**Board of Directors Meeting**

Monday 11 July 2022, 2pm – 4pm

Small Hall, Granfers Community Centre, 73-79 Oakhill Road, Sutton, SM1 3AA  
Shiraz Sethna joined remotely by phone

**MINUTES**

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

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| **1**  1.1 | **Welcome, apologies and notification of Any Other Business**  BM opened the meeting and apologies were noted. |
| **2**  2.1 | **Minutes of previous meeting held on 9 May 2022**  The minutes from the previous Board meeting were agreed*.* |
| **3**  3.1  3.2  3.3  3.4  3.5  3.6  3.7 | **Matters arising**  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. Launa is attending a training event run by the SSAB.  **LW to feedback on SSAB training event at the next information meeting.**  **PF to send a revised draft of the risk register to Directors for their approval.** This action has been carried forward.  **CW to approach RBI (Reed International) and Gibsons re Board recruitment.**  **Health and Safety/First Aid** Policy doesn’t include anything about HWS First Aid Officer. **PF to check who is first aider for CAS.** There is no defibrillator in the building, nearest is at Salvation Army. **LW to investigate** a charity which can provide one.  **Primary School Children’s Mental Health** BM spoke to David Murden, very interested in us doing work with children with learning disabilities. Cognus also interested, stressed need to include autistic children and those with multiple diagnoses.  **Community Action Sutton** has no plans to upgrade its phone system **PF to clarify with CActS if call forwarding and remote changes are possible**  Community Mental Health Transformation User Experience Survey  **PF to chase Darren Fernandes**  We have not received an I&A service update from Citizens Advice Sutton.  **PF to chase update from Citizens Advice Sutton and share feedback from the Board about the I&A service update provided by Citizens Advice Sutton.** |
| **4.** 4.1 4.2  4.3  4.4  4.5  4.6 | **SW London Work**  We have been awarded the NHS contract for two staff roles:   1. Person who is accountable to all six SW London Healthwatch, and will liaise between them and SW London ICS. They will attend the ICP (Integrated Care Partnership) and some other SW London committees. A committee from all six SW London Healthwatch will have overall responsibility for the post, including performance against the contract. HW Sutton to provide employment services and support, including line management by PF. Will be crucial to recruit person with appropriate skills. SE London have had similar setup for two years, has worked effectively. 2. Non-Executive Director role. Focuses on reading documents and challenging them, representing patients etc.   Simon B has reviewed contract, sees no major problems.  Main risk is that person we recruit doesn’t deliver. **PF to add risks to risk register.**  Board should review work regularly, especially early in project.  PF outlined the role of the concerning PF’s role on the committee as both Healthwatch Sutton representative and responsibility for the contract delivery. Board members suggested that PF should carry out the HWS representative role, with a Board member to sit on the committee to carry out the contract delivery role. **PF to check with SWL ICS and the other SWL Healthwatch managers if they are willing to agree to this**  Board unanimously agreed to sign contract. |
| **5.**  5.1  5.2 | **Staffing update**  CW now in Comms/Engagement role 3 days a week.  The PPG/PRG/PCN post holder has resigned. We will recruit to a full-time role: PRG/PPG post is currently part-time (three days per week)PF proposed that the role should be extended to 4 or 5 days a week with the other 2 days supporting PF on project work. **PF to share revised JD** with board members after meeting with NHS commissioner, then we recruit asap. |
| **5.**  5.1  5.2  5.3  5.4  5.5  5.6  5.7       5.8 | **Project updates**  Long Covid  JW continues to work on the report, which is almost complete.  Primary School Children’s Mental Health  As agreed at the previous meeting the project will now be delivered at the same time of year at the first stage (Nov/Dec to March) to negate any seasonal variation. A school has already indicated that they would like to take part and HWS will approach all schools individually in the Autumn term to encourage participation (see 3.5)  Community Mental Health Transformation User Experience Survey  Waiting for response from SWLStG, PF meeting with them later this week.  Dentistry Report  Report published, sent to HW England. Need to develop recommendations. **PF to meet with key stakeholders to take this forward.**  Core20+  Programme to address health inequalities: SW London ICS has been successful as a national early adopter. Healthwatch Sutton to hold the 10k funding and work in partnership with SWL ICB and other to coordinate delivery.  Palliative Care We have been commissioned to deliver an ongoing user-engagement system to evalutate the quality of the service from a user perspective. This has stalled due to lack of survey responses and promotion by the Palliative Care Coordination Hub . **PF is meeting with the manager of the service NHS staff to rejuvenate the system.**    Care Homes  HWS is working with Sutton Council to support the delivery of a care home assessment process based on the ’15 Steps’ programme. Some visits have taken place in order to scope the resources needed to step up an ongoing schedule of care home visits. Lorraine has done a lot of work around this. Issues:   * Council staff need to give us enough notice * Volunteers may need more training * Layout of questions hard to follow * We need feedback on how info we input is used   PF is working with the Sutton Council care home commissioners to finalise a proposal for ongoing delivery of care home assessments using this framework.  **PF to raise these issues during meeting with Council officer and finalise proposal.** |
| **6**  6.1 | **Recruitment to board**  Adrian Bonner knows someone who has a background in NHS finance who could be a good fit as a new trustee. **PF to contact them** and ask if they would be interested in becoming a trustee. |
| **7**  7.1 | **Making Informed Choices**  This is the 5-year contract for all Information & Advice, Advocacy and Healthwatch services funded by Sutton Council,. Healthwatch Sutton are one the voluntary sector subcontractors, delivering the service through a contract with the Key Strategic Partner (CActS). We haven’t received the final version of the contract yet. **PF to keep the Board informed of contractual situation.** |
| **8**  8.1  8.2 | **Policies** Health and Safety PolicyAgreed torenew with no amendments. See also item 3.4 re first aider and defibrillator.  Protecting Adults at Risk Policy and Procedures  Makes some references to named individuals, should probably be changed to job titles. **DE to send annotations to PF.** |
| **9**  9.1 | **SWLStG Mental Health Survey**  Not clear if they involved us in this. **PF to follow up.** |
| **10**  10.1 | **Any Other Business**  Sutton Restoration Board As of 29 June, 29,000 referrals still waiting. Staff are committed and working hard, productivity up 104% in last six months. Shift to “patient initiated follow up” approach rather than annual outpatient reviews. Concern at patients not attending outpatient appointments – 22% for Long Covid, 16% for diabetes. No data on why they aren’t attending. |
| **11** 11.1  11.2 | **Future meetings** Next scheduled meeting: 2pm, Monday 12 September. Need to ensure meetings scheduled when all board members can attend. **CW to bring proposal to next meeting** for next 12 months including three hybrid evening meetings, one in November. **CW to buy camera and microphone.**  **CW to send meeting reminder emails as well as invitations in future.** |

