

**Board of Directors Meeting**  
**Wednesday 4<sup>th</sup> August 2021, 2pm - 4pm**  
**Online via Zoom**

**MINUTES**

<b>Members of the Board present:</b>	<b>Staff team present:</b>	<b>Apologies:</b>
Interim Chair - Barbara McIntosh (BM)	Pete Flavell (PF)	David Elliman (DE)
Treasurer - Adrian Attard	Gemma Thatcher (GT)	Adrian Bonner (AB)
Shri Mehrotra		Simon Breeze (SB)
Noor Sumun		Andrew McDonald (AM)
Launa Watson		
Janet Wingrove		

<b>1.</b>	<b>Welcome, apologies and notification of Any Other Business</b>
1.1.	BM opened the meeting and apologies were noted.
<b>2.</b>	<b>Minutes of previous meetings held on 10<sup>th</sup> May 2021, 14<sup>th</sup> June 2021 and 8<sup>th</sup> July 2021 <i>for agreement</i></b>
2.1.	The minutes from the previous Board meeting held on 10 <sup>th</sup> May 2021 were <i>accepted</i> .
2.2.	The minutes from the extraordinary Board meeting held on 14 <sup>th</sup> June 2021 were <i>accepted</i> .
2.3.	The minutes from the previous Board meeting held on 8 <sup>th</sup> July 2021 were <i>accepted</i> .
<b>3.</b>	<b>Matters arising</b>
3.1.	<b>ACTION: PF, BM and JW to liaise with the Uplift Service Manager to find out more about the triaging system.</b> This action has been <b>carried forward</b> . The Board agreed that Adult Mental Health and the Uplift service is a project they want to continue to pursue.
3.2.	<b>ACTION: PF/GT to share dentistry report with the Local Dentistry Committee.</b> This action has been <b>carried forward</b> .
<b>4.</b>	<b>Board change debrief</b>
4.1.	The board discussed actions that are required now that David has moved on and is no longer the chair. David represented Healthwatch Sutton at a number of groups and committees. PF explained that he may need support from Directors to represent Healthwatch Sutton at the meetings that David attended. <b>ACTION: PF to compile a list of groups and committees that David attended.</b>

4.2.	PF explained that DW remains as the Chair of the PRG and a Healthwatch Sutton volunteer and member.
5.	<b>Agree complaint position and final response</b>
5.1.	There was a discussion around what and how the Board should respond to the complainant.
5.2.	It was decided that the complainant should receive a written response. <b>ACTION: PF to draft a response to the complainant.</b>
6.	<b>Recruitment of a new Chair</b>
6.1.	PF asked if there were any internal candidates for the role of Chair. <b>ACTION: PF to send an email to Board members inviting them to let him know if they are interested in the role.</b>
6.2.	The Board agreed that if no internal candidate comes forward we should do a thorough recruitment campaign. We hope to begin the campaign in September.
6.3.	BM said that she would be happy to be interim Chair until we find a replacement.
7.	<b>Project updates</b>
7.1.	<p><u>Long Covid</u></p> <p>PF explained that all of the local Healthwatch in South West London are doing a project on Long Covid. We have decided to also participate, and are in the process of designing the questions for our survey.</p> <p>PF further explained that he has spoken with the people who run the Long Covid service in Sutton. They said that they get approximately 36 referrals a week, and will share our survey with everyone who accesses their service.</p> <p>We are going to target our survey to three groups of people. These are:</p> <ul style="list-style-type: none"> <li>• People who believe they have/had long covid but have not accessed the service.</li> <li>• People who have/had long covid and have accessed the service.</li> <li>• People who have a family member or friend who are suffering/had suffered with long covid.</li> </ul> <p>It is hoped that we will have comparable data across South West London, and as a result, the CCG has expressed their interest in the project.</p> <p>We are hoping to launch this project in the next couple of weeks with a prize draw incentive.</p>
7.2.	<p><u>Care homes report</u></p> <p>PF explained that he has finished the report for Sutton Council and they have paid us for our work. We haven't published the report because we need authorisation from the Council to do so.</p>

