

Board of Directors Meeting

Monday 9th May 2022, 2pm – 4pm

Small Hall, Granfers Community Centre, 73-79 Oakhill Road, Sutton, SM1 3AA
and Online via Zoom

MINUTES

Members of the Board present:	Staff team present:
Barbara McIntosh (BM) – Chair	Pete Flavell (PF)
Adrian Bonner (AB)	Gemma Abraham (GA) - Minutes
David Elliman (DE)	Colin Wilson (CW)
Noor Sumun (NS)	
Launa Watson (LW)	Apologies:
Janet Wingrove (JW)	Adrian Attard (AA)

1.	Welcome, apologies and notification of Any Other Business
1.1.	BM opened the meeting and apologies were noted. There were no notifications of Any Other Business.
2.	Minutes of previous meeting held on 11th April 2022
2.1.	The minutes from the previous Board meeting held on 11 th April 2022 were agreed.
3.	Matters arising
3.1.	COMPLETED ACTION: PF and JW to meet with Anita Batish. PF and JW have met with Anita from the Sutton Safeguarding Adults Board (SSAB) to discuss how we may be able to support the Board with their engagement work. JW explained that Launa is attending a training event run by the SSAB. ACTION: LW to feedback on SSAB training event at the next Board meeting.
3.2.	ACTION: PF to send a revised draft of the risk register to Directors for their approval. This action has been carried forward.
3.3.	UPDATED ACTION: PF and CW to approach RBI (Reed International) and Gibsons in regards to Board recruitment. This action has been carried forward. It was agreed that PF and CW will pick up this action.
3.4.	ACTION: PF to discuss intelligence sharing with Citizens Advice Sutton as part of Making Informed Choices. It was agreed that this action will be discussed at the Organisational Development Working Group.
3.5.	ACTION: BM to contact Alvin Kinch at Healthwatch England to discuss their feedback request for governance support. It was agreed that this action will be discussed at the Organisational Development Working Group.
3.6.	ACTION: Directors to send their feedback on the health and safety and safeguarding policies to GA. This action has been carried forward.
3.7.	ACTION: GA to ask Marion O'Brien at Granfers Community Centre if a defibrillator is installed in the building. GA has emailed Marion but has not yet

	received a response. This action has been carried forward.
4.	Staffing update
4.1.	The Board welcomed CW to the Healthwatch Sutton team. CW is our new Health Engagement and Projects Officer.
4.2.	GA explained to the Board that she is leaving Healthwatch Sutton on 31 st May.
4.3.	PF explained that he will be on sick leave from the week commencing the 23 rd May for 4 weeks.
4.4.	PF further explained that he will provide a staffing update to our commissioners as there will be limited staff cover for 2-3 weeks in June. ACTION: PF to explore the possibility of accessing the office telephone system remotely.
5.	Project updates
5.1.	<u>Long Covid</u> The survey is now closed. JW has begun the data analysis and we hope to publish our report in the coming months. PF explained that other local Healthwatch in South West London have also carried out surveys to find out about people's experiences of Long Covid. He is planning on catching-up with them to find out how we can help make a difference to local services.
5.2.	<u>Primary School Children's Mental Health</u> BM attended the primary school headteachers' meeting on 27 th April to encourage schools to take part in our project. She explained that the headteachers were keen to engage. BM further explained that she has asked the headteachers to contact PF by September to express their interest, with a view to launch the project in November. There was also a discussion around the possibility of doing a specialist research project in schools for children with learning disabilities. PF explained that we have made a commitment to do this and we hope to launch a project next year. ACTION: BM to contact David Murden at Sherwood Park School. ACTION: BM to contact Joanna Cassey at Cognus. ACTION: PF to contact Emma Walford at Hackbridge Primary School for a list of names of the headteachers who attended the April meeting.
5.3.	<u>Community Mental Health Transformation User Experience Survey</u> PF explained that the response rate to our surveys for service users and their carers has been low. PF has suggested to Darren Fernandes at SWLStG that our volunteers could carry out telephone interviews to boost response numbers. PF has not yet received a response from Darren. ACTION: PF to chase Darren Fernandes.
5.4.	<u>Dentistry</u> GA explained that she has completed the data analysis and has almost finished the draft report. She hopes to finish the report before she leaves at the end of the month.

