**Healthwatch Sutton Board of Directors Meeting**

6.30pm, Wednesday 15 November 2023  
Granfers Community Centre, 73-79 Oakhill Road, Sutton, SM1 3AA   
and via Zoom

**MINUTES**

**Present:**

Barbara McIntosh (BM)

Noor Sumun (NS)

Launa Watson (LW)

Mahendra Patel (MP) via Zoom

Janet Wingrove (JW)

Shiraz Sethna (SS)

David Elliman (DE)

**Staff:**

Colin Wilson (CW) - minutes

Pete Flavell (PF)

Alyssa Chase-Vilchez (ACV) part, via Zoom

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

1.1 BM opened the meeting. Agreed that while BM is not formally a board member since the AGM, she would chair this meeting to facilitate handover arrangements.

**2 Minutes of previous meeting**

2.1 Agreed.

**3 Matters arising**

3.1 MP induction progressing

3.2 **JW to check available Long Covid resources.** JW to complete.

3.3 Confirmed that Damian Brady will attend December information meeting.

3.4 **DE volunteered to draft Child Safeguarding Policy** by next meeting.

3.5 **CW to forward Child Safeguarding Policies** from Brighton & Hove and Wigan & Leigh HWs to DE.

3.6 **Andrew McDonald to keep records of safeguarding training** completed by trustees and volunteers.

3.7 Defibrillator purchase/installation now moving forwards.

3.8 **PF to speak to Kate Lawman** about what health stats might be available from TfS agencies.

3.9 **Letter from Healthwatches to ICB re dentistry:** suggestion that it be edited to refer to initiatives in other areas, for example project in Ipswich which employs NHS dentists directly

**4 Board positions**

4.1 Unanimously agreed that Mahendra Patel should become Treasurer.

4.2 **BM and PF to approach people** in the following order and discuss whether they would be interested in becoming Chair:

* Vice Chairs (DE and JW)
* Other board members (to become Chair in a permanent capacity)
* Other board members (to become Chair in a temporary capacity)
* Someone new recruited to the board

It would be possible for two co-chairs to job-share the role.

Chair’s responsibilities include:

* Chair board meetings and AGM
* Represent HWS externally
* Read papers for meetings attended and make notes as appropriate
* Meet with Chief Exec before board meetings
* Be available to discuss difficult issues with the Chief Exec
* Take part in interviewing for staff

4.3 Agreed that we need to recruit more trustees, especially someone with marketing skills. We could advertise or approach the Volunteer Centre.

4.4 **CW to circulate** Articles of Association and spreadsheet of terms served/term limits for individual members.

4.5 Need someone to manage SW London contract. Adrian Bonner was doing this but has stepped down from the board. **Volunteers to PF please.**

4.6 **CW to list meetings attended** by former trustees so we can reallocate.

**5 Finance**

5.1 MP reported that the only item to report is the underspend on the SW London work. This is now being used up now that we have recruited to the Engagement Coordinator role.

5.2 Council has ended funding for Enter and View work.

**6 Policy review**

6.1 Board members reviewed many existing HWS policies, summary below.

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| --- | --- |
| **Policy** | **Comments** |
| Code of conduct | Agreed. |
| Complaints | Approved. **PF to check** it fits with Council/TfS policy |
| Confidentiality | Amended to reflect the fact that volunteers do sometimes take home Enter and View notes temporarily before entering them into the Council’s computer system – any such notes to be kept securely and shredded when no longer needed.  Issue of anonymity in data collection versus safeguarding. We told participants in primary school survey that data was anonymous, but when safeguarding issues arose we were able to identify respondents. Need to give accurate information to respondents. |
| Conflict of interest | Needs am example added, otherwise agreed. |
| Data protection | Agreed. |
| Enter and View | **To be reviewed** |
| Environmental | **JW to review** for discussion at next meeting. |
| Equality (policy and statement) | Refers only to protected characteristics – these should be examples only, not exhaustive. **DE to send proposed amended version** to PF. |
| Health and safety | Agreed. |
| Online engagement | Agreed. |
| Safeguarding adults | **JW to review** for discussion at next meeting. |
| Safeguarding children | DW drafting, see item 3.4. |
| Travel and expenses | Say “food” instead of “sustenance”, otherwise agreed. |
| Trustee agreement | Needs to be amended to include term limits, otherwise agreed. |
| Volunteers | Refers to Volunteer Handbook. Draft version of this circulated in Feb 2020. PF to clarify status of Handbook with AM.  Volunteers should be individually thanked (maybe during Volunteers Week, 1-7 June)  Delete sentences about lifts and car sharing. |
| Whistleblowing policy | **To be reviewed** |

