

## Board Meeting

Monday 9<sup>th</sup> November 2020

2:00pm - 4:00pm

Online via Zoom

### MINUTES

**Members of the Board present:**

Chair - David Williams (DW)  
 Vice-chair - Barbara McIntosh (BM)  
 Treasurer - Adrian Attard (AA)  
 Adrian Bonner (AB)  
 David Elliman (DE)  
 Shri Mehrotra (SM)  
 Noor Sumun (NS)  
 Launa Watson (LW)  
 Derek Yeo (DY)

**Staff team present:**

Pete Flavell (PF)  
 Gemma Thatcher (GT)

**Apologies:**

Lorraine Davis (LD)  
 Pam Howe (PH)  
 Alison Navarro (AN)  
 Janet Wingrove (JW)

1.	<b>Welcome, apologies and notification of Any Other Business</b>
1.1.	DW opened the meeting and apologies were noted.
1.2.	NS and PF notified DW of AOB.
2.	<b>Minutes of previous meeting</b>
2.1.	The minutes from the previous Board meeting of 14 <sup>th</sup> September were <i>accepted</i> .
3.	<b>Matters arising (not covered elsewhere on the Agenda)</b>
3.1.	<u>Sutton Health and Care @ Home Contract Performance Meeting</u> <b>ACTION: DW to raise the issue of access to equipment at the next Sutton Health and Care @ Home Contract Performance Meeting with NHS Sutton.</b> DW advised the Board that there still hasn't been any open meetings due to COVID-19. He said that he will raise the issue when the opportunity arises.
3.2.	<u>Volunteer expenses for making telephone calls</u> This matter relates to our project with the Palliative Care Co-ordination Hub where volunteers have been asked to carry out telephone surveys with service users. PF and GT assured the Board that any costs incurred by volunteers when making calls will be reimbursed, and this is covered in our expenses policy.
3.3.	<u>AGM voting system</u> We are holding our AGM on Thursday 3 <sup>rd</sup> December at 3pm.  GT has organised a voting system, including a voting form which will be sent to our 146 members who are not on email to give them the opportunity to vote if they are digitally excluded. The form will allow them to vote on the issues or nominate a proxy to vote on their behalf.
3.4.	<u>Information and support meeting - Monday 1<sup>st</sup> February 2021</u>

	<p><b>ACTION: Board to email GT with their ideas for speakers to join us at our next Information &amp; Support meeting.</b>            GT has not yet received any ideas for speakers. PF encouraged the Board to continue to think of ideas, and to let PF or GT know if there is anything they are aware of locally that they think the Board would like to hear about at the next Information &amp; Support meeting.</p> <p>The date of the next Information &amp; Support meeting is Monday 1<sup>st</sup> February. DW suggested that Board members could email GT with ideas in the first week of January.</p> <p>BM suggested that we could invite a commissioner who could speak to the Board about the children’s mental health service in Sutton.  <b>ACTION: PF to find out who the commissioner is for children’s mental health services and invite them to the information and support meeting in February.</b></p> <p><u>3.5. Representation and sub-groups</u>            GT has created a spreadsheet of the meetings where Directors represent Healthwatch Sutton. PF explained that he needs to look over this spreadsheet and develop a scoring system which will help to evaluate and assess each meeting in terms of how beneficial it is to the organisation.  <b>ACTION: PF to develop assessment criteria/scoring system to assess meetings attended by the Board.</b></p> <p>GT has also created a table to find out which areas of interest the Directors have.  <b>ACTION: PF and GT to share table with the Board for to fill out their areas of interest.</b></p> <p>PF explained that he has spoken with SM and LW who have expressed their interest in taking the lead with volunteers as they are both active volunteers themselves.</p> <p>BM asked the Board whether they agree with forming sub-groups based on their interests/backgrounds. LW said that she is becoming increasingly interested in carers and would like to form a sub-group on this area. PF agreed that it would be a really good area to cover and DW said that he would also like to be included.</p> <p><u>3.6. Healthwatch England’s digital exclusion project</u>            PF explained that he looked at this project after the previous Board meeting but he felt that we didn’t have the capacity to participate. Unfortunately, we have missed out on this opportunity but he will continue to look out for future opportunities. PF encouraged the Board to do the same.</p>
<p><b>4.</b></p> <p>4.1.</p>	<p><b>Coronavirus (staffing) update</b></p> <p>PF explained that the organisation has not been massively impacted by the fact we have returned to a second lockdown.</p> <p>PF and GT continue to work remotely. LD is gradually increasing her hours and is going into the office a couple of days a week. She is also set-up to work remotely.</p>

