

# Healthwatch Sutton Board of Directors Meeting

6.30pm, Monday 08 September 2025

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

## MINUTES

### Present:

Janet Wingrove (JWi) – Chair  
David Elliman (DE) – Vice-chair  
Gaynor Bray (GB)  
Shiraz Sethna (SS)  
Steve Niewiarowski (SN)  
David Shaboe (DS)  
Simon Oliver (SO)

### Staff:

Samantha London (SL)  
Alyssa Chase-Vilchez (CV)

### Staff present via Teams:

Pete Flavell (PF)

### Apologies:

Radhika Bhandari (RB)  
Noor Sumum (NS)  
Mahendra Patel (MP)Noor  
Judy Walsh (Jwa)

### Staff Apologies:

Andrew McDonald (AM)

## 1 Welcome, apologies and notification of Any Other Business

1.1 JWi opened the meeting.

## 2 Minutes of previous meeting held on 10th March 2025

2.1 No comments or edits on minutes of meeting held on 10<sup>th</sup> March 2025

## 3. Matters arising

### 3.1 Action Log

- Point 4.1 – Create crib sheets for key aspects of the Mem&Arts. SO reported that this has been completed and will be forwarded to SL.  
**Action: SO to send crib sheets to SL.**

**SL to save crib sheets in Trustee pack.**

- Point 7.4.3 – PF to arrange meeting with Luke Taylor, MP. PF has met with one of Luke Taylor's team. PF reported that he was asked for examples to prove the impact of Healthwatch Sutton that could be used as evidence to challenge the decision to abolish Healthwatch Sutton.

**Action: PF to share evidence of impact with Luke Taylor.**

- Action 9.4 - Forward information to trustees about which third or more of trustees have served the longest and could potentially be asked to step down at the next AGM, depending on the outcome of the drawing of straws and/or resignations. PF reported that this is to be completed.

**Action: Action 9.4 to be carried over.**

#### **- 4. The Future of Healthwatch (staff retention, managing delivery with potential reduced resources)**

**4.1.** DE reported that he had a 1-1 with the leader of a Chairs Meeting. The bill to abolish Healthwatch will go to Parliament after the Kings speech in Spring. Healthwatch is likely to no longer exist after Spring 2027.

**4.2** PF said that locally, senior leaders, have reassured him that they wish to still work closely with Healthwatch Sutton and will consider us when commissioning work. A letter has been sent to senior leaders saying that they still have a statutory duty to commission a local Healthwatch up until the time it has been abolished.

**4.3** PF said that ACV's contract will end on 30 June 2026. There was a discussion around the possibility of employing a replacement for ACV from 1 January 2026 to 30 June 2026, allowing for a month's handover from ACV.

**4.4** PF reported that he is working with MP to gain a clearer picture of Healthwatch Sutton's finances.

**4.5** SL reported that her last day working at Healthwatch Sutton is Friday 26<sup>th</sup> September. PF said he will take on the running of the Board until a successor for SL's role is in place.

**4.6** GB suggested that volunteers could provide support for the Comms element of SL's role.

**4.7** Jwi said we need to be clear as to what we have already committed to. It was agreed that priorities are now different and that projects should be less resource heavy.

## **5. Finances, including for Q1**

**5.1** MP is on leave and absent.

**5.2** PF reported that MP is working to establish our current finances.

**5.3** PF is going to meet with Dunstanette Kuit (Community Action Sutton, Head of Finance) to discuss how to get information based on continuing receiving finance and expenses up to the end of individual contracts. We will have a clearer picture by the next Board Meeting.

**Action: PF to meet with Dunnstanette**

**5.4** PF said that we need to maintain a good reserve until we have a clearer idea of when the final closure of Healthwatch Sutton will be.

**5.5** PF reported that staff redundancy payments had already been calculated.

**5.6** JWI said it is important to clarify if the Comms and Engagement role is going to be part-time or a full-time role.

**5.7** There was a discussion regarding recruitment for the Comms and Engagement role. It was agreed that the role would be a fixed term, 3 days a week role. It was agreed that the 3 days a week could be spread across 5 days (school hours) if required.

