

Board Meeting

Monday 8th March 2021
 2:00pm - 4:00pm
 Online via Zoom

MINUTES

Members of the Board present: 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)	Staff team present: Pete Flavell (PF) Gemma Thatcher (GT) Andrew McDonald (AM)	Apologies: Simon Breeze (SB)
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1.	Welcome, apologies and notification of Any Other Business
1.1.	DW opened the meeting and apologies were noted.
1.2.	1 item identified for inclusion in AOB.
2.	Minutes of previous meeting
2.1.	The minutes from the previous Board meeting of 11 th January were <i>accepted</i> .
3.	Matters arising
3.1.	The matters arising from the minutes of the previous meeting are covered elsewhere on the Agenda.
4.	Welcome Andrew
4.1.	DW introduced AM to the Board. AM joined Healthwatch Sutton on 1 st March 2021 as Health Engagement and Projects Officer. AM has taken over from Pam to support the PRG and PPGs. He will also be supporting the Primary Care Networks to engage with their different practice populations.
5.	COVID update
5.1.	PF explained that the Community Action Sutton leadership team are not sure when we will be able to return to the office. It has been decided that we should wait to see if the ‘roadmap out of lockdown’ is successful in the coming months. There are also some logistical challenges that need to be overcome.
6.	Project updates

6.1.	<p><u>Primary school children’s mental health</u> PF explained that this project is still paused. However, the children are back to school this week, and it is hoped that we will be able to resume the project in the coming months.</p> <p>PF said that he plans to finalise and publish the report with the data collected before the pandemic. He hopes to be able to present the findings ay the Primary School Heads meeting and gauge if there is an appetite to repeat the questions and conduct a timed study (before and after COVID).</p> <p>There was also a discussion around the possibility of repeating the secondary school children’s mental health survey.</p>
6.2.	<p><u>Care homes</u> Our Enter & View visits are still paused due to COVID-19 restrictions.</p> <p>However, we have just launched our new project looking at the experiences of care home staff, residents and their family and friends during the pandemic.</p> <p>Last week, we sent out packs (including paper versions of the surveys, freepost envelopes and promotional materials) to the managers of 28 older people’s care homes. We plan to send packs to the learning disability and mental health care homes by the end of the week.</p> <p>PF explained that he has been in touch with Jane Ingram, a manager of a learning disability care home, as she has offered to help create an easy-read version of the residents’ survey.</p> <p>PF also explained that he will provide a verbal report with anonymised feedback to the care home managers who take part, and will also produce a Borough-wide report for LBS, who are commissioning us for this piece of work.</p>
6.3.	<p><u>Sutton Health and Care @ Home</u> This project still remains paused due to COVID-19.</p>
6.4.	<p><u>Palliative Care Co-ordination Hub</u> PF explained that we have not received any responses for this quarter, and is unable to produce a report for the Hub.</p> <p>As a result, the Hub have decided to change their approach in the way they collect responses to the survey. They have advised PF that they will automatically write to their service users to encourage them to complete the survey. It is hoped that this system will boost response numbers.</p>
6.5.	<p><u>IAPT project</u> PF, BM and JW have had a meeting to discuss the next steps for this project, after they met with providers, commissioners and voluntary sector representatives. They have decided they are going to look into people’s experiences of Sutton Uplift’s triaging system.</p> <p>ACTION: PF, BM and JW to liaise with the Uplift Service Manager to find out more about the triaging system.</p>
6.6.	<p><u>Test and Trace</u></p>

	<p>In February, we published our report that captures the thoughts, views and experiences of how the NHS Test and Trace system is working in Sutton.</p> <p>As the NHS Test and Trace system has been set-up nationally, our ability to influence the system locally is limited. However, PF explained that Healthwatch England have been using the data gathered by the Healthwatch Network across the country, to feedback to NHS England. PF has also been advised by Healthwatch England that our report has been shared with the NHS national leads for the system.</p> <p>PF further advised the Board that he has written to Helen Bailey and Ruth Dombey at Sutton Council as well as Lucie Waters and Michelle Rahman at NHS Sutton.</p> <p>6.7. <u>COVID vaccine attitudes</u> PF explained that we agreed to support Sutton Council and the CCG to find out about people’s attitudes towards the COVID-19 vaccine in Sutton.</p> <p>We developed a survey using the ‘Keep London Safe’ toolkit. The survey is being promoted online and will run until April. We are also encouraging people to complete the survey more than once as we would like to find out if people’s views change over time.</p> <p>To date, we have received 470 responses.</p> <p>6.8. <u>SWLStG Community Services Transformation</u> PF approached Amy Scammell, who is a Director at SWLStG, and is leading on Community Mental Health Transformation Programme. PF learned that SWLStG has successfully bid to deliver a change in service and create a model in Sutton. He has offered to support this work by doing a baseline audit or an ongoing evaluation of the service, and will continue to scope out this project.</p>
<p>7.</p> <p>7.1.</p>	<p>Quality Framework</p> <p>PF has told Healthwatch England that we will aim to complete the Quality Framework by September 2021.</p>
<p>8.</p> <p>8.1.</p>	<p>Representation on the SWLCCG Governing Body</p> <p>PF advised the Board that this issue is still ongoing. The local Healthwatch in South West London are waiting for SWLCCG to agree to pay for the independent consultant that will help develop recommendations and find a solution on how Healthwatch can be part of the SWLCCG Governing Body.</p>
<p>9.</p> <p>9.1.</p>	<p>Making Informed Choices</p> <p>PF advised the Board that the Making Informed Choices tender has been postponed until September 2021.</p>
<p>10.</p> <p>10.1.</p>	<p>Finance</p> <p>AA summarised the income and expenditure from October 2020 - December 2020.</p>

