**Healthwatch Sutton Board of Directors Meeting**

6.30pm, Monday 13 May 2025  
Granfers Community Centre, 73-79 Oakhill Road, Sutton, SM1 3AA

**MINUTES**

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

Janet Wingrove (JWi) – Chair Shiraz Sethna (SS)

Gaynor Bray (GB)

Steve Niewiarowski (SN) **Staff:**

Simon Oliver (SO) Pete Flavell (PF)

Radhika Bhandari (RB) Andrew McDonald (AM)

Noor Sumum (NS) Samantha London (SL)

Judy Walsh (Jwa)

David Shaboe (DS)

**Present via Teams :**

David Elliman (DE) – Vice-chair

Mahendra Patel (MP)

* 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** Jwi reported that in point 6.2 of March 10 Board Meeting minutes, the word ‘not’ was missing.

**Action: SL to amend 6.2 of minutes to say ‘not’.**

**3. Matters arising**

**3.1** **Action Log**

* Point 3.3 on ‘Actions in Progress’ will be covered by the Governance group later in the agenda.
* Point 8.2.3 on ‘Actions in Progress’ refer to the Maternity Project which is covered later in the agenda.
* Point 13.2 on ‘Actions in Progress’ is to be completed.

**Action: PF to contact meeting organisers to inform them of new Reps.**

**Action: SL to email PF with details of new Reps.**

**4. Governance group updates**

**4.1** SO reported that the Governance group had met via zoom. Ensuring that the Memo&Arts are understood was identified as a priority.

**Action: SO to create ‘crib sheets’ for key aspects of the Mem&Arts.**

**4.2** It was agreed that the role of **Company Secretary** is undertaken by SL. SN said there are courses around this role. PF agreed to support SL in taking a relevant course.

**Action: SN to suggest relevant courses around the role of Company Secretary.**

**4.3** **Relationship with CAS** - SO stated that we need a conversation with Simon Breeze, CEO of Community Action Sutton (CAS) to gain clarity around who is responsible for different aspects of governance and the general delivery of the service including staff etc. and how this fits with CAS. It was agreed that we need an explanatory documents that explain the relationship between the Board, contracting organisations and delivering organisation.

**Action: PF and SO to meet with Simon Breeze with a view to creating a document. JWi potentially to attend.**

**4.4** PF reported that Healthwatch Richmond does not have a Company Secretary and relevant actions are undertaken by employees. SO said he would like to check with Healthwatch Richmond to find out what actions they were taking. PF has forwarded the email offering to discuss directly with SO.

**4.5** SN reported that he has clarified the terms of re-election of trustees.

**Action: SN notes on re-election of trustees to be circulated to the Board.**

**Action: Re-election of trustees and SN notes to be on agenda for next Board Meeting. SO to update.**

**4.6** SO reported that the Governance group will exist for approximately 6 month while they look at outstanding issues.

**5. Update on Finances**

**5.1** MP reported that we have draft accounts for financial year 24/25 but they have not been audited yet.

**5.2** An email of the draft accounts will be circulated to the board.

**Action: PF to email draft accounts to the board.**

**5.4** PF reported that we have agreement that the ICB contract will be extended for 1 year and the role of Executive Officer (Healthwatch Representative to the South West London Integrated Care System,) will continue until June 2026. Due to a 20% reduction in funding the role of Engagement Coordinator, will not be extended beyond July 2025.

**5.5** PF reported that the blueprint document details changes to Integrated Care Board (ICB) functions as part of the NHS’s 10-Year Health Plan. PF forwarded his analysis of the Blueprint document to the Board

**5.6** PF reported that we do not have a reserves policy. SO said options could be discussed in the Governance group but it would be a Board decision.

**Action: Governance group to do research on reserves policy/target.**

**Action: Reserves policy to be an item for the next Board Meeting, with Governance group leading.**

**6. Community Action Sutton – hosting and support**

**6.1** PF reported that he had sent a paper to the Board and SB outlining considerations for moving away from Community Action Sutton.