**Action: PF to start recruitment process for Comms and Engagement role.**

**5.8** It was agreed that volunteers could support with the delivery of Comms.

## **6. Supporting staff redundancies/staff updates**

**6.1** PF reported that redundancies have been calculated to 31 December 2026.

**6.2** PF said there is currently no need for trustees to step out of their roles or to get more operational.

## **7. Review Risk Register**

**7.1** It was agreed that the ratings for some risks might be a bit low.

**7.2** JWI said that looking at the ratings, the highest risks currently relate to delivery.

**7.3** It was agreed that the focus on updating the Risk Register should be on the mitigations.

**7.4** DS suggested creating a new document, or new section, covering the abolishment of Healthwatch. This was agreed.

**Action: DS to draft an update and share it with the Board.**

## **8. Project Group Update**

**8.1** GB reported that the Project Group had not met since the last Board Meeting.

**8.2** SL said she had use the Project Proposal template when planning the Domiciliary project.

**Action: SL to forward the Domiciliary Project Proposal to the Board.**

**8.3** It was agreed that the Project Proposal template will be used for new projects.

## **9. Projects Update**

### **9.1 Primary Schools Mental Health (Core Contract)**

**9.1.1** PF reported that he and SL had met with LBS to discuss updates on Primary Schools Mental Health.

**Action: PF to share the minutes of the meeting with LBS on 01/09/25.**

**Update: SWL&StG MH Trust have agreed to meet to give an update on progress but no reply when availability given. Chased by email.**

### **9.2 Maternity Services**

**9.2.1** SL reported that on 28/08/25 we received a written response to the Maternity Project from Alex Shaw Chief Operating Officer - ESTH on behalf of James Blythe Managing Director – ESTH. On 28/08/25. This response was written as Confidential and so had not been put on the website.

**9.2.2** PF is going to write to Alex Shaw, asking for a response that can be made public.

**Action: PF to write to Alex Shaw asking for a public response.**

**9.2.3** DE said that the response refers to Safe Staffing being monitored. We would like to know what the results of this monitoring are.

**Action: PF to ask what the results of monitoring of Safe Staffing are.**

## **9.3 Primary Care Access (Core Contract/ SWL ICB Primary Care Engagement Delivery Plan)**

**9.3.1** SL reported that Sutton Council's Leaders and both MPs for Sutton collectively wrote to NHS South West London ICB and Sutton GPs, asking how they planned to implement HWS's recommendations from its Primary Care Access report. Andrew has received a response from Sutton Council's Leaders.

**Action: SL to ask Andrew if the response can be shared with the Board.**

## **9.4 Domiciliary Care**

**9.4.1** SL reported that she is producing a flyer to be sent out with Sutton's Council survey to those receiving Care at Home. The flyer will ask for participants to be interviewed for Healthwatch Sutton's Domiciliary Project.

**9.4.2** DE said that usually a survey or interview would be done first and then inform the other. It was agreed that it would be helpful to see the results of the Council survey before carrying out the interviews as this could help us decide important areas to focus on. There could be an opportunity to look at the survey results before we conduct interviews. We would need to inform participants that interviews will not be conducted immediately.

**Action: SL to inform participants in the survey that interviews will not be conducted immediately.**

## **9.5 Cardiovascular Disease**

**9.5.1** PF reported that he has a meeting with Nadine Wyatt) South West London ICB) to discuss this project next week.

## **9.6 Pharmacy**

**9.6.1** PF reported that Healthwatch Sutton had developed a basic pharmacy survey but did not use this as the Pharmaceutical Needs Assessment (PNA) is currently conducting a survey.

**9.6.2** ACV reported that there were 367 responses to the PNA survey with 33 comments (as of 25/08/25)

**9.6.3** PF said that we could send out a pharmacy survey via E-bulletin to collect data and conduct analysis.

**9.6.4** DE asked if we knew the diversity of our E-mail mailing list. PF reported that we do not have this information.

**9.6.5** It was agreed that we need a plan as to how to use our mailing list to conduct surveys and projects.

**Action: A plan for conducting surveys using the mailing list to be on agenda for next Board Meeting.**

### **9.7 10 year Plan Survey**

9.7.1 JW1 expressed concerns about the extent to which the questions in the initial draft would provide the sort of information that would enable us to formulate clear recommendations.

9.7.2 JW1 hopes to join AM at a meeting with the PCN next week.

9.7.3 It was reported that the PCNs will use the GPs mailing list to ask for participants. DE said this is biased against those who do not have emails.

9.7.4 PF reported that it may be possible to use volunteers to attend GP surgeries to conduct the survey.

### **9.8 Sutton Community Mental Health Transformation Survey**

9.8.1 ACV reported that Healthwatch Sutton gave a collaborative presentation at the SWLStG Healthwatch bi-annual forum on 14/08/25.

9.8.2 ACV is meeting with the Health Innovation later this week.

### **9.9 South West London ICB BSL Service Evaluation Project**

9.9.1 ACV reported that this project was looking at the performance of the new BSL provider and looking at ways to ensure impact. ACV has been invited to attend a training session for GPs on October 3rd and the project is on the agenda.

### **9.10 South West London Community Services Projects**

9.10.1 ACV reported that this project is expected to be signed off next week.

9.10.2 DE asked if Healthwatch Sutton does Press Releases. PF said we had in the past and this is something we should try to do again.