6.2 **CW to amend policies as agreed and follow up on outstanding tasks.**

6.3 **CW to add selected agreed policies to website.**

**7 Primary school mental health project**

7.1 PF has met with Merton Council social prescribing for children service, has been invited to attend their steering group. Service run by Enable Leisure and Culture, only available to secondary school students. Service based around PCN boundaries.

* Needs to constantly fight for funding
* Mostly referring to voluntary sector. Problems with capacity, so trying get funding for voluntary groups as well as service
* Volunteer Centre Sutton willing to host service here
* Need to look for funding for at least a year.

Main issue is funding. Council doesn’t have any. Trying to get more data from Merton to support funding bids. Barnardo’s have also done report about Cumbria service, shows good value for money.

PF also meeting with CAMHS.

**8 SW London work**

* 1. Iyinoluwa (Engagement Coordinator) in post.

8.2 Virtual wards projects underway with 3 Healthwatches, to understand why people refuse offer of this service. Working with Health Innovation Network.

* 1. Looking at larger project with all 6 SW London Healthwatches about Accessible Info standard in GP practices. Standard is about meeting comms and information needs of people with sensory loss. NHS research suggests compliance with standard is poor. **Alyssa to circulate video** to board explaining standard.
  2. ICS working to deliver 5-year strategy documents. Lots of input from HWs in those documents. Committees being reorganised to focus on action, terms of reference will be complete by January.

**9 Project work update**

9.1 PF presented report previously circulated.

**ACTION LOG**

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| --- | --- | --- |
| **Ref** | **Action** | **Who** |
| 3.1 | Amend trustee/director details on Charity Commission and Companies House websites | CW |
| 3.2 | Check available Long Covid resources | JW |
| 3.4 | Draft Child Safeguarding policy for discussion at January board | DE |
| 3.5 | Forward Child Safeguarding Policies from Brighton & Hove and Wigan & Leigh HWs to DE | CW |
| 3.6 | Andrew McDonald to keep records of safeguarding training completed by trustees and volunteers. | AM |
| 3.8 | Speak to Kate Lawman about health stats from TfS agencies. | PF |
| 3.9 | Suggest addition to SW London HW letter to ICB re dentistry | PF |
| 4.2 | Approach people about becoming Chair | PF, BM |
| 4.4 | Circulate articles, terms served/term limits spreadsheet | CW |
| 4.5 | Volunteers to manage SW London contact to PF please. | All |
| 4.6 | List meetings attended by former trustees so we can reallocate. | CW |
| 6.1 | Check if Complaints policy consistent with Council policy | PF |
| 6.1 | Review Environmental Policy for discussion at January board | JW |
| 6.1 | Send proposed change in wording to Equality Policy to PF | DE |
| 6.1 | Review Safeguarding Adults Policy for discussion at January board | JW |
| 6.1 | Review Enter and View and Whistleblowing policies at January board | All |
| 6.2 | Amend policies as agreed, follow up on outstanding tasks re policy updates | CW |
| 6.3 | Add selected agreed policies to the website | CW |
| 8.3 | Circulate video to board explaining Accessible Information Standard | ACV |

**FORWARD PLAN**

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| **Meeting** | **Agenda item/speaker** |
| **Information** 6.30pm, Weds 6 Dec | * Michelle Rahman * Damian Brady |
| **2024** |  |
| Jan board | * Andrew attends * Review remaining policies * Agree new Chair |
| 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 |