**ACTION LOG**

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| **Ref** | **Action** | **Who** | **Deadline** |
| 3.2 | PF to send a revised draft of the risk register to Directors for their approval. | PF | 12.9.22 |
| 3.3 | CW to approach RBI (Reed International) and Gibsons re Board recruitment | CW | 12.9.22 |
| 3.4 | PF to check who is the First Aider at Community Action Sutton. | PF | 12.9.22 |
| 3.4 | LW to investigate procuring a defibrillator from a charity that supplies them. | LW | 12.9.22 |
| 3.6 | PF to clarify with CAS if phone forwarding and/or remote changes are possible. | PF | 12.9.22 |
| 3.7 | PF to chase Darren Fernandes re Community Mental Health Transformation User Experience Survey | PF | 12.9.22 |
| 3.7 | PF to chase update from Citizens Advice Sutton and share feedback from the Board about the I&A service update provided by Citizens Advice Sutton. | PF | 12.9.22 |
| 4.3 | PF to add risks around new SW London work to risk register. | PF | 12.9.22 |
| 4.5 | PF to clarify check with ICS and other SWL HW managers re proposals for HWS representation and contract delivery | PF | 12.9.22 |
| 5.2 | PF to share revised JD for PRG/PPG/project work role. | PF | 12.9.22 |
| 5.5 | PF to meet with key stakeholders to develop recommendations following dentistry report. | PF | 12.9.22 |
| 5.7 | PF to contact NHS staff to progress palliative care work. | PF | 12.9.22 |
| 5.8 | PF to feed back to Council about issues arising from care home visits. | PF | 12.9.22 |
| 6.1 | PF to contact Mahendra about joining the board. | PF | 12.9.22 |
| 7.1 | PF to keep board informed of contractual situation as regards Making Informed Choices. | PF | 12.9.22 |
| 8.2 | DE to send annotations re Protecting Adults at Risk Policy and Procedures to PF. | DE | 12.9.22 |
| 9.1 | PF to follow up with SWLStG about our involvement in Mental Health Survey | PF | 12.9.22 |
| 11.1 | CW to bring proposals to next meeting for revised meeting schedule, and to buy hardware for hybrid meetings. | CW | 12.9.22 |
| 11.2 | CW to send meeting reminder emails as well as invitations in future. | CW | Ongoing |