

# Board Meeting

Monday 10<sup>th</sup> May 2021  
 2:00pm - 4:00pm  
 Online via Zoom

## MINUTES

<b>Members of the Board present:</b> 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) Janet Wingrove (JW)	<b>Staff team present:</b> Pete Flavell (PF) Gemma Thatcher (GT) Andrew McDonald (AM)	<b>Apologies:</b> Simon Breeze (SB)
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1.	<b>Welcome, apologies and notification of Any Other Business</b>
1.1.	DW opened the meeting and apologies were noted.
2.	<b>Minutes of previous meeting</b>
2.1.	The minutes from the previous Board meeting of 8 <sup>th</sup> March were <i>accepted</i> .
3.	<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> PF will arrange the meeting with the Uplift Service Manager.
3.2.	<u>Information and Support Meeting</u> Our next Information & Support Meeting is on Monday 7 <sup>th</sup> June 2021. Simon Breeze, Jason Jongali and Lisa Lancefield have been invited to speak at the meeting. DW asked GT to invite Steve Hardisty to the next meeting too. <b>ACTION: GT to invite Steve Hardisty to the next Information and Support Meeting.</b>  GT, AM and PF have been working on the draft communications strategy and hope to show it to the Board at the next Information & Support meetings.  GT will confirm the Agenda for the next Information & Support meeting in the coming weeks.  Directors were encouraged to email PF or GT with any ideas for speakers to invite to future information and support meetings.

<p>4.</p> <p>4.1.</p>	<p><b>Coronavirus update</b></p> <p>PF advised the Board that the NHS is setting-up a new Long COVID community service based in Sutton.</p>
<p>5.</p> <p>5.1.</p> <p>5.2.</p> <p>5.3.</p>	<p><b>Project updates</b></p> <p><u>Primary School Mental Wellbeing</u> PF is attending the Primary School Heads Meeting in June to see if they would be willing to repeat our survey to find out whether COVID has had an impact on the mental wellbeing of primary school pupils (aged 9-11) in the Borough. If the schools are willing to take part, PF is looking to re-launch the project in September.</p> <p><u>COVID-19 Vaccine Attitudes Survey</u> The survey started in February and ran through to April to find out if there was a change in attitudes to the survey. We have received over 800 responses. LBS have agreed to carry out the data analysis, and produce a co-branded report.</p> <p>We have also shared our data with Healthwatch England as they are working with the people responsible for delivering the national COVID-19 vaccination programme.</p> <p><u>Covid-19 Experience in Care Homes</u> PF rang all the Care Homes in the Borough to encourage them to take part in our project. We have received 107 responses from members of staff, 54 responses from friends and family and 45 responses from residents.</p> <p>We also produced an Easy Read version of the survey for people with Learning Disabilities. We have received 27 responses.</p> <p>The deadline for surveys is Wednesday 12<sup>th</sup> May. PF will produce a report when he has analysed the data.</p>
<p>6.</p> <p>6.1.</p>	<p><b>Dentistry</b></p> <p>Dentistry has been a big issue during COVID as it has impacted on the way that dentists deliver their services. We have also heard anecdotally about how people have struggled to access an NHS dentist in Sutton and around London.</p> <p>Healthwatch Richmond collated experiences of patients trying to access dentistry and found that dentists in their area were closing their NHS lists and only giving appointments to their private patients. They also rang dentists in the area to find out about their individual situations e.g. if they are open, waiting list times, if they are accepting new patients etc.</p> <p>PF is scoping out the possibility of doing a project in this area. He suggested that we carry out a similar exercise to Healthwatch Richmond and ask our volunteers to ring round the dentists to understand the situation in Sutton.</p> <p>The Board agreed that this would be a good exercise to undertake.</p> <p><b>ACTION: GT to find out the number of dentists in Sutton.</b> <b>ACTION: PF/GT to contact the Local Dentistry Committee.</b></p>