### **9.11 PRG/PPG (SWL ICB Primary Care Engagement Delivery Plan)**

9.11.1 The last PRG meeting was on 28<sup>th</sup> July 2025. Cllr Barry Lewis gave a talk.

**Action: AM to circulate minutes from this meeting to the Board.**

## **9.12 Projects Plans.**

**9.11.2** DE said that the timescales of the Project Update Timetable need to be updated.

**9.11.3** It was agreed that we need to assess our priorities and commitments, given limited resources of time and people. DE suggested circulating the existing assessment of priorities for reassessment.

**Action: SL and AM to update the Project Update Timetable.**

**SL to circulate assessment of priorities.**

**Board members to add to the existing assessment of priorities.**

## **10. Learnings from recent projects**

**10.1** DE reported that Healthwatch Sutton writes recommendations as questions.

**10.2** PF said we could be more direct and make clearer recommendations.

## **11. AOB**

**11.1** PF reported that he has been selected for Jury Service and would be unavailable for a minimum of 2 weeks.

**11.2** This will impact on the updates on finances as meeting with MP and Dunnstanette will have to be postponed.

**11.3** It was agreed to cancel the October Information and Support meeting because of reduction in staff capacity.

# ACTION LOG

Ref	Action	Who
3.1	Point 4.1 - Send crib sheets to SL.	SO
3.1	Point 7.4.3 - Save crib sheets in Trustee pack.	SL
3.1	Share evidence of impact with Luke Taylor.	PF
3.1	PF to email board members to let them know who would be potentially be up for re-election or retirement at the next AGM	PF
5.3	Meet with Dunnstanette to discuss finances.	PF
5.7	Start recruitment process for Comms and Engagement role.	PF
7.4	Draft an update to the Risk Register and share it with the Board.	DS
8.2	Forward the Domiciliary Project Proposal to the Board.	SL
9.1.1	Share the minutes of the meeting with LBS on 01/09/25	PF
9.2.2	Write to Alex Shaw asking for a public response to the Maternity project	PF
9.2.3	Ask what the results of 'Monitoring of Safe Staffing' in Maternity are	PF
9.3.1	Ask Andrew if the response regarding implementing HWS's recommendations from its Primary Care Access report can be shared with the Board	SL
9.4.2	Inform participants in the Domiciliary survey that interviews will not be conducted immediately.	SL
9.6.5	Conducting surveys using the mailing list to be on agenda for next Board Meeting.	SL
9.11.1	AM to circulate minutes PRG/PPG meeting to the Board.	AM
9.11.3	Update the Project Update Timetable	AM and SL
9.11.3	Circulate assessment of priorities	SL
9.11.3	Add to assessment of priorities	All



## FORWARD PLAN

Meeting	Agenda item/speaker
<b>2025</b>	
Jan board Monday 13 <sup>th</sup> January	<ul style="list-style-type: none"> <li>• Andrew attends</li> <li>• Conflicts of Interest</li> </ul>
Mar board Monday 10 <sup>th</sup> March	<ul style="list-style-type: none"> <li>• Alyssa attends</li> <li>• Q3 Finance</li> </ul>
Apr Info Monday 14 <sup>th</sup> April	<ul style="list-style-type: none"> <li>• Reena Barai - Pharmacist</li> </ul>
Away Day Friday 11 <sup>th</sup> April 12.30-4pm	<ul style="list-style-type: none"> <li>• Carshalton Beeches Baptist Church 12.30 - 4pm</li> </ul>
May board Monday 12 <sup>th</sup> May	<ul style="list-style-type: none"> <li>• Andrew attends</li> <li>• Review risk register</li> <li>• Q4 Finance – Annual 23/24 Finance</li> </ul>
June Info Monday 9 <sup>th</sup> June	<ul style="list-style-type: none"> <li>• Rachel Louise Jenkins - Social Prescribing Service Lead</li> </ul>
July board Monday 14 <sup>th</sup> July	<ul style="list-style-type: none"> <li>• Alyssa attends</li> <li>• Q1 Finance</li> </ul>
August Info Monday 11 <sup>th</sup> August	<ul style="list-style-type: none"> <li>• Meeting Cancelled</li> </ul>
September board	<ul style="list-style-type: none"> <li>• Andrew attends</li> </ul>

Monday 8 <sup>th</sup> September	
October Info Monday 13 <sup>th</sup> October	<ul style="list-style-type: none"> <li>• Simon Breeze, Community Action Sutton</li> </ul>
November board Monday 10 <sup>th</sup> November	<ul style="list-style-type: none"> <li>• Alyssa attends</li> <li>• Q2 Finance</li> </ul>
December Info Monday 8 <sup>th</sup> December	<ul style="list-style-type: none"> <li>• Dentistry – to be confirmed</li> </ul>