**xHealthwatch Sutton Board of Directors Meeting**

2-4pm, Monday 15 May2023  
Granfers Community Centre, 73-79 Oakhill Road, Sutton, SM1 3AA   
and via Zoom

**MINUTES**

**Members of the board present:**

Barbara McIntosh (BM) – Chair

Adrian Attard (AA)

Janet Wingrove (JW)

Shiraz Sethna (SS) (via Zoom)

Noor Sumun (NS)

David Elliman (DE)

Launa Watson (LW)

**Staff team present:**

Colin Wilson (CW) - minutes

Pete Flavell (PF)

Andrew McDonald (AM), part

**Apologies:**

Adrian Bonner (AB)

Lorraine Davis (LD)

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

* 1. BM opened the meeting.
  2. Items for AOB: Finance report, St Helier Hospital

**2 Minutes**

2.1 The minutes of the meeting of 15 March were agreed.

**3 Matters arising**

3.1 Updated risk register reviewed and agreed. Need to review annually.

3.2 We have references back for new board member. **BM and PF to meet with him**, and to be invited to next meeting.

3.3 Limits on board members’ terms mean we need to recruit one new trustee each year on average. Need to bear in mind that current board not representative of local population, especially as regards lack of younger and disabled members. Need to be flexible as regards working practices, for example to consider having more evening meetings.

3.4 Liaison with Sutton Uplift and Healthwatch Surrey around Long Covid. **PF to follow up when has capacity.**

3.5 SS has met with manager of Salvation Army food bank and discussed what health data they collect. They will collect more data about their users from June. We could do stalls to reach out to their users. **SS to invite manager** to next information meeting.

3.6 BM attended consultation about redevelopment of Council offices after they move to the site of St Nicholas Centre. Important that reception area meets needs of distressed people in stressful situations. New facilities at Springfield are designed with mental health needs of service users in mind, important for Sutton to learn from this.

3.7 We are represented on the SafeguardingChildren Board by Community Action Sutton, so we don’t have a representative of our own.

3.8 We need data from CQC reviews of care homes to integrate with data from Have Your Say. CQC makes this available via a Power BI dashboard, not very accessible. **CW to contact Stephen Hardistry** at Sutton Council about how better to coordinate data, and to invite him to a future info meeting.

3.9 Together for Sutton contract not completed, discussions ongoing.

3.10 **CW to follow up invitation to Fern Barber** to June information meeting.

3.11 Child safeguarding policy: **DE to draft** when he has capacity. **CW to ask on Workplace** if other Healthwatches have a policy we could use.

3.12 Should we make our policies public on the website? **CW to check** Healthwatch England guidance and practice of other Healthwatches.

3.13 NS attends the scrutiny committee on our behalf and has been invited to a meeting.

3.14 Form created for trustee feedback from meetings. **LD to send reminders.**

3.15 AB is now on the mailing list for the Anti Poverty Forum and being invited to meetings.

3.16 **CW to confirm St Raphael’s hospice speaker** for June info meeting.

**4 Staffing issues**

4.1 PF is transferring work to AM on palliative care, mental health, PRG support, PCN groups/integrated neighbourhood teams and managing volunteers.

4.2 Alyssa is building a business case to potentially recruit someone to a support position to assist her. Would be employed by Healthwatch Sutton. Proposal needs to be agreed by all six SW London Healthwatches, we’re waiting for feedback from them. Need to firm up who would line manage them.

**5 Board meeting agenda items**

5.1 Alyssa and AM to attend alternate board meetings to report on their work. Risk register to be reviewed annually. Finances to be discussed at the four board meetings each year which follow the ends of quarters. **CW to create forward plan** for future board and info meetings, also including info meeting speakers.

**6 Project updates**

6.1 PF presented written report. We are currently doing more commissioned work than work on our core contract .

**7 Awayday**

7.1 12-4pm, Fri 9 June, Carshalton Beeches Baptist Church. Initial session about prioritising work areas. **PF to write project decision-making evidence and criteria paper and circulate** in advance. One criterion is where can we make a difference, though there we also receive lots of feedback about primary care. CW to introduce second session about comms strategy.