**6.2** PF said that rental prices of office space are an important factor in the decision.

**6.3** PF reported that we would still be able to hire the Granfer’s hall for meetings even if office space were elsewhere. PF agreed to look at the possibility and cost of office space with another voluntary sector organisation **Action: PF to look at the possibility and cost of office space with another voluntary sector organisation report back to Board in September.**

**6.4** SO said a document identifying responsibilities of all parties would be useful in making a decision. **Action noted under point 4.3.**

**Action: Rental costs and responsibilities on agenda for September Board Meeting.**

**7. Projects Updates**

**7.1 Earwax removal**

**7.1.1**. AM reported that 20 out of 21 surgeries had responded to an email audit on earwax removal services. The majority of surgeries reported that they provided ear syringing but not microsuction.

**7.1.2** 19 of the responses matched with the ICB response. 1 surgery reported they did not provide earwax removal, despite the ICB reporting that they did. This may be because the ICB’s figures were from 2024-2025.

**7.1.3** In cases where surgeries do notprovide earwax removal, they refer patients to private services. JWi said that the main feedback should be that surgeries should transfer patients to other surgeries that offer earwax removal, rather than sending them to private services. PF reported that there were payment considerations around transferring patients to other surgeries.

**7.1.4** PF reported that the surgery that did most earwax removal, did, from memory, about 144 in a year.

**Action – PF to write to SWL ICB to suggest that surgeries that do not provide earwax removal are able to refer patients to those that do. If this is possible, to ask for reasons why this is not possible. Inform ICB that people are not aware of what surgeries provide this service.**

**7.1.5** DE said that the ICB needs to be consistent and if earwax removal is not offered at all GPs, it should be provided in another setting. AM reported that earwax removal is a locally commissioned service which all practices can sign up to.

**7.1.6** JWa asked if we could publish a list of those surgeries that provided earwax removal. PF agreed that a positive message advising local people that they can access the service and listing the surgeries could help those that were under the false impression that their surgery didn’t provide the service.

**Action – SL to create simple publicity material to share with the public that advises which surgeries in the Borough do provide the service (as identified by AM) and encourage people to contact their surgery for treatment if they need the service.**

**7.1.7** PF reported that only 7 out of the 44 ICBs in the country do not have auniversal offer of earwax removal. It is a precedent that most of the ICN have agreed to provide this service.

**7.2 Young People’s Mental Health**

**7.2.1** PF reported that 33 people signed up for the Young People and Mental Health event and about 17 people attended. There were three sessions: What is good about what is available now/where are the gaps in provision/what actions could be taken. PF said we now have bullet points but have not pulled out key points.

**7.2.2** Jwa reported that it would have been good to have bought the three tables together to share thoughts. Jwa said that a strand was access for young people to services and how to navigate your way through. A suggestion is to outline what services look like and routes to them.

**7.2.3** There was a discussion around what how to use findings to make an impact. It was agreed for PF to meet with Brendan Hudson, Health and Wellbeing board to go through the points.

**Action: PF to meet with Brendan Hudson**

**7.3 Maternity**

**Action : SL to give an update at next Board Meeting.**

**7.4 Primary Care Access**

**7.4.1** AM reported that the survey was sent to the ICB. Access to services was highlighted as an issue. All GPs now say they offer appointments on the same day or within two weeks and that appointments are bookable on the phone, website or in person. AM reported that members of the public are still reporting that this is not always the case.

**7.4.2** AM stated that this is good learning as to thinking of where we can have an impact.

**7.4.3** PF reported that he had met with Bobby Dean, MP, who said that GP access and corridor care at St Heliers were a main concern for residents.

**Action: PF to arrange meeting with Luke Taylor, MP**

**7.4.4** JWi suggested that a future Board Meeting agenda item is “Learning from recent projects.”

**Action: Learning from recent projects to be an item on future Board Meeting agendas.**

**7.5 Cardiovascular**

**7.5.1** PF reported that we have received funding but have not yet started the Cardiovascular project. SL is to lead on it. JWi said we need to think of the impact. PF reported that the remit is to look at lifestyle and the barriers to a healthier lifestyle.