5.	<p><b>Project updates</b></p>
5.1.	<p><u>Primary school children’s mental health</u>          Before the schools closed in March, we surveyed over 900 primary school children in Years 5 and 6 about their mental health. PF said that he was planning on running a workshop with key stakeholders from the voluntary sector, NHS Sutton, South West London CCG, Local Authority and local teachers to develop the recommendations based on the data collected.</p> <p>After the recommendations have been developed, the report will be published.</p> <p>BM agreed that she will support PF in the workshop and DE said that he would also like to be involved. PF extended the invite to get involved to the rest of the Board.</p> <p><b>ACTION: PF to add DE to the list of workshop attendees.</b></p>
5.2.	<p><u>Care homes</u>          This project still remains paused due to COVID-19 restrictions.</p> <p>However, PF explained that he was approached by the commissioners of care homes at the Local Authority because they are interested in Healthwatch Sutton carrying out remote work to find out the views and experiences of staff, residents and their families around the impact of covid.</p> <p>Similar work has been carried out in South West London as Healthwatch Wandsworth spoke to local care home staff, and Healthwatch Croydon carried out work with Croydon Council to find out the views of staff, residents and their families in their local care homes.</p> <p>PF has sent a proposal to Terry Clark at Sutton Council and he is awaiting a response.</p> <p>In the meantime, BM has been asked by Fiona Bateman, Chair of Sutton Safeguarding Adults Board, if Healthwatch Sutton would be able to offer help to find out more information about what is happening in care homes. BM explained that the work we have been asked to carry out by the Local Authority may fulfil her requirements. BM has linked Fiona to PF to discuss this further.</p>
5.3.	<p><u>Sutton Health and Care @ Home</u>          This project remains paused due to COVID-19. Sutton Health and Care are not currently collecting responses to our survey.</p>
5.4.	<p><u>Palliative Care Co-ordination Hub</u>          PF explained that the system for collecting responses is now up and running, and our volunteers are ready to conduct telephone surveys.</p> <p>The Palliative Care Co-ordination Hub approach service users, carers and bereaved carers to encourage them to take part in our survey. They have the option to complete the survey online, by paper or via telephone.</p> <p>PF said that he completed a telephone survey with a carer and it went smoothly. However, he does not think that the staff at the Hub are approaching many service users, as we have only received 7 responses so far.</p>

<p>5.5.</p>	<p>PF is hoping that he will have sufficient data to produce the first report for the Hub in January. The report will cover the responses received from October - December.</p> <p><u>IAPT project</u> PF, JW and BM have spoken to the NHS commissioners for the mental health service, Sutton Mental Health Foundation, service providers (Uplift and IAPT) and the consultant psychiatrist who works at St Helier A&amp;E.</p> <p>PF explained that the consultant psychiatrist was able to give an insight into what it was like delivering acute mental health care. He also highlighted some of the areas where he thought there was room for improvement. For example, the adult's mental health service provides a 24/7 service for adults who present at A&amp;E, however the children's mental health service only operates within certain hours. The psychiatrist also gave an insight into what covid is affecting people's mental health and he said that he has seen a large amount of relapse during the pandemic.</p> <p>BM also said how she was struck by the psychiatrist's comments on the lack of funding around community mental health services and how it is impacting on the number of hospital beds that are available to mental health patients.</p> <p>DW mentioned that Sutton Mental Health Foundation are working with NHS Sutton to look at setting up a pilot Crisis Café in Sutton and as part of this process, they are keen to hear from people who might use a Crisis Café, or who might have felt the need for such a service in the past. There was a discussion around how we might be able to support the survey, and DW and BM suggested that PF shows Sutton Mental Health Foundation the evidence we gathered from our secondary school children's mental health project to demonstrate unmet need in Sutton, and also help with promotion on our social media channels. <b>ACTION: PF to contact Carol Jacques to find out how we can support Sutton Mental Health Foundation's survey.</b></p>
<p>5.6.</p>	<p><u>Test and Trace survey</u> We have developed a short survey, based on Healthwatch Kingston's survey, to find out what people think of the Test and Trace system and how it is functioning.</p> <p>PF explained that we will send out this survey to our members who are not contactable via email to capture the views of those who are digitally excluded. The survey will also be online, and we will promote via our social media channels. Sutton Council and NHS Sutton have agreed to help with promotion.</p> <p>DE asked whether the survey is aimed at people who have been through the Test and Trace system, or whether it is collecting general views. PF explained that it is aimed at both. The survey has skip logic questions. DE pointed out that it is important to take into account that people's views may be based heavily on what they may have read in the news or government statistics. <b>ACTION: GT to share Test &amp; Trace survey with Board for feedback.</b></p>
<p>6.</p>	<p><b>Update on Community Action Sutton CEO</b></p>
<p>6.1.</p>	<p>AN is leaving Community Action Sutton on 18<sup>th</sup> December 2020.</p>