7.2 Participants to be asked before the event what they think we do well, what we do badly and where they feel they have a particular contribution to make. **CW to circulate form.**

7.3 **JE, BA and DE to meet with PF before event**.

**8 Tenth anniversary event**

8.1 5-7pm, Friday 14 July, Holy Trinity Church, Wallington. CW circulated draft list of invitees for comments. Additional suggestions were taken and added to the invitation list.

We should also ask for participants’ feedback on the day about local health and care services.

**9. Health and Safety**

9.1 Healthwatch Sutton and Community Action Sutton policies circulated. Decided in principle that we’ll give up our own and adopt the CAS one. **CW to raise issues with Jackie at CAS about First Aider.**

**10. Finance**

10.1 AA presented summary of finances for the last quarter and the whole of 22-23. Reserves on 31 March were around £89,000. Approximately a third of the reserves are ringfenced for to be used as part of the SWL ICS contract. Audited accounts will be published prior to our AGM.

**11. St Helier Hospital**

11.1 A [Guardian report](https://www.theguardian.com/society/2023/may/13/patient-safety-at-risk-in-crumbling-hospital-boris-johnson-promised-to-replace) on Saturday highlighted the poor quality of the building, comments that “patient safety could soon be at risk”. Healthwatch Merton have previously contacted us about other articles in the national press. PF wrote to James Blythe, hospital manager, who has responded. We’ve asked if we can add the exchange of emails to our website. Agreed to try to gather more info about patients’ experiences. PF to check what data Alyssa has. **CW to add email correspondence** with James Blythe to website, and send out newsletter special inviting people fill in Have Your Say about recent experiences in St Helier once we have hospital management agreement to this.

**ACTION LOG**

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| --- | --- | --- |
| Ref | Action | Who |
| 3.2 | Meet with new board member | PF, BM |
| 3.4 | Liaise with Sutton Uplift and Healthwatch Surrey around Long Covid when capacity available. | PF |
| 3.5 | Invite Salvation Army foodbank manager to next information meeting | SS |
| 3.8 | Invite Stephen Hardistry of Sutton Council to a future info meeting re coordination with CQC work | CW |
| 3.10 | Chase Fern Barber re invite to June info meeting | CW |
| 3.11 | Draft child safeguarding policy when has capacity | DE |
| 3.11 | Ask on Workplace if other Healthwatches have a child safeguarding policy they would be willing to share. | CW |
| 3.12 | Check HW England policy/other HW practice re whether we add our policies to our website. | CW |
| 3.14 | Send reminders to trustees to complete feedback form after meetings. | LD |
| 3.16 | Confirm St Raphael’s hospice speaker for June info meeting | CW |
| 5.1 | Create schedule for future board and info meetings. | CW |
| 7.1 | Circulate awayday presentation to trustees in advance | PF |
| 7.2 | Circulate form seeking views before awayday | CW |
| 7.3 | Meet with PF before awayday | JE, DE |
| 9.1 | Raise Health and Safety issues with Jackie at CAS. | CW |
| 11.1 | Content re St Helier Hospital on website and in newsletter | CW |

**FORWARD PLAN**

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| --- | --- |
| **Meeting** | **Agenda item/speaker** |
| June 23 info | * St Raphael’s Hospice * Salvation Army Food Bank (SS to invite) |
| July 23 board |  |
| August 23 info | * Fern Barber, Sutton Council, re borough demographics (CW to chase) * Stephen Hardestry, Sutton Council, re liaison with CQC work (CW to invite) |
| September 23 board | Q1 Finance |
| October 23 info |  |
| November 23 board | Q2 Finance Any remaining policies which expire in 2023 |
| December 23 info |  |
| January 24 board |  |
| February 24 info |  |
| March 24 board | Q3 Finance |
| April 24 info |  |
| May 24 board | * Review risk register * Q4 Finance – Annual 23/24 Finance |