**Healthwatch Sutton Board of Directors Meeting**

6.30pm, Monday 14 July 2025  
Granfers Community Centre, 73-79 Oakhill Road, Sutton, SM1 3AA

**MINUTES**

**Present:** **Apologies:**

Janet Wingrove (JWi) – Chair Simon Oliver (SO)

Gaynor Bray (GB)

Shiraz Sethna (SS) **Staff:**

David Elliman (DE) – Vice-chair Pete Flavell (PF)

David Shaboe (DS) Andrew McDonald (AM)

Radhika Bhandari (RB) Samantha London (SL)

Noor Sumum (NS)  **Staff present via Teams:**

Judy Walsh (Jwa) Alyssa Chase-Vilchez (ACV)

**Present via Teams :**

Mahendra Patel (MP)

Steve Niewiarowski (SN)

Alyssa Chase-Vilchez (ACV)

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

**1.1** JWi opened the meeting.

**2 Minutes of previous meeting held on 10th March 2025**

**2.1** GB reported that there was a typo in the previous minutes.

**Action: GB to inform SL of the typo.**

**3. Matters arising**

**3.1** **Action Log**

* Point 4.1 on ‘Create crib sheets for key aspects of the Mem&Arts’ to be carried over to next agenda.
* Point 4.3 ‘meet with Simon Breeze’ is no longer relevant and can be removed from the Actions.
* Point 4.5 on ‘Re-election of trustees’ is covered later in the agenda.
* Point 5.6 on‘research on reserves policy/target’ to be carried over to next agenda.
* Point 6.3 on ‘possibility and cost of office space’ is no longer relevant and can be removed from the Actions.
* Point 6.4 on ‘Rental costs and responsibilities on agenda for September Board Meeting’ is no longer relevant and can be removed from the Actions.
* Point 7.1.4 on ‘Write to SWL ICB to suggest surgeries that do not provide earwax removal can refer patients’ is to be carried over to next agenda.
* Point 7.4.3 on ‘Arrange meeting with Luke Taylor, MP’ is to be carried over to next agenda.
* Point 7.5.4 on ‘Meet with Central Sutton ICB to find out what is wanted’ is in progress and is to be carried over to next agenda.
* Point 7.11.2 on ‘Look at methodology for Domiciliary Care project’ is in progress and is to be carried over to next agenda.

**Action: Point 4.1 to be carried over to next agenda.**

**Action: Point 4.3 to be removed from the Actions.**

**Action: Point 5.6 to be carried over to next agenda.**

**Action: Point 6.4 to be removed from the Actions.**

**Action: Point 7.1.4 to be carried forward as an action.**

**Action: Point 7.4.3 to be carried forward as an action.**

**Action: Point 7.5.4 to be carried over to next agenda.**

**Action: Point 7.11.1 to be carried forward as an action.**

**4. The future of Healthwatch**

**4.1 Update**

**4.1.1** PF reported on an online meeting held on 4th July with all 152 Healthwatches,  William Vineall, (Director of Quality and Patient Safety and Investigations at the Department of Health and Social Care) and Louise Ansari (National Director at Healthwatch England).

**4.1.2** PF reported that William Vineall (WV) said that the goal of the 10-year plan was to take patient voice more seriously. WV had acknowledged that Healthwatch should have been informed of the plans to abolish in a more sensitive way.

**4.1,3** PF said that the timescales of the end of Healthwatch is still unclear because it requires legislation.

**4.1.4** PF reported that senior leaderships have been in touch to express their feelings that the abolition of Healthwatch is a mistake.

**4.1.5** PF said that he had met with SW London CEOS and reported that it is the first time in 50 years that there will not be an independent body that scrutinises the NHS in relation to patient/used in the quality of health and social care that they receive.

**4.2 National Response to Healthwatch Closure letter**

**4.2.1** It was agreed that HWSutton would sign the ‘National Response to Healthwatch Closure’ letter from HW Lancashire. There was a discussion as to who should sign the letter and agreed that JW would be most appropriate.

**Action: JW to sign the open letter from HW Lancashire.**

**4.2.2** It was agreed that the signed open letter from HW Lancashire should be CC’d to all local MPs and those on our VIP list.

