

Board Meeting
Monday 4th November 2019
Granfers Community Centre
1:30pm - 4:00pm

MINUTES

Members of the Board present:

Chair - David Williams (DW)
Vice Chair - Barbara McIntosh (BM)
Adrian Bonner (AB)
Noor Sumun (NS)
Launa Watson (LW)
Derek Yeo (DY)

Staff Team present:

Pete Flavell (PF)
Alison Navarro (AN) (*Community Action Sutton*)
Gemma Thatcher (GT)

Apologies:

Treasurer - Adrian Attard (AA)
Lorraine Davis (LD)
Pam Howe (PH)
Shri Mehrotra (SM)

1.	Welcome, Apologies and Notification of Any Other Business
1.1.	DW opened the meeting and apologies were noted.
1.2.	LW mentioned that she had seen an article in the Sutton Guardian about a new group being set-up in Sutton with the aim of 'Improving the lives of the elderly'. LW expressed her interest in attending the group, on behalf of Healthwatch Sutton. The Board agreed that it would be beneficial for her to attend.
2.	Minutes of previous meetings (September 2019)
2.1.	The minutes from the previous meeting held on 9 th September 2019 were accepted .
3.	Matters arising (<i>not covered elsewhere on the Agenda</i>)
3.1.	<u>Board of Directors' WhatsApp Group</u> At previous Board meetings, it has been suggested that a 'WhatsApp Group' may be useful in communicating important, time-sensitive and relevant messages to each other about Healthwatch Sutton and related activities. GT has drawn up WhatsApp Group guidelines and Directors are invited to opt-in to become a member of the WhatsApp Group, once they

	<p>have read and agreed to adhere to the guidelines, and sent GT an email expressing their consent.</p> <p>ACTION: Directors to read WhatsApp Group guidelines and email GT if they wish to be part of the WhatsApp Group.</p>
3.2.	<p>The following actions were carried over from the meeting held on 9th September 2019:</p>
3.2.1.	<p>ACTION: GT to liaise with the Board to develop a document outlining why it would be helpful for the Board to have access to ‘never events’ data from Sutton CCG, in order to measure our impact.</p>
3.2.2.	<p>ACTION: PF to look into how we might measure Healthwatch Sutton’s impact and effectiveness.</p> <p><i>Since the Board meeting in September, PF has contacted Healthwatch England. Healthwatch England have published ‘The Quality Framework’ (a self-assessment tool to understand and evidence effectiveness) and ‘Making a Difference Toolkit’ (a guide to understanding and measuring the differences we make).</i></p> <p>NEW ACTION: PF to read through Healthwatch England’s guidance and feedback to the Board on how we may measure Healthwatch Sutton’s impact and effectiveness.</p>
4.	<p>Project Updates</p>
4.1.	<p><u>Primary School CYP Mental Health Project</u></p> <p>PF presented at the Primary Schools Heads Meeting in September, and all 22 primary schools who were at the meeting signed-up to the project. There are 45 primary schools in the Borough.</p> <p>PF will be contacting the remaining 23 primary schools who were not at the meeting, and not currently taking part in the project to encourage sign-up. PF will also check-in with the 22 primary schools who are taking part in the project when he is back from Annual Leave, at the end of November.</p> <p>We have started to receive survey responses, and it is expected that we will close the survey at Easter (at the earliest), depending on the number of responses received.</p>
4.2.	<p><u>Care Homes Project</u></p> <p>The pilot ‘Enter & View’ visit went well at Crossways Nursing Home on Tuesday 8th October 2019. 5 volunteers, and PF visited the home from 10:00am - 1:00pm and spoke to 5/6 residents as well as their friends/relatives. We also designed posters to be displayed in Crossways to encourage friends/relatives to share their views with us after our visit.</p> <p>Since the visit, GT has worked with the volunteers to enter the data on Survey Monkey, so it can be analysed.</p>

