

Board of Directors Meeting
 Monday 13th September 2021, 2pm - 4pm
 Online via Zoom



MINUTES

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

1.	Welcome, apologies and notification of Any Other Business
1.1.	BM opened the meeting and apologies were noted.
2.	Minutes of previous meeting held on 4th August 2021 <i>for agreement</i>
2.1.	The minutes from the previous Board meeting held on 4 th August 2021 were <i>agreed</i> .
3.	Matters arising
3.1.	ACTION: PF, BM and JW to liaise with the Uplift Service Manager to find out more about the triaging system. This action has been carried forward .
3.2.	COMPLETED ACTION: PF/GT to share dentistry report with the Local Dentistry Committee. As a result of sharing our report, PF and GT have a meeting with the Local Dentistry Committee on 20 th September to discuss our dentistry project.
3.3.	COMPLETED ACTION: PF to compile a list of groups and committees that David Williams attended. The Board have agreed representation for the groups and committees that David Williams attended on behalf of Healthwatch Sutton. ACTION: PF to contact Sutton Carers Centre and let them know that LW would like to attend Sutton Carers Forum meetings.
3.4.	COMPLETED ACTION: PF to send an email to Board members inviting them to let him know if they are interested in the role of Chair No Board members expressed their interest in becoming Chair. It was agreed that the Board will discuss the recruitment of a Chair at the November Board meeting. ACTION: GT to include recruitment of Chair as an item on the Agenda for the November Board Meeting.

<p>3.5.</p> <p>3.6.</p> <p>3.7.</p> <p>3.8.</p>	<p>ACTION: PF to share the draft care homes report with Fiona Bateman. This action has been carried forward. PF explained that he is unable to share the care homes report externally because it needs to be signed off by the Bed Based Board. He will be attending their next meeting at the end of September.</p> <p>COMPLETED ACTION: GT to organise Away Day in October. We will be having our Away Day on Thursday 7th October.</p> <p>PF and GT have invited all Healthwatch Sutton volunteers to sign the new Volunteers Agreement at the next Volunteers Forum. Our next Volunteers Forum meeting is on Monday 27th September. ACTION: PF/GT to chase any volunteers unable to attend the Volunteers Forum and ask them to sign the Volunteers Agreement.</p> <p>PF and GT have invited the Trustees to sign the Trustee Agreement and Code of Conduct at their next Away Day. Our next Away Day is on Thursday 7th October. ACTION: PF/GT to chase any Trustees unable to attend the Away Day and ask them to sign the Trustee Agreement and Code of Conduct.</p>
<p>4.</p> <p>4.1.</p>	<p>Agree complaint position and final response</p> <p>There was a discussion around what the written response to the complainant should include. ACTION: JW to draft a response to the complainant. ACTION: PF to send response to the complainant.</p>
<p>5.</p> <p>5.1.</p> <p>5.2.</p> <p>5.3.</p>	<p>Project updates</p> <p><u>Long COVID</u> We are hoping to officially launch this project in the coming weeks. We are currently piloting our survey with a small number of patients who are accessing the long covid service in Sutton. The aim of the survey is to find out people’s experiences of symptoms, receiving treatment and the impact of long covid on their lives. We hope the intelligence that we gather will help to shape support and services for people with long covid in Sutton.</p> <p><u>Care Homes</u> PF explained that he recently met with the commissioners at Sutton Council. They are considering contracting us on an annual basis as part of their Quality Assurance process, to look into the quality of care in care homes in Sutton. This would be similar to our Enter & View work that we carried out before lockdown.</p> <p><u>South London Listens</u> SLAM and SWLSTG are carrying out a programme to address the impact of COVID on the community’s mental health. They have asked us to conduct some high level mapping research about what voluntary and community sector organisations in the Borough are providing in the following areas:</p> <ul style="list-style-type: none"> • Children, young people and parental mental health • Social isolation, loneliness and digital exclusion • Work and wages

<p>5.4.</p>	<ul style="list-style-type: none"> • Access to services for migrant communities <p>They have funding for £2000 for each Healthwatch organisation.</p> <p>PF is liaising with the Trust and hopes to begin this project by the end of the week.</p> <p><u>Primary school children’s mental health</u> PF explained that he will contact the Primary School Head Teachers in the next couple of weeks to find out if they are willing to take part in the project.</p>
<p>6.</p> <p>6.1.</p> <p>6.2.</p> <p>6.3.</p>	<p>Dentistry project plan <i>for agreement</i></p> <p>GT explained that we received positive feedback on the publication of our report ‘Accessing dentistry services during COVID-19’. As a result of this work, we are now able to signpost people to dental practices who are accepting NHS patients.</p> <p>However, GT explained that it appears that accessing dental care continues to be an issue for Sutton residents as we receive a large number of enquiries from people searching for an NHS dentist.</p> <p>GT has put together a project plan for the Board’s approval to find out more about people’s experiences of accessing dental care during COVID-19. ACTION: Board members to read and approve the dentistry project plan, and send GT any feedback by Friday 17th September.</p>
<p>7.</p> <p>7.1.</p>	<p>Population health</p> <p>AM presented the findings from the project he carried out looking into diabetes care in Carshalton. Diabetes is especially prevalent in Carshalton than in other areas of Sutton.</p> <p>He carried out telephone interviews with 14 residents who have diabetes or are at risk of developing diabetes to find out about their life and the factors that impact on their ability to manage their health. Residents were given £20 for taking part.</p> <p>AM condensed the information he collected from the interviews into 6 key points that can be used by the project team when considering the diabetes care that should be offered in Carshalton. These points are:</p> <ul style="list-style-type: none"> • Inner motivation important for lifestyle changes • Accessible information highly valued by individuals • Support networks crucial in managing conditions • Goals for lifestyle change need to be realistic • Knowledge and resources significantly influence current lifestyle • Individuals need to be confident they can achieve lifestyle change