<p>5.5.</p>	<p>Healthwatch England's story about widening health inequalities due to the lack of NHS appointments has been widely featured in the media today. ACTION: GA to contact Alvin at Healthwatch England to let her know that we are planning on publishing a report about people's experiences of accessing dentistry.</p> <p><u>Core20+</u> PF explained that South West London ICS has been successful as a national early adopter site for the Core20 Connectors Programme to tackle health inequalities in maternity, severe mental illness, chronic respiratory disease, early cancer diagnosis and/or hypertension.</p> <p>Healthwatch Sutton has been asked to be the delivery organisation for this initiative. PF is currently in discussions with Simon Breeze at Community Action Sutton and Nadine Wyatt at NHS Sutton on how we might deliver this initiative.</p>
<p>5.6.</p>	<p><u>Care Homes</u> GA and LW explained that they had visited their first care home last week. After having a de-brief with GA, LW and NS, PF will create a project plan for the Council who are commissioning the project.</p>
<p>6. 6.1.</p>	<p>I&A service update We have not received an I&A service update from Citizens Advice Sutton. ACTION: PF to chase update on I&A service from Citizens Advice Sutton. ACTION: PF to share feedback from the Board about the I&A service update provided by Citizens Advice Sutton.</p>
<p>7. 7.1.</p>	<p>Finance PF provided a summary of our Income & Expenditure from January-March 2022. He explained that we have used some of our reserves and we need to continue to explore opportunities to generate additional income. ACTION: BM to contact AA to discuss Healthwatch Sutton's finances.</p>
<p>8. 8.1.</p>	<p>Our LBS Contract/Making Informed Choices Our new contract will come into effect on Friday 1st July. PF explained that there will be changes to our reporting and monitoring as we will be reporting through the key strategic partner (Community Action Sutton). Community Action Sutton are employing a Community Development Worker who will help co-ordinate the Making Informed Choices contract.</p>
<p>9. 9.1.</p>	<p>Representation at SWL ICP PF explained that a business case has been submitted to SWLCCG to agree the finance to employ a representative for the 6 local Healthwatch on the SWL ICP. PF is planning to catch-up with the 6 local Healthwatch in the coming weeks to find out if representation has agreed.</p>
<p>10. 10.1. 10.2.</p>	<p>Any Other Business NS explained that we attend Wallington Community Wellbeing Charity's Health & Wellbeing Information & Advice event on Friday 29th April 2022. It was a well-attended event and a great opportunity to raise awareness of Healthwatch Sutton.</p> <p>AB explained that he had attended an open house meeting with local partners to support 53 Ukrainian refugees in the Borough. AB agreed to keep the Board updated with the progress of these meetings and potentially look for opportunities for Healthwatch Sutton to do a project around Ukrainian</p>

10.3.	refugees' experiences of accessing healthcare. The Board agreed that they would like their next Information & Support meeting on Monday 6 th June to be a hybrid meeting.
	Date of next meeting: Monday 11 th July, 2pm – 4pm, Small Hall, Granfers Community Centre & Zoom

ACTION LOG

Ref	Action	Who	Deadline
3.1.	LW to feedback on SSAB training event at the next Board meeting.	LW	11.07.2022
3.2.	PF to send a revised draft of the risk register to Directors for their approval.	PF	Ongoing
3.3.	PF and CW to approach RBI (Reed International) and Gibsons in regards to Board recruitment.	PF & CW	11.07.2022
3.6.	Directors to send feedback on the health and safety and safeguarding policies to GA.	Directors	27.05.2022
3.7.	GA to ask Marion O'Brien at Granfers Community Centre if a defibrillator is installed in the building.	GA	27.05.2022
4.4.	PF to explore the possibility of accessing the telephone system remotely.	PF	20.05.2022
5.2.	BM to contact David Murden at Sherwood Park School.	BM	11.07.2022
5.2.	BM to contact Joanna Cassey at Cognus.	BM	11.07.2022
5.2.	PF to contact Emma Walford at Hackbridge Primary School for a list of names of the headteachers who attended the April meeting.	PF	11.07.2022
5.3.	PF to chase Darren Fernandes.	PF	16.05.2022
5.4.	GA to contact Alvin at Healthwatch England to let her know that we are planning on publishing a report about people's experiences of accessing dentistry.	GA	27.05.2022
6.1.	PF to chase update on I&A service from Citizens Advice Sutton.	PF	11.07.2022
6.1.	PF to share feedback from the Board about the I&A service update provided by Citizens Advice Sutton.	PF	11.07.2022
7.1.	BM to contact AA to discuss Healthwatch Sutton's finances.	BM	11.07.2022