**Action: Signed open letter from HW Lancashire to be CCd’ to all local MPs and people on the VIP list.**

**4.2.3** It was agreed that that the HWSutton should provide some additional text to be sent out separately from the open letter. This will be used for our public response on HWSutton’s website and social media.

**Action: PF to write additional text on the abolition of HW and send to the board for a response by 23rd July.**

**4.3 Lobbying**

**4.3.1** DE pointed out that because the law needs to be changed before the abolition, there is plenty of opportunity to lobby against the proposed changes. There was general agreement that it is important to do this, because there should be an independent body to represent patient views and experience.

**4.3.2** PF reported that HWEngland cannot oppose anything to do with government policy and cannot support us in any lobbying.

**4.4 Transfer of function to ICBs**

**4.4.1** JW said that the plan is that the functions of HW are going to be transferred to ICBs. There was a discussion around the importance of working closely with the ICB with two aims – to enable ICBs to take over the function of HW and to continue a good relationship if HWSutton continues to exist.

**4.4.2** Possible outcomes were discussed.

* The lobbying is successful and Healthwatch continues in much the same way as now
* The lobbying is unsuccessful and the functions of Healthwatch are transferred to the ICBs, and local authorities as proposed in the NHS Ten Year Plan, in which case both HWE and local Healthwatch cease to exist
* Other possibilities include that HWE ceases to exist, but some areas continue to have a body like a local Healthwatch but with a different name. At present it is very unclear how feasible that would be.

**4.4.3** PF reported that there is discussion about an independent organisation that continues to deliver the same service as local HWs but there is no guarantee of core funding for this. No core funding would make it difficult to have permanent employees.

**4.4.4** PF reported that the core contract value if £97,000 but the actual grant is for half of that and Sutton Council tops it up. The money now has to be shared with the Local Authorities and SW London ICB.

**4.4.5** SN offered to seek Employment Law advice regarding TUPE of Healthwatch employees.

**Action: SN to report on Employment Law advice.**

**4.4.6** There was a discussion about how the independent voice would exist within the ICB.

**4.4.7** PF reported that ACV attends the ICB meetings. It was agreed that a co-ordinated approach with all SW London HW would be more impactful. PF said that ACW would be able to support that.

**4.5 Public message from HWSutton**

**4.5.1** SS asked if our members had been informed of the situation. PF said we have not decided how and when this information would be communicated

**4.5.2** SS said that the messaging should ask for members’ support.

**4.5.3** JW reported that this may have implications concerning when we hold our AGM.

**4.5.4** PF reported that HWSutton is continuing as normal at the moment. It was felt that this should be part of the public messaging.

**4.5.5** There was a discussion about the timing of the next AGM. It was agreed that the next AGM should be late January 2026.

**Action: Next HWSutton AGM to be late January 2026.**

**5. Update on Finances**

**5.1** MP reported that the previous figures distributed were incorrect. The bottom line is that we have £31,700 in reserves at the end of the financial year 24/25.

**5.2** PF has sent MP the Q1 figures for reporting on.

**Action: Finances on the agenda for next meeting.**

**6. Governance group update (including Reserves Policy/Target)**

**Action: Moved to agenda for next meeting.**

**7. Risk register**

**7.1.1** PF reported that he has re-rated the risks in the light of the recent announcements about the future of Healthwatch and the revised risk register will be sent to the board via email and signed off at the next Board meeting.

**Action: PF to send the risk register to the board via email.**

**7.1.2** DS said that GDPR needs to be added to the risk register.

**Action: Signing off of risk register to be added to agenda for next meeting.**

**Action: SL to add GDPR to the risk register.**

**8. GDPR update**

**8.1** AM reported that the main area we need to improve on is deleting data when it is no longer needed. We do not have a standard process for this. We need a Data Retention Policy.

**8.2** AM said we need to keep a record of all data we hold on individuals. AM has created a spreadsheet where we will record what data we have and when we plan to delete it.

**8.3** AM reported that the current process is to be that information will be deleted a year after the end of the project.

