

Healthwatch Sutton Board of Directors Meeting

6.30 pm, Monday 10 November 2025

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

MINUTES

Present:

Janet Wingrove (JWi) – Chair

David Elliman (DE) – Vice-chair

Judy Walsh (JW)

Simon Oliver (SO)

Noor Sumum (NS)

David Shaboe (DS)

Present via Teams:

Shiraz Sethna (SS)

Apologies:

Radhika Bhandari (RB)

Steve Niewiarowski (SN)

Gaynor Bray (GB)

Mahendra Patel (MP)

Staff:

Pete Flavell (PF)

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 8th September 2025

- 2.1 No comments or edits on minutes of meeting held on 8th September 2025

3. Matters arising

3.1 Trustee Re-election and Retirement

We need to identify who is up for re-election and retirement. At the last AGM there were only two long standing trustees and that is MP and SS. A third of trustees need to stand down, which is more than 2.

A Trustee that steps down and get re-elected renews the start of their term at that point.

At the next AGM SS and MP stand down and can both get re-elected if they wish to.

One more person must stand down. There are two options for the selection of the third person to stand down (1) someone chooses to stand down or (2) someone gets chosen by chance. If a person who stands down is on their third term, they can't get re-elected.

In the New Year we need to see if anyone wants to stand down or we will draw lots to select someone.

4. Staffing/Recruitment Update

4.1 Role: Communications and Engagement

We advertised for this role on Indeed and Charity Job and we received 19 applicants. We are interviewing 4 applicants. We should be able to offer a position to someone on Thursday, and we'll try to get them in to post as soon as possible. It's a fixed time contract for 12 months and due to salary costs it was reduced from 35h to 21h per week, so from 5 days to 3 days. This role was more project management and it's now more communications.

4.2 Role: Healthwatch representative to the South West London Integrated Care System

We are trying to work out what our finance is going to be, because we can't afford to get to the end of that contract with any a deficit. There are cost implications around this and there are complex cost calculations around the existing staffing situation: (1) It's very likely that the role will no longer be required at the end of the contract, unless this is renewed which looks unlikely. We identified that we cannot recruit for a full-time cover for the role. SW London ICB don't want to reduce the

salary to make sure that we receive good quality applications. Therefore, they want to reduce hours to be able to meet the costs. During the recruitment process for the role, we initially sought internal applicants. We successfully recruited this way and offered the job, that was accepted. As the vacancy has been filled internally, we need to backfill the secondment post for the maternity period which will require another recruitment process.

5. Review Risk Register (Dissolution)

- 5.1 The funding isn't exclusively from our core contract, it comes from multiple contracts, mostly within the NHS; therefore, my proposal would be that we negotiate with the council and the NHS that this funding is passed onto the Community Action Sutton (CAS). There is a lot of factors involved in all of this because, for example, there is a potential proposal for creating a new organisation that would replicate what HWS does, but if it doesn't work out, South West London ICB looks likely to want to continue the PRG work. If a replacement organisation was not created then an alternative host organisation would need to be found.

It might be that the legislation will outline rules for paying back if some of the objectives that got funding weren't fulfilled.

We have multiple sources of funding that we received over last 12/13 years; therefore any remaining funds can not be attributed to any organisation.

The legislation may outline which roles and responsibilities are going to be transferred to Local Authority, ICB etc., and about the funding going with it.

5.2 Probability Ratings

The risk register scores were reassessed by the Board. It was suggested the 'insufficient reserves' risk should be reduced.

Action: PF to review risk register.

Action: PF to redefine the word 'subcontractor' in the risk register to make it more clear this relates to HWS.

Action: PF to add 'Diverting resources/supporting replacement organisation' as a new risk.

Action: PF to add 'Losing volunteers due to imminent closure' to the risk register.

Review of risk register to be carried out more regularly

Action: AO to be standing item at each Board meeting and added to meeting planner.

6. Projects Update (including conducting surveys using our mailing list agreed as an item at last Board)

6.1 Core Contract Projects

Maternity Services

We have received confirmation that we can publish the “Private and Confidential” letter.

Action from previous meeting – Ask what the results of ‘Monitoring of Safe Staffing’ in Maternity are. This hasn’t been provided yet but has been acknowledged.

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

Both MPs and leader of the council shared HWS report with SWL ICB and followed up with an inquiry about how they are planning to implement the recommendations. SWL ICB responded to them in July, acknowledging the findings from the report and sharing what they have done to improve access to primary care. Additionally, they shared their next steps based on HWS survey findings, including digital triage and examples of customer service best practice. In conclusion, it seems that they are acknowledging the report, but don’t have any specific plans for incorporating report recommendations.

Domiciliary Care

900 invitations to take part in telephone interviews were taken to the council, and they went out with their survey. We have received 7 scanned forms from people who are interested in taking part in the interviews. Deadline for the response is 10th of February. The plan is 30 minutes interviews. A further 2 people have called us directly to say they would be interested in taking part.

Interviews will be conducted by the new person with the support of volunteers and there will be an option to have them in-person or online.

10 Year Plan Survey

In September, AM and JW met with Mia (Comms Lead for Sutton Primary Care Networks) and Michael (Chair of Sutton Patient Reference Group (PRG)) to review the questions that will be asked. The plan is to ask two questions for each planned shift, which are: (1) Sickness to prevention, (2) Analogue to digital, and (3) Moving care from hospital to community.

