**Healthwatch Sutton Board of Directors Meeting**

6.30-8.30pm, Wednesday 15 March 2023  
Granfers Community Centre, 73-79 Oakhill Road, Sutton, SM1 3AA   
and via Zoom

**MINUTES**

**Members of the board present:**

Barbara McIntosh (BM) – Chair

Adrian Bonner (AB)

Janet Wingrove (JW)

Shiraz Sethna (SS)

Noor Sumun (NS)

David Elliman (DE) (via Zoom)

**Staff team present:**

Colin Wilson (CW) - minutes

Pete Flavell (PF)

**Apologies:**

Launa Watson (LW)

Adrian Attard (AA)

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

1.1 BM opened the meeting.

**2 Minutes**

2.1 The minutes of the meeting of 9 January were agreed.

**3 Matters arising**

3.1 Updated risk register has been circulated. **PF to revise further** to include mitigations for high-scoring items.

3.2 PF has spoken to a potential new board member. He is interested in going ahead and has finance skills. CW has sent papers describing the role and an application form. **CW to invite him to next board meeting once we’ve received his application form.**

3.3 Liaison with Sutton Uplift and Healthwatch Surrey around Long Covid: PF has not had capacity to complete this due to staffing situation. **PF to progress when staffing issues resolved.**

3.4 PF has circulated baseline report for community mental health transformation project.

3.5 **SS to contact Food Bank** to ask if they have any data about their service users’ health issues. **PF to send foodbank email address to SS.**

3.6 **PF to chase Council staff** re dates and times for Safeguarding Children’s Board. DE may be able to attend if meetings fit his schedule. If so, we will make the case for a Healthwatch representative on the board.

**4 Awayday**

4.1 Provisionally scheduled for noon to 4pm, Friday 9 June. Main topics for discussion are comms strategy and priority topics on which we want to run projects. **PF and CW to confirm venue and develop more detailed plan.**

**5 Project updates**

5.1 Work summary document circulated. Any questions to PF. Agreed to continue sharing a written document in future rather than hearing a verbal update.

**6 Data from Advocacy for All, Citizens Advice and Have Your Say form**

6.1 Summary of data circulated. In future PF will meet with Advocacy for All and Citizens Advice quarterly for more detailed feedback. Together for Sutton dashboard will also include data from all member organisations. Data about care homes also available from the CQC: **CW to obtain this and summarise.**

6.2 We are trying to increase use of the Have Your Say website form. CW has improved form design, done promotion work, designed paper version for offline use.

6.3 Non-medical issues predominate in Have Your Say responses. Concern that GP receptionists play a vital role, including triage – no complaint about staff, but they do this work without medical training, which should be provided.

6.4 Concern also about lack of CAMHS staff and resources. Mental health data from schools may help make the case for more resources.

**7 Income and expenditure**

7.1 Summary document circulated. We have underspent on salaries for SW London work, and won’t be able to keep these funds. Other SW London Healthwatch should invoice us as part of SW London work, and at least one hasn’t. So the situation is not quite as good as it looks, but still satisfactory.

**8 Together for Sutton contract**

8.1 Achievable targets have now been agreed with contract manager. Final version of contract close to completion: **PF to circulate contract to trustees** for agreement by email.

**9 Tenth anniversary**

9.1 This year marks the tenth anniversary of Healthwatch Sutton and Healthwatch England. Agreed that we would invite key stakeholders to a celebration event in early July or mid-September. Aims to raise our profile, celebrate concrete achievements, launch something new (report on mental health in schools?) Possible venues Riverside Centre, Holy Trinity Wallington, SCD in the St Nicholas Centre.

**10 Integrated Neighbourhood Teams**

10.1 Item deferred to next meeting.

**11 Staffing issues**

11.1 Engagements and Projects Officer is no longer in post, recruitment underway. Admin staff absence of at least 2-3 months expected, so we have no admin support.

**12 Demographics data**

12.1 New data from census circulated regarding age and ethnicity of local population. **CW to invite Fern Barber** from Sutton Council to speak about these issues at 5 June information meeting. Would be useful to have separate data for Chinese, Indian, Bengali and Pakistani people, different populations with different health issues, rather than combining them as “Asian”.

**13 Future meetings**

13.1 Board information meeting on 5 April cancelled. Next board meeting 2pm on Monday 15 May, postponed from 8 May because of coronation bank holiday. Next information meeting at 2pm on Monday 5 June.

**14 Policies**

14.1 Health and safety: **CW to circulate Healthwatch Sutton and Community Action Sutton policies** for discussionat next meeting. We need to clarify how the HWS and CAS policies interact, and which applies to staff, trustees, volunteers etc.

14.2 Adult safeguarding policy: version previously circulated by JW agreed.

14.3 Child safeguarding policy: **DE to draft**.

14.4 Safeguarding training: Sutton Council policy is that all staff, trustees and volunteers should complete the Safeguarding Everyone Level 2 e-learning module. Details have been circulated. No further policy is required.

**15 Representation on other bodies**

15.1 **PF to let Scrutiny Committee know** that NS is a delegate.

15.2 **CW to design pro forma for feedback** from other bodies. Trustees to record name of meeting, date of meeting, three key points discussed. Ideally we would set up an automated system which would send reminders to trustees soon after a meeting.

15.3 AB interested in attending Anti Poverty Forum. **CW to check details with Simon Breeze and liaise with AB.**

**16 AOB**

16.1 Public Health England ceased to exist in March 2021. Its functions were transferred to the UK Health Security Agency (which deals with health protection issues such as infection, radiological control, hazards etc) and the Office for Health Improvement, which is a unit within the Department for Health and Social Care. Many staff working around immunisation, screening etc. were also transferred to NHS England.  
  
Staff cuts and reorganisation are now happening within all three of these bodies. **AB and DE to jointly write a letter** for PF to send to Louise Ansari at Healthwatch England, expressing concern on two points: first, whether future staffing will be sufficient for them to carry out their functions; second, whether the location of the Office for Health Improvement within the DHSC allows it to function impartially.

**NEXT MEETINGS**

**Board meeting**  
2pm, Monday 15 May (postponed from 8 May)

**Information meeting**  
2pm, Monday 5 June (April meeting cancelled)

**ACTION LOG**

|  |  |  |
| --- | --- | --- |
| Ref | Action | Who |
| 3.1 | Revise risk register to include mitigations | PF |
| 3.2 | Invite prospective member to next board meeting once application received | CW |
| 3.3 | Liaison with Sutton Uplift and Healthwatch Surrey around Long Covid | PF |
| 3.5 | Send Foodbank email address to SS | PF |
| 3.5 | Ask Food Bank if they have any data on users’ health issues | SS |
| 3.6 | Chase Council staff re dates and times for Safeguarding Children’s Board | PF |
| 4.1 | Confirm venue for awayday, develop agenda | PF, CW |
| 6.1 | Obtain CQC care home data and summarise | CW |
| 8.1 | Circulate final Together for Sutton contract for agreement | PF |
| 12.1 | Invite Fern Barber to June info meeting | CW |
| 14.1 | Circulate HWS and CAS Health and Safety policies | CW |
| 14.3 | Draft child safeguarding policy | DE |
| 15.1 | Inform Scrutiny Committee that NS is a delegate | PF |
| 15.2 | Design feedback form for trustees attending meetings of other bodies | CW |
| 15.3 | Check details of Anti Poverty Forum with Simon Breeze, send to AB | CW |
| 16.1 | Write letter for sending to Healthwatch England about successor bodies to Public Health England | AB, DE |