**Board of Directors Meeting**

Monday 9th January 2017, 2pm to 4pm

Granfers Community Centre, Oakhill Road, Sutton, SM1 3AA

**MINUTES**

PRESENT;

Chair – David Williams (DW)

Vice Chair - Barbara McIntosh (BM)

Treasurer -Adrian Attard (AA)

Minutes – Sara Thomas (ST)

Pete Flavell (PF)

Alison Navaro (AN) - SCVS

Adrian Bonner (ABo)

Launa Watson (LW)

Annette Brown (ABr)

Shri Mehrotra (SM)

Tony Ward (TW)

Steve Triner (STr) – CAS

APOLOGIES;

Derek Yeo (DY)

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| **Item** |  |
|  | **Welcome and Apologies** DW opened the meeting and apologies were noted.**Notification of Any Other Business** Finance Mental Health / Body Image |
|  | **Minutes of previous meeting (14th November 2016) - *AGREED*** |
|  | **Matters arising *(not cover elsewhere on the agenda)*** Actions from the previous minutes – PF will draft letter to give to SM to take to schools regarding body image project. All other actions have been completed. |
|  | **Healthwatch Information, Advice and Complaints Advocacy – update**STr gave an update on the Healthwatch (HW) Information and Advice service. Since October 2016 the service has received 60 unique clients, 40 of which have come through the phone system. STr reported that there has been a high level of complaints about dentists in recent months. Board members discussed the HW complaints advocacy service – Citizens Advice Sutton are delivering the HW complaints advocacy until March 31st 2017. All board members present were keen to continue with the current set up but need to know what would be happening after March 2017.**ACTION: PF TO RAISE HW COMPLAINTS ADVOCACY CONTRACT AT THE NEXT HW PERFORMANCE MANAGEMENT MEETING WITH LBS.**  |
|  | **Staff and Board Away Day Report** The final report from AN will be finalised by Friday 13th January 2017.Recommendations included:* Firming up the HW vision and objectives
* Producing a communication and engagement plan
* Produce an income generation plan
* Look at resources dedicated to specific projects
* Set up a Volunteer programme
* Produce a Board development plan
* Produce an Action plan