	<p>PF also explained that he didn't write any key findings or recommendations in the report. He wants to work with the care homes team at the Council and the care home managers to develop these.</p> <p>PF said that we received largely positive feedback from the staff, residents and their family and friends about the care homes. However, a limited number of care homes took part in the survey.</p> <p>GT also produced an Easy Read version of the report.</p> <p>PF is waiting to hear back from Terry Clark about the next steps for the project.</p> <p>BM suggested that it would be beneficial to send the report to Fiona Bateman, Chair of the Sutton Safeguarding Adults Board.</p> <p><b>ACTION: PF to share the draft care homes report with the Board.</b></p> <p><b>ACTION: PF to share the finished care homes report with Fiona Bateman.</b></p>
7.3.	<p><u>Dentistry</u></p> <p>Our volunteers called all 36 dental practices in and around the Borough to find out if they were accepting new NHS patients, and their waiting times for urgent and routine care. We managed to speak to 30 practices.</p> <p>GT explained that she has written up a report of her findings, and has shared it with the dental practices who answered our questions and have an email address. GT is hoping to publish this report next week.</p> <p>GT is also in the process of developing a project plan to find out more about people's experiences of accessing dentistry during COVID-19. She has spoken to Healthwatch Richmond who have done a lot of work in this area and they have shared their survey questions with us.</p> <p><b>ACTION: GT to share the finalised dentistry report with the Board.</b></p>
7.4.	<p><u>Population health</u></p> <p>PF explained that Andrew is supporting GPs and Primary Care Networks with their projects and initiatives around population health. For example, he has carried out 14 interviews with people who have diabetes or at high risk of developing diabetes in Carshalton to find out about their life and the factors that impact on their ability to manage their health.</p> <p><b>ACTION: AM to present his findings from the diabetes project at the next Board meeting in September.</b></p> <p>AM is also co-ordinating a Population Health Summit in September for GPs and Clinicians.</p> <p><b>ACTION: PF to ask AM if there is space for Board members to attend the Population Health Summit.</b></p> <p>PF also explained that Farhan Rabbani who runs the GP Federation in Sutton is launching a project around obesity in Roundshaw. PF said that we will support him with this project.</p> <p>PF said that Sutton is the pilot leader for Population Health in South West London. He has attended numerous meetings to help drive forward different projects.</p>

7.5.	<p><u>SWL&amp;StG 2k engagement</u></p> <p>We have been approached by SLAM who are looking to commission each Healthwatch organisation in South London to help conduct some high level mapping research about what voluntary and community sector organisations are providing in the following areas:</p> <ul style="list-style-type: none"> <li>• Children, young people and parental mental health</li> <li>• Social isolation, loneliness and digital exclusion</li> <li>• Work and wages</li> <li>• Access to services for migrant communities</li> </ul> <p>This could be through a survey or 1:1 meetings and to share the findings in a report to be presented to South London Listens taskforce. They have funding for £2000 for each Healthwatch organisation.</p> <p>PF has told SLAM that we would be interested in supporting this work.</p> <p>PF told the Board that we will give some of the funding to Community Action Sutton to help with the mapping. PF will carry out the interviews and develop the report.</p>
7.6.	<p><u>Primary school children's mental health</u></p> <p>BM asked PF if we are planning on resuming our primary school children's mental health project. She said the Health and Wellbeing Board are interested in finding out about children's mental health post COVID. PF advised the Board that he will contact the Primary School Head Teachers in September.</p>
8.	<p><b>Our LBS Contract/Making Informed Choices</b></p>
8.1.	PF explained that we will be submitting our tender just before Christmas.
8.2.	PF is waiting to see the detail of the specification to find out about the process.
9.	<p><b>Quality Framework</b></p>
9.1.	<p>PF suggested that we complete the Quality Framework at an Away Day in October.</p> <p><b>ACTION: GT to organise an Away Day in October for the Board.</b></p>
10.	<p><b>Finance</b></p>
10.1.	AA summarised the draft budget for 2021-22.
10.2.	AA also summarised the income and expenditure for April - June 2021.
10.3.	AA advised the Board that he was happy with the figures and on the whole, our finances are healthy.
11.	<p><b>AGM planning</b></p>
11.1.	The Board decided to delay decision making about the AGM until the September Board Meeting when we will have a better understanding of the COVID situation.