7.2.	<p>Please see the slides from the presentation and more in-depth notes:</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Interview key points.pptx</p> </div> <div style="text-align: center;">  <p>Interview notes.pptx</p> </div> </div>
7.3.	<p>AM explained that the project team will start delivering the new model of diabetes care in Carshalton in the coming months.</p>
8.	<p>Our LBS Contract/Making Informed Choices</p> <p>8.1. PF explained that he has been attending regular ‘Sutton Together’ meetings to discuss Making Informed Choices with the other VCS organisations involved in the tender. He has also been in discussions with Healthwatch England.</p> <p>8.2. PF also explained that we will be submitting our tender in December 2021 and the Council will announce the successful bidder in January 2022.</p> <p>8.3. There was a discussion around how we could generate additional income. ACTION: SM/LW to ask Lucy McCulloch to contact PF to discuss potential support for evaluation of the E-Redbag Scheme</p>
9.	<p>Finance</p> <p>9.1. AA gave a detailed financial summary of Quarter 1 at the previous Board meeting.</p>
10.	<p>Volunteers Forum - 27th September 2021</p> <p>10.1. We will be holding a Volunteers Forum on Monday 27th September 2021 in the Small Hall at Granfers Community Centre. We are looking forward to seeing our volunteers face to face again.</p> <p>10.2. There was a discussion around recruiting more Outreach and Enter & View volunteers.</p>
11.	<p>Information and Support Meeting - 4th October 2021</p> <p>11.1. The Board decided to postpone this Information & Support Meeting as they are meeting for the Away Day on Friday 7th October 2021.</p>
13.	<p>AGM Planning</p> <p>13.1. The Board agreed that we should hold an AGM in late November/early December.</p> <p>13.2. It was agreed that we should aim to hold the AGM face-to-face in the Small Hall at Granfers Community Centre. However, if COVID restrictions are enforced, we will move the event online. ACTION: GT to organise the AGM.</p>

<p>14.</p> <p>14.1.</p> <p>14.2.</p> <p>14.3.</p>	<p>Have your say form</p> <p>PF explained that we have a ‘Have your say’ form where people can tell us their views and experiences of health and social care services. We use the intelligence gathered from this form to find out about local people’s priorities. This in turn informs our work plan.</p> <p>PF explained that we need to revise the way we find out about local people’s priorities. ACTION: GT to include the ‘Have your say’ form as an item on the Agenda for January’s Board Meeting.</p> <p>The Board suggested that we ask Citizens Advice Sutton to provide us with data to find out more about local people’s priorities. ACTION: PF to contact Steve Triner at Citizens Advice Sutton about sharing data from the Information & Advice service.</p>
<p>15.</p> <p>15.1.</p>	<p>Sunflower scheme</p> <p>Sutton Council are encouraging local organisations to get involved with The Hidden Disabilities Sunflower scheme. The scheme helps organisations to identify their colleagues and clients with a hidden disability and become confident to provide them with additional help or assistance. It is £200 to join the scheme. ACTION: PF to send more information about the Sunflower Scheme to the Board.</p>
<p>16.</p> <p>16.1.</p>	<p>Any Other Business</p> <p>GT explained that we had a stall at Wallington Community Wellbeing Charity’s Information & Advice Day on Friday 10th September and Praise in the Park on Sunday 12th September. Both events were a great opportunity to network with other VCS organisations, the Mayor and Elliot Colburn MP as well as raise awareness of Healthwatch Sutton and engage with the public.</p>
	<p>Date of next meeting: Monday 8th November 2021, 2pm - 4pm, Small Hall, Granfers Community Centre</p>

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	08.11.2021
3.3.	PF to contact Sutton Carers Centre and let them know that LW would like to attend Sutton Carers Forum meetings.	PF	20.09.2021
3.4.	GT to include recruitment of Chair as an item on the Agenda for the November Board meeting.	GT	08.11.2021
3.5.	PF to share the draft care homes report with Fiona Bateman.	PF	11.10.2021
3.7.	PF/GT to chase any volunteers unable to attend the Volunteers Forum and ask them to sign the Volunteers Agreement.	PF/GT	27.09.2021
3.8.	PF/GT to chase any Trustees unable to attend the Away Day and ask them to sign the Trustee Agreement and Code of Conduct.	PF/GT	07.10.2021
4.1.	JW to draft a response to the complainant.	JW	27.09.2021
4.1.	PF to send response to the complainant.	PF	04.10.2021
6.3.	Board members to read and approve the dentistry project plan and send GT any feedback.	Board	17.09.2021
8.3.	SM/LW to ask Lucy McCulloch to contact PF to discuss potential support for evaluation of the E-Redbag Scheme.	SM/LW	08.11.2021
13.2.	GT to organise the AGM.	PF	08.11.2021
14.2.	GT to include the 'Have your say' form as an item on the Agenda for January's Board meeting.	GT	10.01.2022
14.3.	PF to contact Steve Triner at Citizens Advice Sutton about sharing data from the Information & Advice service.	PF	10.01.2022
15.1.	PF to send more information about the Sunflower Scheme to the Board.	PF	27.09.2021