformation Survey*

Results from second survey shared with South West London & St George’s Mental Health Trust on 31/10/23. AM contacted Trust in January for response and plan for third survey

*Patient Reference Group (PRG)/Patient Participation Groups (PPGs)*

Topics for 2024: Dentistry, Dementia, Carers, Palliative Care, Musculoskeletal Health. Group continuing to support Dr Calverley’s work on learning disability access to primary care in Sutton

*Palliative Care Coordination Hub Survey*

Two rounds of surveys done to date, in Q3 2020 and Q3 2022. Pete and Andrew met with Hub Operational Manager in Winter 2023 to plan third round. Now waiting for update from their team. Andrew to chase end of January

*Primary Care Networks (PCNs)/ Integrated Neighbourhood Teams (INTs)*

Andrew has organised for PRG volunteers to attend INT meetings. In late 2023, Colin and Pete presented to the INTs the HWS’ report on 9-11 year olds’ Mental Health before and after the COVID-19 pandemic. Many attendees were interested and willing to support further actions

*Primary care Access*

Andrew is scoping current changes in access to Primary Care, to decide which to investigate. Options include the NHS App, online messaging, booking and consultation tools, and digital telephone systems. The project will look at service user experience of these changes, to help practices understand how well they are working, and if they need take other actions to ensure accessibility. Methodology also to be decided but will be a combination of interviews/focus groups/surveys

*Volunteers*

Volunteers completed 6 Enter & View visits in 2023. Unfortunately, Sutton Council have stopped funding the project.

Andrew will look at ways to involve volunteers in the above projects as they develop

**9**  **Project Update**

PF presented report previously circulated

**10**  **Any Other Business**

No items for AOB

**Date of next Board Meeting**

6.30pm, Wednesday 13 March 2024  
Granfers Community Centre, 73-79 Oakhill Road, Sutton, SM1 3AA   
and via Zoom

**ACTION LOG**

|  |  |  |  |
| --- | --- | --- | --- |
| **Ref** | **Action** | **Who** | **Status** |
| 4.1 | Child Safeguarding Policy | All/ CW/ DE | Board members to send comments on policy in by 29th January. CW to incorporate. Once incorporated, DE to share with colleague. Policy to be agreed at March meeting |
| 4.2 | Equality & Diversity Policy | CW | CW will try to obtain a policy from another Healthwatch for discussion/agreement in March |
| 4.3 | Enter & View Policy | CW/AM | CW to incorporate Shiraz’s comments. Andrew to organise photos of E&V volunteers |
| 4.5 | Safeguarding Adults Policy | JW | Janet to edit for discussion/agreement in March |
| 4.6 | Whistleblowing Policy | CW | Colin to edit for discussion/agreement in March |
| 4.7 | Complaints Policy | PF | Pete to check if policy consistent with Sutton Council, then policy to be discussed/agreed in March |
| 5 | Trustee recruitment | PF | Pete to check recruitment pack, then email it to Trustees for comments/agreement. Recruitment update in March |
| 6 | Conflicts of Interest | CW | CW to check with HW England if a more detailed policy available. CW to share with current Board members their existing Declarations of Interest, to see if they need updating |
| 7 | Trustee roles | PF | Pete to review Trustee meeting attendance for discussion/agreement in March |

**FORWARD PLAN**

|  |  |
| --- | --- |
| **Meeting** | **Agenda item/speaker** |
| **2024** |  |
| Jan board | * Andrew attends * Review remaining policies |
| Feb info | * Stephen Hardisty re enter and view work/collaboration with CQC inspections? |
| Mar board | * Alyssa attends * Q3 Finance |
| Apr info |  |
| May board | * Andrew attends * Review risk register * Q4 Finance – Annual 23/24 Finance |