6.2 **Non-Core Contract Projects**

The only ongoing non-core contract project currently being carried out is Safeguarding, because the Frailty Service User Engagement and the Sutton Community Mental Health Transformation Survey Community projects have finished.

We don't have any evaluation of these commissioned projects because we carried out the work we were assigned, but we can approach them to ask what they did with the recommendation.

Action point – Ask for feedback on that or AM

The project form doesn't explicitly ask a question about how do we intend to follow up the outcomes of the project. It's loosely covered under impact – assessment of criteria who is likely to benefit and how it will come about.

Action – AM to add a new section to the project proposal form about intended follow-up

Safeguarding Experience Monitoring (commissioned by Sutton Safeguarding Adults Board. Supports TfS contract objectives)

We haven't done any interviews yet for the final report (of 4), so this is a priority. We have written to the first set of people asking if they would be interested in speaking. This will be done by January.

Criteria for this project changed and we aren't allowed to speak to carers, so it limits how many people we can engage with.

Cardiovascular disease (SWL ICB)

Cardiovascular disease (SWL ICB) project hasn't started.

6.3 **Other Project Commitments**

We have two commitments that need scoping planning:

(1) Pharmacy and (2) Cardiovascular disease (SWL ICB)

Action: We should reassess our priorities for potentially the final year of HWS. What projects we could do with limited resources? – this could be added to the January agenda.

7. GDPR

- 7.1 We are putting together an Information Asset Register and have drafted Retention Schedule. We have used a combination of Healthwatch England template and NHS England schedule. For example, we keep details of people who completed a survey for 2 years. We can keep anonymised survey comments for 7 years.
- 7.2 While working on projects refer to the GDPR policy and make a note on how long data can be kept.
- 7.3 We need to review all projects and see what data we have and if anything needs to be deleted.

7.4 Storing data after HW dissolution

We can establish a legacy file and delete everything that's not needed. Hopefully the legislation will provide information on what to do with HW data after dissolution.

Action: AM to update regarding GDPR in the Summer 2026.

8. Finance Update

- 8.1 We have been experiencing some difficulties receiving payments for 2 different contracts that we are addressing through the Finance Manager

Action: priority to get a meeting with the CActS Finance Manager and MP and review the finances.

9. AOB

- 9.1 Update from CQC meeting update. JW participated in a roundtable with HWE about care home visits. There was also a discussion on data gaps in transitions for example from care home to home. A representative of a carer organisation asked if we would be interested in having representation there.

Action: PF to ask HWE London Rep and see if there is anyone interested in representing us there or JW can represent us if she is interested. It would be useful to know what CQC is looking for.

- 9.2 AGM. The last AGM was on the 24th of February 2025.

Proposed date and time for AGM 2026 – 23rd of February 2026 6:30pm.

Start notifying people about AGM in January.

ACTION LOG

Ref	Action	Who
5.2	Review Risk Register	PF
5.2	Redefine the word 'subcontractor' in the risk register to make it more clear this relates to HWS.	PF
5.2	Add 'Diverting resources/supporting replacement organisation' as a new risk	PF
5.2	Add 'Losing volunteers due to imminent closure' to the risk register.	PF
5.2	AO to be standing item at each Board meeting and added to meeting planner	
6.1	Maternity Services - Check if Sam contacted people who have participated face-to-face to say thank you for participating and let them know that the report has been published	
6.1	Domiciliary Care - Develop interview questions	
6.1	Domiciliary Care - On Impact - We need to identify what is the likely outcome of this project?	
6.2	Frailty Service User Engagement and the Sutton Community Mental Health Transformation Survey Community projects - Ask both service providers for feedback on recommendations	
6.2	Same projects as above - Retrieve question from the project form "how do you intend to follow up the outcomes of the project?"	
6.2	Add a new section to the project proposal form about intended follow-up	AM
6.3	Add to January Agenda - reassess our priorities for potentially the final year of HWS. What projects could we do with limited resources?	
7.3	GDPR - review all projects and see what data we have and if anything needs to be deleted.	
7.4	Update regarding GDPR in the Summer 2026	AM
8.1	Priority to get a meeting with the CActS Finance Manager and MP and review the finances.	
9.1	Ask HWE London Rep and see if there is anyone interested in representing us there or JW can represent us if she is interested. It would be useful to know what CQC is looking for.	PF
9.2	AGM - Start notifying people in January	

FORWARD PLAN

Meeting	Agenda item/speaker
2026	
12th January Board Meeting	<ul style="list-style-type: none"> • Andrew will update on SWL Contract • Risk Register
9th February Information and Support	
23rd February AGM	AGM
March Board Meeting	<ul style="list-style-type: none"> • Finance - Q3 2025/2026 • Andrew and/or Angelina • Risk Register
13th April Information and Support	
11th May Board Meeting	<ul style="list-style-type: none"> • Finance - Q4 2025/2026 • Andrew will update on SWL Contract • Risk Register
8th June Information and Support	
13th July Board Meeting	<ul style="list-style-type: none"> • Andrew and/or Angelina • Risk Register • Update regarding GDPR in the Summer 2026
10th August Information and Support	
14th September Board Meeting	<ul style="list-style-type: none"> • Finance - Q1 2026/2027 • Andrew will update on SWL Contract • Risk Register
12th October Information and Support	
9th November Board Meeting	<ul style="list-style-type: none"> • Finance - Q2 2026/2027 • Andrew and/or Angelina • Risk Register