**7.5.2** SO reported that Central Sutton INT are looking at high risk groups for Cardiovascular disease. PF said that what our research will feed into the INT’s Cardiovascular project.

**7.5.3** JWi asked what the time-scale for the project it. PF said we are waiting for the INT to inform us.

**Action: SL to meet with SWL ICB to find out what is wanted.**

**7.5.4** PF reported that this project has not been approved by the board. There was a discussion over the need for a different criteria for Core work and Commissioned work.

**Action: SL to update on Cardiovascular project at next Board Meeting.**

**7.5.5** PF clarified that if we identify a list of barriers to a healthier lifestyle the ICB can look at ways to break down those barriers.

**7.6 Pharmacy**

**7.6.1** PF reported that Pharmacy Needs Assessments (PNA) for all 6 boroughs are currently being carried out. We are no longer considering this as a project in the near future. The PNA leads can share their findings with us but not the raw data.

**7.7 10 year plan survey**

**7.7.1** AM reported that Sutton Primary Care Networks, who help deliver GP services in Sutton, want to do a big survey of local health services this year. This will be based on the new national NHS 10 year plan.

**7.7.2** AM has sent the survey to the Primary Care Networks and they are going through it with their board. The survey will be sent out in June of later, after the 10 year plan has come out. PF reported that this is shared delivery and fits within Core Contract work and the PPG/PRG contract that centres on primary care

**7.8 Frailty and Safeguarding**

**7.8.1** AM said that the Safeguarding project is ongoing for the year. It has been presented to Sutton Safeguarding Adults Board (SSAB).who said they would take it to their Quality Performance Panel meeting and report back at the SSAB meeting in July 2025.

**7.8.2** AM reported that the Frailty project is completed with 12 interviews and the report is written. It will be shared with the Frailty Board at their next meeting on the 22nd May.

**7.9 SWLondon ICB BSL**

**Action: to be moved to next Board Meeting agenda**

**7.10 Domiciliary Care**

**7.10.1** PF reported that SL is to start scoping for this project and make connections with key stakeholders. JWa offered to support SL in this project.

**Action: SL to research Domiciliary Care locally nationally**.

**Action: SL to make connections with key stakeholders.**

**7.11 Other projects**

**7.11.1** DE questioned whether Healthwatch Sutton would compromise on quality of engagement for commissioned work. PF clarified that if a project is commissioned but we are not happy with the methodology and feel it will reflect poorly on us, we will not do it. It was agreed that project proposal group will include methodology in the Project Proposal Form.

**Action: Project group to include methodology in the ‘Project Proposal Form.’**

**8. Eaxwax Survey Follow up**

Covered in 7.1 above

**9. Andrew’s Updates - safeguarding, frailty and PRG.**

Covered in 7.4 and 7.8 above.

**10. Project Group Update**

**10.1** GB reported that the group has met and planned for future meetings. GB said the group wanted to focus on the decision-makingprocess and be clear about the flow of steps. GB reported that the group will create a project flowchart with what the board would like at each stage.

**10.2** The project proposal form will cover both commissioned and core projects and will include outcomes and methodology. The criteria for projects will be reviewed.

**10.3** GB said that the group will work on a basic contract pro forma so commissioners will understand the expectations on them.

**10.4** The group has discussed agreeing priorities for projects that come under the core contract on an annual basis as there is scope to change them and would ensure we have 3 projects going on at all times.

**10.5** There will be work on how the board would like updates on projects.

**10.6** The next meeting is on the 16th June.

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

**11. Policies Review**

**11.1** SL reported that she had created a policy review schedule and edited all policies to show version number, date of last reviewed, date of next review and date approved by Board.

**Action: All to feedback to SL on policy review schedule.**

**12. Comms Update**

**12.1** SL reported that she has started monitoring analytics for all social media and the website.

**12.2** SL said we need to steer to the website from social media.

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

**12.1** AM reported he had presented to the Ukrainian support group.

**12.2** AM said HWSutton has a stall at Benhill Community Funday and St Helier Music & Community Festival in the summer.