6.2.	Simon Breeze, who currently works for Sutton Council, has been appointed as the new Chief Executive. He will be starting at the beginning of January.
7.	<p><b>Managing the PPG/PRG contract</b></p> <p>7.1. PH's last day with Healthwatch Sutton is Tuesday 10<sup>th</sup> November 2020.</p> <p>7.2. PF said that when we received the news that PH is leaving, we took the opportunity to look at the contract we deliver for NHS Sutton and make a few changes to the role. The role is now more project delivery based, with a main focus on Primary Care Networks. It will still support the PRG and provide 'reactive' support to PPGs.</p> <p>7.3. PF told the Board that the job has been advertised for a week, and we have received 3 applications so far. Applicants will be shortlisted on Monday 23<sup>rd</sup> November, and interviews held on Monday 30<sup>th</sup> November. He is hopeful we will have somebody in post in January.</p> <p>7.4. PF also told the Board that PH leaving does impact on the organisation slightly as resources are having to be re-directed to fulfil the contract. PF and GT will be supporting the PRG in the interim.</p>
8.	<p><b>Quality Framework</b></p> <p>8.1. The Quality Framework is a tool that has been developed by Healthwatch England to be used on a self-assessment basis. The Quality Framework is made up of six domains and each domain is accompanied by a series of questions and prompts we can use to understand and evidence our effectiveness. The framework is set out in an Excel spreadsheet.</p> <p>8.2. Healthwatch England's guidance estimates that a workshop could take half a day per domain. PF said that he feels like this is a large time commitment, as it amounts to 3 days in total.</p> <p>8.3. The Board have a meeting set-up on Monday 16<sup>th</sup> November to start completing the Quality Framework. It was agreed that PF would make notes on the Excel spreadsheet for 3 domains and send to the Board, so they can prepare for the meeting in advance. The time taken in the meeting to complete the domains will allow the Board to gauge how many meetings are needed to complete the framework.  <b>ACTION: PF to make notes on the Quality Framework spreadsheet and send to the Board in advance of the Quality Framework meeting.</b>  <b>ACTION: Board to prepare in advance of the Quality Framework meeting.</b></p> <p>8.4. PF feels that the Quality Framework is an opportunity for us to work out where our weaknesses are and make improvements. For example, BM suggested that we can recruit Directors with the specific skills that are needed to make these improvements.</p> <p>8.5. NS added that he has been offered 1-1 training from Healthwatch England to help the Board complete the Quality Framework. PF said that he would like to take the offer up and extended the invite to Directors who might be interested in attending the training. SM, BM and NS said they were interested in attending.</p>

	<p>LW asked for the training materials to be cascaded to the Board after the training.</p> <p><b>ACTION: PF, GT and NS to set up the training with Healthwatch England.</b></p> <p><b>ACTION: Directors to let PF and GT know if they are interested in attending the Quality Framework training.</b></p> <p><b>ACTION: PF and GT to cascade Quality Framework training materials to the Board.</b></p>
<b>9.</b>	<b>Representation on the SWLCCG Governing Body</b>
9.1.	PF has been in discussions with the other local Healthwatch in South West London to decide the best means of having representation on the South West London CCG Governing Body. There has been a difference of opinion and a decision has not yet been made.
9.2.	As a result, they have asked for an independent consultant to support them come up with recommendations for how best to include Healthwatch as part of the SWL CCG Governing Body. The Board agreed that this was a pragmatic way to resolve the issue.
9.3.	There was a discussion around the set-up of the Governing Body. <b>ACTION: PF to send Terms of Reference for the SWL CCG Governing Body to DE.</b>
<b>10.</b>	<b>Making Informed Choices</b>
10.1.	PF thinks that we will not be re-tendering for our contract until next year. Our contract has been extended to the 30 <sup>th</sup> June 2021, and the new contract is due to start on the 1 <sup>st</sup> July if we are successful.
<b>11.</b>	<b>Finance</b>
11.1.	AA summarised the financial analysis for March 2020.
11.2.	AA summarised the income and expenditure for January - March 2020.
11.3.	AA summarised the income and expenditure for April - June 2020.
11.4.	AA summarised the income and expenditure for July - September 2020.
11.5.	AA expressed his concern about Healthwatch Sutton's finances as our reserves are decreasing, and we need to generate additional income this year. <b>ACTION: PF and AA to talk to Dun about the financial figures.</b>
<b>12.</b>	<b>AGM planning</b>
12.1.	DY will be retiring at the AGM in December.
12.2.	There was a discussion around the logistics of holding the AGM on Zoom.
<b>13.</b>	<b>2021 Board meeting dates</b>
13.1.	The dates for the Board meetings in 2021 are as follows: <ul style="list-style-type: none"> <li>Monday 11<sup>th</sup> January 2021</li> <li>Monday 8<sup>th</sup> March 2021</li> </ul>