***It was agreed*** that the final report will be discussed at the next HW Board Information and Development session. **ACTION: PF TO SEND FINAL REPORT TO BOARD** |
|  | **Headline report/Performance management** **Inpatient project**The HW Inpatient Care report is near completion. There is one main report with separate reports for each ward. PF is hoping that that each ward will respond to their report. The Inpatient Care project group has met and members of that group have sent PF their comments with some minor suggested amendments. PF explained the how the scorings within the report were worked out as some members of the project group felt this could be confusing. The report has been sent to the Hospital Trust for them to check for factual accuracy. A discussion then took place around the report and recommendations. Next steps - PF will formally send the report to the trust asking for a response within 20days. HW will monitor the response and recommendations through the Hospitals Inpatient Experience Committee (IPEC). **ACTION: BOARD MEMBERS TO READ THROUGH THE FULL REPORT AND SIGN OFF BY MONDAY 16TH JANUARY 2017.** **Outpatient project**PF gave an update on where the hospital is with regards to the action plan they had produced to address some of the recommendations within the HW Outpatient Care report. PF attends the St Helier Hospital IPEC meeting where they discuss the action plan. The Head of Patient Experience at St Helier Hospital will be sending PF a copy of the latest action plan. **ACTION: PF TO WRITE TO HOSPITAL TO ASK FOR A FORMAL RESPONSE TO THE ACTION PLAN.**A discussion took place around the pharmacy at St Helier Hospital. PF fed back that the hospital have changed pharmacy staff rotas and they have adjusted some of their systems to help cope with busier periods. The private pharmacy provider is no longer interested in providing a pharmacy at St Helier hospital. **Let’s make support work report** Advocacy for All (supported by Sutton Mencap and HW) hosted a follow up event on 16th November 2016. LBS staff was in attendance and participants split into groups to look at different ways to help change and/or improve support services. LBS seem keen to work together to improve services. **Jubilee Health Centre report** No update on this report. PF will be will be sending a copy of the report with a letter to Jonathan Bates (CEO of Sutton Clinical Commissioning Group) requesting HW involvement in any new future health centre buildings. **Carers for people with Dementia**This report has been finalised and is ready to be published. PF needs to meet with Pam (Howe) to discuss where the report should go.A discussion took place around dementia friendly churches and shops. HW could possibly look at raising awareness locally with local/small shops/high streets.A discussion also took place around speech and language. People with Learning Disabilities can use communications boards; these are very effective and could be used for people with Dementia if they have speech and/or language barriers.PF and DW will be taking the HW Caring for people with Dementia report to the next LBS Scrutiny committee. **ACTION PF TO MEET WITH PAM TO DISCUSS WHERE THE REPORT NEEDS TO GO.****ACTION ALL BOARD MEMBERS TO READ AND SIGN OFF THE REPORT BY THURSDAY 12TH JANUARY 2017.**DW thanked the staff team for the production of the informative reports. **New/Future Mental Health** PF went through some of the feedback HW received from the mental health event held in July 2016. PF was unable to draw out any information for a new project and felt more investigation was needed. PF was happy for BM and ABo to meet Sutton Mental Health Foundation (SMHF) and speak with SMHF staff to see if there are any key issues/concerns that they think HW should/could investigate further. **ACTION PF TO SPEAK TO ADRIAN DAVEY ABOUT FUTURE HW MENTAL HEALTH PROJECT.****ACTION: PF TO SEND BM AND ABO THE FEEDBACK FROM THE HW MENTAL HEALTH HELD IN JULY 2016.****Body Image** SM was going to start contacting schools on behalf of PF. SM suggested to the Board that HW should wait a couple of weeks as there is potentially a new government initiative around self harm and body image. |
|  | **Important/Urgent Highlights from Boards/Committees/Groups/Other****Sutton Clinical Commissioning Group Board meeting - DW**At the last CCG board meeting the following items were discussed; reconfiguration of GP’s at the Robin Hood Lane site. Ongoing discussions around STP. DW has read the NHS Five Year Forward Plan and felt that is was not very patient focused.**CAG – BM and ABo** Discussions around St Georges Mental Health Trust no smoking policy, this is especially difficult for patients with mental health as they need to be escorted when leaving the building to smoke and there are not always staff members available.**Vanguard - LW and SM**At the last meeting the group received confirmation of funding for 2017-2018. The Red Bag scheme is working well in the 6 pilot care homes; this will now be rolled out to all care homes. A discussion took place about the two Sutton Care Homes, one of which that was recently put into special measures by the Care Quality Commission. **ACTION: PF TO MEET WITH DEBORAH CLAY TO LOOK AT FUNDING FOR HW TO VISIT CARE HOMES IN SUTTON.****ICDR - SM**The Integrated Digital Care record will be rolled out to connect the hospital and GP surgery’s.**Potential Out of Hours Project** AB asked whether there was an update on the potential new joint GP Out of Hours project (between HW and the PRG). The new project would involve volunteers researching the out of hours information that is /isn’t available on GP’s websites and their answer phones. PF fed back that the bid Pam put together was agreed at the last CCG Quality Committee. It still needs to be agreed by CCG finance.  |
|  | **Any Other Business** **Finance** AA – tabled an income and expenditure paper for the last quarter. HW has a healthy reserve. HW will need to look at Income generation in the future.**ACTION: PF TO SPEAK TO GLORY TO SEE IF HW GETS INTEREST ON THE MONEY IN THE BANK ACCOUNT.** **Mental Health / Body Image**Covered under item 6.  |
|  | **Date of next meeting – all meetings are held at Granfers Community Center from 2pm to 4pm on;****Monday 27th March 2017****Monday 8th May 2017****Monday 10th July 2017****Monday 11st September 2017****Monday 13th November 2017** |