**Board of Directors Meeting**

Monday 12 September 2022, 2pm – 4pm

Small Hall, Granfers Community Centre, 73-79 Oakhill Road, Sutton, SM1 3AA

**MINUTES**

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

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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 11 July 2022**  The draft minutes referred to LW providing feedback to a future information meeting about an SSAB training event. This has already been completed. With this amendment, the minutes from the previous Board meeting were agreed*.* |
| **3**  3.1 | **Matters arising**  **PF to send a revised draft of the risk register to Directors for their approval.** Action carried forward. |
| 3.2 | **Defibrillator** **CW to discuss** with the Granfers Centre Manager. **LW to forward email** to CW from organisation suggesting they can provide a defibrillator. **AB to talk to Simon Breeze** about collaboration with Community Action Sutton (CAS) on this. [Note: After the meeting, BM spoke to the Mayor, who suggested that the local councillor for the Granfers Centre may be able to help. **BM to progress this**.] |
| 3.3 | **Health and Safety Policy** Policy doesn’t include anything about HWS First Aid Officer. **CW to check who is first aider for CAS.** |
| 3.4 | **Community Action Sutton** has no plans to upgrade its phone system. **CW to clarify with CAS if call forwarding and remote changes are possible** |
| 3.5 | **Community Mental Health Transformation User Experience Survey**  **PF to chase Darren Fernandes** |
| 3.6 | **SW London work** Main risk is that person we recruit doesn’t deliver. **PF to add risks to risk register.** |
| 3.7 | **SW London work – Committee representation** Suggested that HWS have two members on the committee, with PF carrying out the HWS representative role, and a Board member carrying 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** |
| 3.8 | **Care Homes** Some issues with delivery of this work:   * Council staff need to give us enough notice * Volunteers may need more training * Layout of questions on printed document hard to follow * Inconsistences between printed document and website where data is entered * We need feedback on how info we input is used   **PF to raise these issues with Council officers and finalise proposal for ongoing delivery of care home assessments, including contract details and payment.**  **JW, LW or NS to liaise with Lorraine** |
| 3.9 | **Board recruitment PF to contact AB’s neighbour Mahendra about joining board.** [Note: this is not a priority] Agreed to work with Media Trust volunteer to improve communications rather than seeking to recruit board member (see item 6). |
| 3.10 | We have not received an I&A service update from Citizens Advice Sutton.  **CW to email Citizens Advice Sutton and enquire.** |
| **4.** 4.1  4.2 | **Board and Information Meeting Details**  Board members suggested we alternate between meetings at 2pm on a Monday and meetings at 6.30pm on Wednesday or Thursday. All meetings to be hybrid. **CW to check details** (availability of PF and DE and of room, access arrangements) and confirm in writing, sending proposed dates.  **CW to check hardware** for remote participation via either a functioning projector or a screen. |
| **5.**  5.1  5.2 | **Budget and finances**  Budget to March 2023  Document circulated with agenda.   * We anticipate a surplus of £12,264 in March 2023 * We have £110,000 funding for the South West London work as against staffing costs of £75,500. * Accountancy costs for two years included in budget because we weren’t invoiced last year. **AA to request invoice.** * Spending below budget due to staff vacancies. * **BM to contact PF** to discuss additional work carried out on recruitment to SW London post.   Finances for April to June 2022  AA circulated document (attached)   * We are underspent, but organisations often underspend in the first quarter. In general, the short-term situation is good. * On 30 June reserves were £47,339 |
| **6.** 6.1 | **Staff recruitment**   * Recruitment for Executive Officer closed at noon, interviews on 27 September * Recruitment for Health Engagement Projects Officer closes on 21 September, interviews on 5/6 October * AB volunteered to join recruitment boards, **CW to liaise with Lorraine** about this. |
| **7.**  7.1 | **Comms strategy development**  Media Trust, a charity which supports other charities with communications work, may be able to provide us with a volunteer who will help us develop a comms strategy. **CW to develop brief for potential volunteer and agree with BM.** |
| **8.** 8.1 | **AGM** Provisionally scheduled for early evening on Thursday 1 December. Hybrid meeting. Steve Triner of Citizens Advice Sutton has agreed to speak about impact of the cost of living crisis and health. **CW to confirm availability of room and stakeholders.** |
| **9**  9.1 | **Project updates**  Long Covid  Draft of report complete, **CW to circulate** to all trustees in PDF and Word formats. Need to develop recommendations, potential actions include raising awareness and developing peer support. Tom at Long Covid Clinic has draft, will suggest recommendations, would also be useful to contact Facebook group of patients about this. **NS to contact Gemma**who has details of group. **BM to offer report for agenda of next meeting of Health and Wellbeing board.** |
| 9.2 | Primary School Children’s Mental Health  Agreed we need to deliver at same time of year as previous project (starting November). **PF to progress work with support from BM and JW.** Need to include questions which will identify the needs of Ukrainian refugee children. |
| 9.3 | Community Mental Health Transformation User Experience Survey  **PF to take forward with support from BM.** |
| 9.4 | Dentistry  PF scheduled to attend CRG meeting (Clinical Reference Group, sub-group of the AEDB, Accident & Emergency Delivery Board) on 12 October. CW arranging meeting between CW, PF and colleagues from NHS England and local dentists. |
| 9.5 | Core20+  **PF to progress this work.** |
| 9.6 | Palliative Care  **PF to progress this work.** |
| 9.7 | Care Homes See 3.8 |
| **10** 10.1 | **Making Informed Choices PF to confirm** whether final version of contract received, confirm details and KPIs and report on any issues. |
| **11** 11.1 | **Cost of Living**  CW and four trustees attended Carshalton Eco Fair on 29 August, 108 people completed mini-survey. CW circulated briefing. **BM to raise cost of living at Health and Wellbeing board.** **CW to add data from local foodbanks, Sutton Community Works, Council, etc to briefing, plus recommendations for collaboration between HWB, ICS, Sutton Council, voluntary groups etc. CW to circulate info to HW members about resources for people affected by Cost of Living crisis.** |
| **12** 12.1 | **Safeguarding Adults policy** Draft policy doesn’t take account of Care Act. **JW to prepare draft** for next board. |
| **13** | **Healthwatch England consultancy**  Work to be postponed till we have more capacity. |
| **14** 14.1 | **Access to GP services**  Remains a major issue, for example:   * Patients have long waits to get through on the phone * Patients may have to wait over a week for an appointment * Not clear who is doing triage, concerns in some cases receptionists do this * Patients have phone conversations instead of a face-to-face meeting when they want one * Patients asked to take photos of their bodies and send them in * GPs telling patients to go to A&E * People unable to get advice from GPs are getting it from unqualified people, for example at Holland and Barrett   Agreed we need to collect data about local experience. **CW to set up online survey, create poster** to be sent to practice managers, PPGs, PRG etc. |
| **15** | **National mourning** CW circulated guidance from Healthwatch England. |
| **16** 16.1 | **Next meeting** Next board meeting at 6.30pm on Weds 16 or Thurs 17 November depending on room availability. **CW to confirm date.** |