	<p>PF is in the process of setting-up future 'Enter & View' visits. Initially, PF had been in conversations with Sutton Council to shortlist 10 care homes in Sutton to visit. He has contacted the managers at all the homes, and has heard back from 5 care home managers to organise and plan visits. We will be visiting Lavender Oaks Care Home in January 2020.</p>
4.3.	<p><u>Homelessness Project</u></p> <p>The homelessness report has now been published, and is now available to read on our website.</p> <p>GT and PF are in the process of developing an Action Plan and formally writing to stakeholders to request a response to the report.</p> <p>PF will be presenting the findings of the report at the Practice Managers Forum on Tuesday 5th November 2019.</p>
4.4.	<p><u>Perinatal Mental Health Project</u></p> <p>BM is presenting the findings of the report at Sutton Perinatal and Infant Mental Health Conference on 13th November 2019. BM is also attending the IPEC meeting on 21st November 2019 to hear Epsom and St Helier's response to the report.</p> <p>We have received responses to our report from Epsom and St Helier Hospital NHS Trust and South West London St George's Mental Health NHS Trust.</p> <p>ACTION: PF to chase responses from Sutton Health and Care Alliance, Sutton GP Federation and Community Action Sutton.</p> <p>We are still seeking more responses from minority ethnic groups to our perinatal mental health survey as these groups have not been well represented in the responses we have received so far. PT and GT will continue to look into ways to engage with the BME community in Sutton.</p>
4.5.	<p><u>Sutton Health and Care</u></p> <p>Response numbers are still low. However, Sutton Health and Care have advised PF that they value our quarterly reports.</p> <p>PF has met with Sutton Health and Care to discuss how response numbers could be improved. GT is working on producing communications materials to encourage engagement from SHC staff and patients.</p>
4.6.	<p><u>SEND</u></p> <p>Fiona Phelps (AD Education & SEND, London Borough of Sutton) spoke to the Board at their Information & Support meeting on 17th October 2019 and provided an update on the progress of the actions Sutton Council has taken in response to Ofsted's report regarding SEND.</p> <p>The Board has decided not to pursue a SEND Agenda, but will continue to monitor the progress of the actions.</p>

4.7.	<p><u>Take 5</u></p> <p>Last year, we used Take 5 (a survey which only takes 5 minutes on average to complete) to feedback people's thoughts and awareness of services in Sutton. We want to find out if there have been any significant changes in views since then.</p> <p>We have collected over 100 responses to the survey. Deadline for feedback is Monday 2nd December 2019, however the Board has decided to suspend promotion of the survey during the 'Purdah' period.</p>
5.	<p>Finance</p>
5.1.	At the Board meeting in September, there was a query in regard to the amount of additional income generated. PF confirmed at this meeting that the additional income was generated by the payment of out-standing invoices.
5.2.	It is expected that AA will bring a summary for the next quarter at the January Board meeting (if the figures are finished in time).
6.	<p>Director Recruitment</p>
6.1.	<p>We are currently in the process of recruiting another Director. We are waiting to receive one reference. Once this reference has been received, she will be invited to the next Board meeting in January, and co-opted on to the Board, until she is formally proposed at the AGM in the summer.</p> <p>ACTION: GT to chase reference for prospective Director.</p>
6.2.	Once we have recruited the Director mentioned above, Healthwatch Sutton will have 9 members on the Board. At the Away Day, it was agreed that 10 Directors would be the maximum number.
6.3.	<p>There was a discussion around other people who may be interested in joining the Board. Since the last Board meeting, AB has approached a prospective Director, who has expressed their interest.</p> <p>ACTION: PF to contact prospective Director.</p>
6.4.	DY advised the Board that he wishes to step-down from the Board at the next AGM meeting. The Board thanked him for the valuable contributions he has made to Healthwatch Sutton over the years.
7.	<p>Healthwatch Sutton Evaluation & Impact</p>
7.1.	This Agenda item will be carried forward to discuss at the Board meeting in January.
8.	<p>Director Representation at Meetings</p>
8.1.	<p>This item will be carried forward to January's Board meeting. This is because, at the next meeting, we hope to have a better understanding of the new Director's interests and availability to attend meetings on behalf of Healthwatch Sutton.</p> <p>ACTION: Directors to send GT a list of meetings they currently attend, and grade their 'value'.</p>