<b>12.</b>	<b>Draft Communications Strategy <i>for agreement</i></b>
12.1.	The Board <i>approved</i> the Communications Strategy. <b>ACTION: GT to correct typo on page 2 of the Communications Strategy.</b>
12.2.	JW suggested that we update the message framework for professionals and policy makers to include that good feedback from service users can improve staff morale. JW also suggested that leaflets in GP, hospital and dentist waiting rooms should also be a part of our communications strategy.  LW also suggested that we connect with health and social care students and teachers at colleges and universities as part of our communications strategy. <b>ACTION: GT to update Communications Strategy to include suggestions from JW and LW.</b>
12.3.	PF explained that GT doesn't have a lot of capacity to maintain our routine communications and it would be beneficial to recruit volunteers to help with this.
12.4.	PF also explained that we have started to be invited to events again, but we do not have the capacity to have a presence at all of them. It would be helpful to recruit more outreach volunteers to raise awareness.
<b>13.</b>	<b>Draft Volunteers Handbook &amp; Volunteers Agreement <i>for agreement</i></b>
13.1.	The Board <i>approved</i> the Volunteers Handbook.
13.2.	The Board <i>approved</i> the Volunteers Agreement.
13.3.	The Board agreed that we should ask all existing volunteers to sign the agreement retrospectively and all new volunteers to sign the agreement when they join. <b>ACTION: PF/GT to invite all Healthwatch Sutton volunteers to sign the new Volunteers Agreement at the next Volunteers Forum.</b>
13.4.	SM, LW and NS agreed that they were happy to be the Trustee leads for volunteers.
<b>14.</b>	<b>Draft Trustee Agreement &amp; Code of Conduct <i>for agreement</i></b>
14.1.	The Board <i>approved</i> the Trustee Agreement.
14.2.	The Board <i>approved</i> the Code of Conduct.
14.3.	It was agreed that the Trustees will sign the agreement and code of conduct at their Away Day. <b>ACTION: Trustees to sign the Trustee Agreement and Code of Conduct at the next Away Day.</b>
<b>15.</b>	<b>Any Other Business</b>
15.1.	The SWL online consultation team have offered us a chance to be part of the procurement of the new online consultation provider for SWL Practices. There are still places available on the Procurement Panel as they would like to have

	representation from each SWL area. NS agreed that he would be happy to represent Healthwatch Sutton on the Panel.
15.2.	LW advised the Board that Paul Pegden Smith who is the Chair of Urgent Care PPG SWL has resigned. He wanted to pass on his thanks to Pete for sending him the children and young people's mental health report.
15.3.	We have been invited to have a stall at Wallington Wellbeing Group's Older People's Health and Wellbeing Event on Friday 10 <sup>th</sup> September. <b>ACTION: GT to organise a stall at the Older People's Health and Wellbeing event.</b>
	<b>Date of next meeting:</b> Monday 13 <sup>th</sup> September 2021, 2pm - 4pm. Location TBC.

## ACTION LOG

Ref	Action	Who	Deadline
3.1.	PF, BM and JW to liaise with the Uplift Service Manager to find out more about the triaging system.	PF, BM and JW	13.09.2021
3.2.	PF/GT to share dentistry report with the Local Dentistry Committee	PF/GT	13.09.2021
4.1.	PF to compile a list of groups and committees that David Williams attended.	PF	13.09.2021
5.2.	PF to draft a response to the complainant.	PF	18.08.2021
6.1.	PF to send an email to Board members inviting them to let him know if they are interested in the role.	PF	11.08.2021
7.2.	PF to share the draft care homes report with the Board.	PF	11.08.2021
7.2.	PF to share the finished care homes report with Fiona Bateman.	PF	
7.3.	GT to share the finalised dentistry report with the Board.	GT	06.08.2021
7.4.	AM to present his findings from the diabetes project at the next Board meeting in September.	AM	13.09.2021
7.4.	PF to ask AM if there is space for Board members to attend the Population Health Summit.	PF	11.08.2021
9.1.	GT to organise an Away Day in October for the Board.	GT	13.09.2021
12.1.	GT to correct typo on page 2 of the Communications Strategy.	GT	18.08.2021
12.2.	GT to update Communications Strategy to include suggestions from JW and LW.	GT	18.08.2021
13.3.	PF/GT to invite all Healthwatch Sutton volunteers to sign the new Volunteers Agreement at the next Volunteers Forum.	PF/GT	
14.3.	Trustees to sign the Trustee Agreement and Code of Conduct at their next Away Day.	All Trustees	
15.3.	GT to organise a stall at the Older People's Health and Wellbeing event on Friday 10 <sup>th</sup> September.	GT	13.09.2021