	<p><b>ACTION: PF to look into the possibility of the volunteers calling all the dentists in Sutton to map the access situation in the Borough.</b></p>
7.	<p><b>PCN Support Work</b></p> <p>7.1. AM gave an update on the delivery plan, developed with NHS Sutton to support the PCNs. There are 4 areas of work that AM is focusing on. These are:</p> <ol style="list-style-type: none"> <li>1. <u>Primary Care Engagement</u></li> </ol> <p>AM is helping Carshalton PCN with a project (run by Sutton Council, NHS Sutton and other stakeholders) looking at diabetes care in Carshalton. As part of this project, AM will be interviewing people who have diabetes, and people who do not have diabetes but are considered at risk because of their lifestyle, to find out more about their views on the healthcare available to them from their GP.</p> <p>AM is also in discussions with a Clinical Director in Wallington PCN to help them identify an engagement project around one issue affecting their patient population e.g. mental health in schools.</p> <p>PF further explained that they have made a decision with the Clinical Directors that each PCN area needs to identify one issue, based on evidence, and support them to deliver initiatives.</p> <ol style="list-style-type: none"> <li>2. <u>Patient Reference Group</u></li> </ol> <p>The next PRG meeting is on Thursday 20<sup>th</sup> May 2021.</p> <p>A couple of months ago, AM asked the PPGs to send in their ideas on how they can work at PCN level. AM is currently analysing the responses to this consultation, with the view of presenting them to the PRG so they can work out the next steps on how the PRG and PPGs can work with the PCNs.</p> <ol style="list-style-type: none"> <li>3. <u>Patient Participation Groups</u></li> </ol> <p>AM has spoken with the staff at Mulgrave Road Surgery to try to revive their PPG.</p> <p>AM has also spoken to Wallington Family Practice PPG and is helping them with their Terms of Reference.</p> <p>AM is trying to get all the PPGs with each PCN to meet together to look at how they can work at PCN level. He is also trying to encourage the PPGs to meet in between the PRG meetings.</p> <ol style="list-style-type: none"> <li>4. <u>Other activities</u></li> </ol> <p>AM is going through the results of the GP Engagement Scheme survey to understand patient experiences during COVID. AM is hoping to share each Practice's results in June and work with their PPGs to make improvements.</p>
8.	<p><b>Our LBS Contract/Making Informed Choices</b></p> <p>8.1. PF explained that the new timeline for Making Informed Choices has been announced for the new contract.</p>

8.2.	We have received a letter from Sutton Council confirming that our contract has been extended to 30 <sup>th</sup> June 2022.
<b>9.</b>	<b>New Specialist Emergency Care Hospital in Sutton</b>
9.1.	The 'Building Your Future Hospitals' team gave a programme update on the new specialist emergency care hospital in Sutton.
9.2.	If you have any questions or comments on the presentation, please email <a href="mailto:gemma@communityactionsutton.org.uk">gemma@communityactionsutton.org.uk</a> , who will then direct them to the team.
<b>10.</b>	<b>Finance</b>
10.1.	AA summarised the income and expenditure from January - March 2021.
10.2.	AA advised the Board that he was happy with the figures and on the whole, our finances are stable.
<b>11.</b>	<b>Social Prescribing</b>
11.1.	AA advised the Board that he attended the Primary Care Management Group meeting where the social prescribing service was discussed.  PF explained that he sits on the Social Prescribing Steering Group and he has offered Age UK Sutton (service provider) help with monitoring the quality of the service, but they already have a system in place.
<b>12.</b>	<b>AOB</b>
12.1.	The CQC has published reports following focused inspections in Epsom and St Helier Hospitals. Find out more here: <a href="https://www.cqc.org.uk/news/releases/cqc-publishes-reports-epsom-st-helier-university-hospitals-nhs-trust">https://www.cqc.org.uk/news/releases/cqc-publishes-reports-epsom-st-helier-university-hospitals-nhs-trust</a>
<b>Date of next meeting:</b> Monday 12 <sup>th</sup> July 2021, 2pm - 4pm on Zoom	

## ACTION LOG

Ref	Action	Who	Date
3.1.	PF, BM and JW to liaise with the Uplift Service Manager to find out more about the triaging system.	PF	12.07.2021
3.2.	GT to invite Steve Hardisty to the next Information and Support Meeting.	GT	14.05.2021

6.1.	GT to find out the number of dentists in the Borough	GT	24.05.2021
6.1.	PF/GT to contact the Local Dentistry Committee	PF/GT	24.05.2021
6.1.	PF to look into the possibility of the volunteers calling all the dentists in Sutton to map the access situation in the Borough.	PF	24.05.2021