13.2.	<ul style="list-style-type: none"> <li>• Monday 10<sup>th</sup> May 2021</li> <li>• Monday 12<sup>th</sup> July 2021</li> <li>• Monday 13<sup>th</sup> September 2021</li> <li>• Monday 8<sup>th</sup> November 2021</li> </ul> <p>All meetings take place from 2pm - 4pm and we are currently working on the assumption that the meetings will take place on Zoom due to coronavirus restrictions.</p>
14.	<p><b>Important/urgent highlights from Board, Committees, Groups etc.</b></p> <p>14.1. SM continues to attend the eRedBag Steering Committee and has recently been interviewed to discuss his role in the implementation of the programme. This will be published in the coming months.</p> <p>14.2. LW said that she is due to attend the SWL PPG 111 this evening (Monday 9<sup>th</sup> November) but it is a late meeting. She hasn't been for some time and feels like she would like to be involved again. DW said this meeting will be important to attend in the coming months due to the NHS 111 First initiative. DW asked LW to let the Board know if she cannot attend a meeting to organise cover.</p> <p>14.3. AB attended the Joint Mental Health Wellbeing Strategy meeting. AB told the Board that he learned that Sutton Mental Health Foundation are hoping to send off the evaluation from their survey on Monday 16<sup>th</sup> November, so we need to submit any evidence before that date (see 5.5). He also said that the Draft Mental Health Strategy was considered, and there was a discussion around how peer support can be offered again, under covid conditions.</p>
15.	<p><b>Any Other Business</b></p> <p>15.1. NS' AOB was discussed during the Quality Framework item (see 8.5).</p> <p>15.2. PF congratulated AB on the publication of his new book on the Social Determinants of Health and offered to send the book to Directors if they would like to read the book.</p> <p>15.3. PF also said that GT has recently been on training where she's learned about how to create videos. PF has had an idea about a project to ask local people to put together a video diary using their smart phones to find out and highlight the impact of covid on people's mental health. PF and GT are meeting to discuss this idea further.</p>
16.	<p><b>Date of next meeting:</b> Monday 11<sup>th</sup> January, 2pm - 4pm on Zoom</p>

Ref	Action	Who	Date
3.1.	DW to raise the issue of access to equipment at the next Sutton Health and Care @ Home Contract Performance Meeting with NHS Sutton.	DW	
3.4.	Board to email GT with their ideas for speakers to join us at our next Information & Support meeting.	Directors	04/01/2021
3.4.	PF to find out who the commissioner is for children's mental health services and invite them to the information and support meeting in February.	PF	04/01/2021
3.5.	PF to develop assessment criteria/scoring system to assess meetings attended by the Board.	PF	
3.5.	PF and GT to share table with the Board to fill out their areas of interest ( <i>for sub-groups</i> ).	PF/GT	
5.1.	PF to add DE to the list of workshop attendees ( <i>to develop recommendations for the primary school children's mental health project</i> ).	PF	23/11/2020
5.5.	PF to contact Carol Jacques to find out how we can support Sutton Mental Health Foundation's survey ( <i>for Crisis Café</i> )	PF	09/11/2020
5.6.	GT to share Test & Trace survey with Board for feedback.	GT	09/11/2020
8.3.	PF to make notes on the Quality Framework spreadsheet and send to the board in advance of the quality framework meeting.	PF	13/11/2020
8.3.	Board to prepare in advance of the Quality Framework meeting	Directors	16/11/2020
8.5.	PF, GT and NS to set up the Quality Framework training with Healthwatch England.	PF, GT and NS	09/11/2020
8.5.	Directors to let PF and GT know if they are interested in attending the Quality Framework training.	Directors	13/11/2020
8.5.	PF and GT to cascade Quality Framework training materials to the Board.	PF, GT	
9.1.	PF to send Terms of Reference for the SWLCCG Governing Body to DE	PF	
11.5.	PF and AA to talk to Dun about the financial figures.	PF	