**12.3** SL attended the Wallington Wellbeing day.

**12.4** AM and PF attended the State of the Sector event, held by Community Action Sutton. The main theme was how smaller charity groups can be included.

**12.5** JWi asked how ‘Have Your Say’ is being promoted. AM reported that it is given out online. SL reported that we only receive 1 or 2 a month via the website. There was a discussion about creating a QR code for ‘Have Your Say.’

**Action: SL to review the Have Your Say form and promotion of it.**

**14. AOB**

14.1 SN said we had not looked at the Risk Register, which is on the Forward Planner for this meeting. The relationship between Community Action Sutton and Healthwatch should be there.

**Action: Risk Register to be on agenda for next Board Meeting.**

**ACTION LOG**

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| Ref | Action | **Who** |
| **2.1** | **Amend 6.2 of minutes to say ‘not’.** | **SL** |
| **3.1** | **Contact meeting organisers to inform them of new Reps.** | **PF** |
| **3.1** | **Email PF with details of new Reps** | **SL** |
| **4.1** | **Create ‘crib sheets’ for key aspects of the Mem&Arts.** | **SO** |
| **4.2** | **Suggest relevant courses around the role of Company Secretary.** | **SN** |
| **4.3** | **Meet with Simon Breeze with a view to creating a document. JWi potentially to attend.** | **PF and SO**  **(SWi)** |
| **4.5** | **Notes on re-election of trustees to be circulated to the Board.** | **SN** |
| **4.5** | **Re-election of trustees and SN notes on agenda for next Board Meeting.** | **SL** |
| **5.2** | **Email draft accounts to the board.** | **PF** |
| **5.6** | **Do research on reserves policy/target** | **Governance group** |
| **5.6** | **Reserves policy on agenda for next Board Meeting.** | **SL** |
| **6.3** | **Look at the possibility and cost of office space with another voluntary sector organisation report back to Board in September.** | **PF** |
| **6.4** | **Rental costs and responsibilities on agenda for September Board Meeting.** | **SL** |
| **7.1.4** | **Write to SWL ICB to suggest that surgeries that do not provide earwax removal are able to refer patients to those that do. If this is possible, to ask for reasons why this is not possible. Inform ICB that people are not aware of what surgeries provide this service.** | **PF** |
| **7.1.6** | **Create simple publicity material to share with the public that advises which surgeries in the Borough do provide the service (as identified by AM) and encourage people to contact their surgery for treatment if they need the service.** | **SL** |
| **7.2.3** | **Meet with Brendan Hudson** | **PF** |
| **7.3** | **Update on Maternity Project at next Board Meeting.** | **SL** |
| **7.4.3** | **Arrange meeting with Luke Taylor, MP** | **PF** |
| **7.4.4** | **Learning from recent projects to be an item on future Board Meeting agendas.** | **SL** |
| **7.5.3** | **Meet with Central Sutton ICB to find out what is wanted.** | **SL** |
| **7.5.4** | **Update on Cardiovascular project at next Board Meeting.** | **SL** |
| **7.9** | **SWLondon ICB BSL to be moved to next Board Meeting agenda** | **SL** |
| **7.10** | **Research Domiciliary Care locally nationally**. | **SL** |
| **7.10** | **Make connections with key stakeholders.** | **SL** |
| **7.11.2** | **Look at methodology for Domiciliary Care project** | **Jwa and JWi** |
| **10.6** | **Report back at next meeting** | **Project group** |
| **11.1** | **Feedback to SL on policy review schedule.** | **All** |
| **12.5** | **Review the Have Your Say form and promotion of it.** | **SL** |
| **14.1** | **Risk Register to be on agenda for next Board Meeting.** | **SL** |

**FORWARD PLAN**

|  |  |
| --- | --- |
| **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 | * INTS – to be confirmed |
| September board  Monday 8th September | * Andrew attends |
| October Info  Monday 13th October |  |
| November board  Monday 10th November | * Alyssa attends * Q2 Finance |
| December Info  Monday 8th December | * Dentistry – to be confirmed |