**8.4** AM reported that consent forms need to include a statement that data will be kept by HWSutton for a stated amount of time.

**8.5** GB asked how the Board would support with this.

**Action: AM to bring the spreadsheet to Board Meetings.**

**8.6** There was a discussion as to how long information should be kept for and what information should be kept.

**8.7** AM reported that we need a different password for each project so that information is protected.

**8.8** Information may be needed to be shared for Safeguarding reasons. There was a discussion around the legal basis for keeping information related to Safeguarding concerns.

**8.9** GB said it is important to keep a record of any decision-making processes around Safeguarding.

**8.10** It was agreed that policies and Case Studies should be brought to the next Board Meeting.

**Action: GDPR related policies and Case Studies to be on the agenda for next meeting.**

**8.11** SN said that a Data Retention Policy would be useful.

**9. Re-election of trustees’ clarification (email circulated)**

**9.1** SN reported that according to the Mem&Arts, a third of trustees have to step down at every AGM. The trustees who have served the longest term have to step down. Terms start from the date of the AGM at which the trustee was most recently elected. This means that usually several trustees will have served exactly the same length of term.

**9.2** Trustees cannot serve more than 3 terms. Each term is up to 3 years.

**9.3** A trustee cannot be re-elected after a 3rd term unless they have spent a year (between one AGM and another) without being a trustee.

**9.4** It was agreed that it would be helpful for the board to know who is to step down at the next AGM. It is likely that this will involve drawing straws.

**Action: SL and PF to forward information to trustees about which third or more of trustees have served the longest and could potentially be asked to step down at the next AGM, depending on the outcome of the drawing of straws and/or resignations.**

**10. SWL Updates**

**10.1 Implementing the Accessible Information Standard Recommendations**

This is an ongoing piece of work

**10.2** **SWL Disability Pride Month**

ACV reported that all SWL HWs have been promoting this. There have been 7 projects focusing on engaging with disabled people and the focus of the campaign is to highlight the work we have done. We have also co-created a toolkit for health and social care providers focussed on improved implementation of the Accessible Information Standard, citing local resources for accessing free easy read materials, trainings, visual learning guides for patients, and other materials.

**10.3 BSL Project across SWL**

ACV noted that this engagement project with Deaf people complements our Accessibility Standard Report. Changes may be coming to the service that provides BSL imminently, and we are working with commissioners to feed in learnings from our engagement.

**10.4 Vision Awareness Training**

ACV reported that Kingston upon Thames Association for the Blind read our Accessible Information Standard report and, as a result, are organising training for Primary Care staff in meeting the needs of the blind in collaboration with the South West London ICB’s Clinical Training Hub. Both parties are offering their services *pro bono*.

**10.5 Community Service Report**

**10.5.1** ACV reported that this is commissioned work from the ICB. Different local Healthwatch are evaluating different community services.

**10.5.2** AM spoke with frail residents using a variety of services as part of this work.

**10.6 Joint Pharmaceutical Needs Assessment**

**10.6.1** ACV reported that HW Sutton legally must respond to the PNA.

**10.6.2** We are also being asked to help circulate the PNA for public consultation.

**Action: PF to respond to the PNA and to help circulate it to the public.**

**Action: ACV to forward the drafted PNA to PF.**

**10.6.3** ACV said that the consultation runs until the 7th September 2025.

**10..4** ACV said that one of the limitations of working across the ICB, rather than at a Place-level, was that we were held to the timeline of other local authorities, resulting in a rushed timeline for completing the assessment. There were quality issues because of this timeline.

**11. Projects Update**

**11.1** Due to time constraints this has been moved to the agenda for next meeting.

**Action: To be moved to agenda for next meeting.**

**12. Project Group Update**

**12.1** Due to time constraints this has been moved to the agenda for next meeting.

**Action: Project group to report back at next Board Meeting.**

**Action: To be moved to agenda for next meeting.**

**13. Learnings from recent projects**

**13.1** Due to time constraints this has been moved to the agenda for next meeting.

**Action: To be moved to agenda for next meeting.**

**14. Comms, Outreach events and general updates**

**14.1** Due to time constraints this has been moved to the agenda for next meeting.

**Action: To be moved to agenda for next meeting.**

**15. AOB**

**15.1** PF reported that we have been approached asking if we would employ IO for a termed contract with another organisation. The benefit for HWSutton is that we could charge a management fee for HR responsibilities.