**ACTION LOG**

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| **Ref** | **Action** | **Who** | **Deadline** |
| 3.1 | PF to send a revised draft of the risk register to Directors for their approval. | PF | 16.11.22 |
| 3.2 | BM to liaise with Mayor/local councillor re possible funding for defibrillator | BM | 16.11.22 |
| 3.3 | CW to check who is first aider for CAS. | CW | 16.11.22 |
| 3.4 | CW to clarify with CAS if call forwarding and remote changes are possible | CW | 16.11.22 |
| 3.5 | PF to chase Darren Fernandes re Community Mental Health Transformation User Experience Survey | PF | 16.11.22 |
| 3.6 | PF to add risks re SW London work to risk register | PF | 16.11.22 |
| 3.7 | PF to check with SWL ICS and the other SWL Healthwatch managers if they are willing to agree to proposed committee structure for SW London work | PF | 16.11.22 |
| 3.8 | PF to raise issues with Council officers re Care Home visits, finalise contract details | PF | 16.11.22 |
| 3.9 | PF to contact AB’s neighbour Mahendra about joining board when he has capacity. | PF | 16.11.22 |
| 3.10 | CW to email Citizens Advice Sutton and request I&A service update | CW | 16.11.22 |
| 4.1 | CW to check availability of members, staff and room for proposed meeting schedule | CW | 16.11.22 |
| 4.2 | CW to arrange hardware for remote participation in meetings (projector or screen) | CW | 16.11.22 |
| 5.1 | AA to request invoice from accountants for 2021-22 | AA | 16.11.22 |
| 5.1 | BM to contact PF re additional work carried out. | BM | 16.11.22 |
| 6.1 | CW to liaise with Lorraine and board members re recruitment arrangements | CW | 16.11.22 |
| 7.1 | CW to develop project brief for potential Media Trust volunteer and discuss with BM | CW | 16.11.22 |
| 8.1 | CW to confirm availability of room and stakeholders for proposed AGM date | CW | 16.11.22 |
| 9.1 | CW to circulate draft Long Covid report to all trustees in Word and PDF formats | CW | 16.11.22 |
| 9.1 | NS to contact Gemma for details of Facebook group for Long Covid patients | NS | 16.11.22 |
| 9.1 | BM to offer report for agenda of next meeting of Health and Wellbeing board. | BM | 16.11.22 |
| 9.2 | PF to progress work on Primary School Children’s Mental Health with support from BM and JW. | PF, BM, JW | 16.11.22 |
| 9.3 | PF to take forward work on Community Mental Health Transformation User Experience Survey with support from BM. | PF, BM | 16.11.22 |
| 9.5 | PF to progress work on Core 20+ | PF | 16.11.22 |
| 9.6 | PF to progress work on Palliative Care | PF | 16.11.22 |
| 10.1 | PF to confirm details of Making Informed Choices contract | PF | 16.11.22 |
| 11.1 | BM to raise cost of living at HWB | BM | 16.11.22 |
| 11.1 | CW to add further content to Cost of Living briefing | CW | 16.11.22 |
| 11.1 | CW to include resources for people affected by cost of living issues in September email bulletin | CW | 16.11.22 |
| 12.1 | JW to prepare draft Safeguarding Adults policy | JW | 16.11.22 |
| 14.1 | CW to set up online survey re GP services, circulate poster | CW | 16.11.22 |
| 16.1 | CW to confirm date of next meeting | CW | 30.9.22 |

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