10.2.	AA advised the Board that on the whole, our finances are stable and it is looking likely that we will end the year in balance.
11.	<p>Information and Support Meeting - Monday 7th June 2021</p> <p>11.1. DW suggested that we invite Simon Breeze to introduce him to the Board and find out how he sees Community Action Sutton and Healthwatch Sutton working together in the future.</p> <p>11.2. DW also suggested that we invite a representative from Sutton Mental Health Foundation to provide an update on the Crisis Café.</p> <p>11.3. AB suggested that we invite Jason Jongali from the CCG to discuss the wider Mental Health Strategy for the Borough.</p> <p>ACTION: Directors to email GT with any ideas for speakers to join us at future information and support meetings. ACTION: GT to invite Simon Breeze to the next information and support meeting. ACTION: GT to invite Jason Jongali to the next information and support meeting. ACTION: GT to invite a representative from Sutton Mental Health Foundation to the next information and support meeting.</p>
12.	<p>Draft communications strategy</p> <p>12.1. PF and GT explained that Healthwatch England recently published some guidance on how to develop a communications strategy.</p> <p>As a result, GT has started to put together a draft communications strategy for 2021 - 2022. She welcomes ideas from the Board to help develop the strategy.</p> <p>12.2. DW suggested that the Board should discuss the draft communications strategy at the next information and support meeting.</p> <p>12.3. LW and PF suggested the idea of holding themed membership meetings.</p> <p>ACTION: GT to liaise with AM about the draft communications strategy. ACTION: Directors to read the draft communications strategy, particularly the SWOT analysis. ACTION: GT to liaise with PF about how we plan to communicate with our key stakeholders. ACTION: GT to include the draft communications strategy on the Agenda for the next information and support meeting.</p>
13.	<p>Important/urgent highlights from Board, Committees, Groups etc.</p> <p>13.1. DW advised the Board that he sits on the newly formed Transport & Travel Working Group, following the Improving Healthcare Together consultation. The Group has been set-up to look at the transport issues surrounding the site where the new acute hospital will be built. It is hoped that this group will provide opportunities for future projects.</p>

13.2.	AB advised that the Joint Mental Health Strategy meeting he attends was cancelled last week. However, the last meeting he attended was focused on the Crisis Café.
13.3.	AA attended the monthly Primary Care Management Group meeting which focused on the COVID-19 vaccine and immunisation programme.
13.4.	LW attended the SWL Improving Urgent Care meeting. She said the webpage they have created is ready and is currently pending approval from the CCG. PF asked LW to share the webpage with the Board once it's been approved.
13.5.	DW advised that LBS have commissioned an independent group to set-up an Information Hub. He also advised that he attends the Sutton Restoration Board meetings and will update the Board accordingly.
14.	Any Other Business
14.1.	There was a discussion around AT Medics. Operose Health - a subsidiary of US company Centene - has acquired AT Medics, which operated 37 GP Practices across London, mostly under alternative provider medical services (APMS) contracts. This issue has come to the attention of Matt Hancock, and has been raised by Healthwatch England. There are no GP surgeries that are run by AT Medics in Sutton, but we will continue to monitor the situation.
14.2.	The Board praised LW and SM. As a result of their support to the eRedBag Project Team over the last year and a half, Healthwatch Sutton has been offered £1,200, by way of showing gratitude.
Date of next meeting: Monday 10th May 2021, 2pm - 4pm on Zoom	

ACTION LOG

Ref	Action	Who	Date
6.5.	PF, BM and JW to liaise with the Uplift Service Manager to find out more about the triaging system.	PF, BM & JW	10.05.2021
11.3.	Directors to email GT with any ideas for speakers to join us at future information and support meetings.	Directors	10.05.2021
11.3.	GT to invite Simon Breeze to the next information and support meeting.	GT	10.05.2021
11.3.	GT to invite Jason Jongali to the next information and support meeting.	GT	10.05.2021
11.3.	GT to invite a representative from Sutton Mental Health Foundation to the next information and support meeting.	GT	10.05.2021
12.1.	GT to liaise with AM about the draft communications strategy	GT/AM	07.06.2021
12.1.	Directors to read the draft communications strategy, particularly the SWOT analysis.	Directors	07.06.2021
12.1.	GT to liaise with PF about how we plan to communicate with our key stakeholders	GT/PF	07.06.2021
12.1.	GT to include the draft communications strategy on the Agenda for the next information and support meeting.	GT	07.06.2021