**Action: PF to speak to Simon Breeze, Community Action Sutton, about employing IO.**

**Action: PF to email the board with outcome of meeting with Simon Breeze.**

**ACTION LOG**

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| Ref | Action | **Who** |
| **2.1** | **inform SL of the typo in previous meeting minutes.** | **GB** |
| **3.1** | **The following actions to be carried over to the next agenda:**  **Point 4.1**  **Point 5.6**  **Point 7.1.**  **Point 7.4.3**  **Point 7.5.4**  **Point 7.11.2** | **SL** |
| **3.1** | **The following actions to be removed from the Actions:**  **Point 4.3**  **Point 6.4** | **SL** |
| **4.2.1** | **Sign the open letter from HW Lancashire.** | **JW** |
| **4.2.2** | **Signed open letter from HW Lancashire to be CCd’ to all local MPs and people on the VIP list.** | **PF** |
| **4.2.3** | **Write additional text on the abolition of HW and send to the board for a response by 23rd July.** | **PF** |
| **4.4.5** | **Report on Employment Law advice.** | **SN** |
| **4.5.5** | **Next HWSutton AGM to be late January 2026.** | **PF** |
| **5.2** | **Finances on the agenda for next meeting.** | **SL** |
| **6** | **Governance Group update on agenda for next meeting.** | **SL** |
| **7.1.1** | **Send the risk register to the board via email.** | **PF** |
| **7.1.2** | **Signing off of risk register to be added to agenda for next meeting.** | **SL** |
| **7.1.2** | **Add GDPR to the risk register** | **SL** |
| **8.10** | **GDPR related policies and Case Studies to be on the agenda for next meeting.** | **SL** |
| **9.4** | **Forward information to trustees about which third or more of trustees have served the longest and could potentially be asked to step down at the next AGM, depending on the outcome of the drawing of straws and/or resignations.** | **SL/PF** |
| **10.6.2** | **Respond to the PNA.** | **PF** |
| **10.6.2** | **Forward the draft PNA to PF** | **AWC** |
| **11.1** | **Projects Update to be on the agenda for next meeting** | **SL** |
| **12.1** | **Projects Group Update to be on the agenda for next meeting** | **SL** |
| **12.1** | **Report back at next Board Meeting** | **Project Group** |
| **13** | **Learnings from Recent Projects to be moved to agenda for next meeting..** | **SL** |
| **14** | **Comms, Outreach and general updates to be moved ot agenda for next meeting.** | **SL** |
| **15.1** | **Speak to Simon Breeze, Community Action Sutton, about employing IO.**  **Action: PF to email the board with outcome of meeting with Simon Breeze.** | **PF** |
| **15.1** | **Email the board with outcome of meeting with Simon Breeze.** | **PF** |

**FORWARD PLAN**

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| --- | --- |
| **Meeting** | **Agenda item/speaker** |
| **2025** |  |
| Jan board  Monday 13th January | * Andrew attends * Conflicts of Interest |
| Mar board  Monday 10th March | * Alyssa attends * Q3 Finance |
| Apr Info  Monday 14th April | * Reena Barai - Pharmacist |
| Away Day  Friday 11th April  12.30-4pm | * Carshalton Beeches Baptist Church 12.30 - 4pm |
| May board  Monday 12th May | * Andrew attends * Review risk register * Q4 Finance – Annual 23/24 Finance |
| June Info  Monday 9th June | * Rachel Louise Jenkins - Social Prescribing Service Lead |
| July board  Monday 14th July | * Alyssa attends * Q1 Finance |
| August Info  Monday 11th August | * Meeting Cancelled |
| September board  Monday 8th September | * Andrew attends |
| October Info  Monday 13th October | * Simon Breeze, Community Action Sutton |
| November board  Monday 10th November | * Alyssa attends * Q2 Finance |
| December Info  Monday 8th December | * Dentistry – to be confirmed |