	<p>ACTION: DW and PF to write brief descriptions of the different meetings where Healthwatch Sutton is currently represented.</p> <p>ACTION: Team Administrator to speak to individual Directors to find out their preferences for attending meetings.</p>
9.	<p>‘Making Informed Choices’ - Outcomes Based Commissioning Review</p> <p>We have been involved in the OBCR MIC and there was a discussion around some of the Board’s concerns about the potential impact this could have on Healthwatch Sutton.</p>
9.1.	
10.	<p>Feedback from Meetings</p>
10.1.	<p>As there was a lot to cover in the Board’s Information & Support meeting on Thursday 17th October 2019, Directors did not have the opportunity to feedback on the different meetings they have attended recently.</p>
10.2.	<p>Prior to the Board meeting, GT asked Directors to write and send 3 bullet points from the meetings they had attended, so she could collate this information and use it to update the Board.</p> <p>ACTION: Directors to send 3 bullet points about the meetings they have attended recently to GT.</p>
11.	<p>Purdah Guidance</p>
11.1.	<p>In light of the general election on Thursday 12th December 2019, Healthwatch England have issued guidance to local Healthwatch on how to maintain impartiality during election ‘purdah’ periods.</p>
11.2.	<p>PF and AN advised that any Board members who may be affiliated with a political party and involved in elections, to ensure that this is done in their own time, and that they do not use any Healthwatch resources to support this activity.</p>
11.3.	<p>We have been advised that the Improving Healthcare Together consultation has been delayed due to ‘Purdah’.</p>
12.	<p>2020 Board Meeting Dates</p>
12.1.	<p><i>(All meetings are from 2:00pm - 4:00pm at Granfers Community Centre)</i></p> <ul style="list-style-type: none"> • Monday 13th January 2020 • Monday 9th March 2020 • Monday 11th May 2020 • Monday 13th July 2020 • Monday 14th September 2020 • Monday 9th November 2020
13.	<p>Any Other Business</p>
13.1.	<p>PF confirmed that we have recruited a Team Administrator, Simon (SF), who will be starting a 6 month contract on Wednesday 6th November 2019.</p>
13.2.	<p>GT, DW, LW, SM, NS and volunteer Logie, attended Wallington Community Wellbeing Group’s Celebrating International Older People’s Health & Wellbeing Event on 25th October 2019. It was a great opportunity to</p>

	network with other organisations and engage with the public. We collected over 30 responses to our Take 5 survey.
13.3.	We will be hosting a Christmas Lunch for all Healthwatch Sutton staff and volunteers on Friday 29 th November 2019 to thank them for their commitment and support over the course of the year. ACTION: GT to invite AN and SF to Healthwatch Sutton's Christmas Lunch.
14.	Date of next meeting: Monday 13 th January 2020, Granfers Community Centre, 2:00pm - 4:00pm.

ACTION LOG

Ref	Action	Who by?	When by?
3.1.	Directors to read WhatsApp Group guidelines and email GT if they wish to be part of the WhatsApp Group.	Directors	Ongoing
3.2.1.	GT to liaise with the Board to develop a document outlining why it would be helpful for the Board to have access to 'never events' data from Sutton CCG in order to measure our impact. NB: Follow-up email from DW suggests that this may no longer be beneficial.	GT	13/01/2019
3.2.2.	PF to look into how we might measure Healthwatch Sutton's impact and effectiveness.	PF	Ongoing
3.2.2.	PF to read through Healthwatch England's guidance and feedback to the Board on how we may measure Healthwatch Sutton's impact and effectiveness.	PF	13/01/2019
4.4.	PF to chase responses to our Perinatal Mental Health Report from Sutton Health and Care Alliance, Sutton GP Federation and Community Action Sutton.	PF	13/01/2019
6.1.	GT to chase reference for prospective Director.	GT	05/11/2019
6.3.	PF to contact prospective Director.	PF	13/01/2019
8.1.	Directors to send GT a list of meetings they currently attend, and grade their 'value'.	Directors	13/01/2019
8.1.	DW and PF to write brief descriptions of the different meetings where Healthwatch Sutton is currently represented.	DW/PF	13/01/2019
8.1.	Team Administrator to speak to individual Directors to find out their preferences for attending meetings.	SF	13/01/2019
10.2.	Directors to send 3 bullet points about the meetings they have attended recently to GT.	Directors	13/01/2019
13.3.	GT to invite AN and SF to Healthwatch Sutton's Christmas Lunch.	GT	05/11/2019

