**Board of Directors Meeting**

Monday 10th July 2017, 2pm to 4pm

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

**MINUTES**

PRESENT;

Chair – David Williams (DW)

Treasurer -Adrian Attard (AA)

Vice Chair - Barbara McIntosh (BM)

Adrian Bonner (ABo)

Launa Watson (LW)

Shri Mehrotra (SM)

Derek Yeo (DY)

IN ATTENDANCE;

Alison Navarro (AN) – SCVS

Pete Flavell (PF) – Healthwatch Sutton Manager

APOLOGIES;

Annette Brown (ABr)

Tony Ward (TW)

Steve Triner (ST)

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| Item |  |
|  | **Welcome and Apologies** **DW** opened the meeting and apologies were noted.**Notification of Any Other Business** St Helier Hospital feedback (**LW)**, Vanguard domiciliary care (**LW**), Vanguard (**SM**) |
|  | **Minutes of previous meeting (27th March 2017)****DY** to be added to attendance list. Item 9, 3rd line to be changed from **AA** to **ABo**. The minutes from the previous meeting were ***AGREED*** . Actions from previous meeting; |
|  | **Matters arising** **PF** and **DW** have met with Advocacy for All (AfA) who have been running the Healthwatch Complaints Advocacy service from 1 July 2017. Jon Wheeler and Allan Levey came and spoke at the Board Information and Support meeting in June to explain how their service works. This is now a separate contract that is held directly with LBS so the Board do not have any responsibility for the contract. However, AfA has agreed to regularly share trends and themes coming out from all of their advocacy work to feed in to the Board. **PF** agreed to circulate the all the documents explaining how the service works to the Board **ACTION – PF to send AfA Complaints Advocacy to Directors****ACTION – BM to forward details of Graham Allen’s work relating to early years (PF unable to locate if sent previously)****PF** has completed his action to send the signed agreement to the SSAB. **ABr** has resigned from the SSAB. Reps on this group are finding it difficult to see the benefit of taking part. **PF** stated that he has agreed to cover when **BM** is unavailable. **PF** suggested that **BM** and **PF** meet with Deborah Klee to discuss the group and its relationship with Healthwatch Sutton. **PF** suggested that should we open up volunteer recruitment we could look to train specific volunteers with the skills to be reps on some committees and boards. **PF** advised that this would be discussed at the Volunteers Forum to be held soon.**ACTION – PF to talk to AN to see what might be the best way forward****BM** suggestion was made that young people from vulnerable background could be involved in Care Home visits. **BM** had heard of a successful project using this methodology that had been carried out elsewhere. |
|  | **Healthwatch Information, Advice – update**Apologies for **ST**. **DW** asked if we could have a written update. **PF** advised that CAS will be completing their Quarterly Performance Management Update today and will circulated this one received.**ACTION – PF to circulate CAS quarterly return for LBS** |
|  | **Members Survey***For discussion***PF** advised that the survey had been carried out in December and January and has yet to be seen by the Board. **PF** pointed out that Twitter and Facebook etc. were not evaluated by many participants (assuming that they did not use social media. We discussed the fact that this may be due to the age of the respondents which is borne out in the age statistics. We discussed how to get more young people engaged with us and members. **PF** advised that he understood that HWS had not set an age for membership but that there may be issues relating to the Articles of Association and the voting at AGMs etc. **ACTION – PF to check Articles of Association for age limits for voting members.****ACTION – PF to look at youth involvement with Healthwatch ‘Youthwatch’. This could form part of the CYP Mental Health project****PF** advised that the questions had been revised from the previous year’s survey which means there is not any comparable data, however, this would be possible next year if the same questions were repeated.Timescale for these are in development and to be agreed.It was suggested in the feedback that we should have more coverage in the Sutton Guardian. **PF** advised that he would speak to The Comms & Engagement Officer when he is in post. **PF** suggested that a separate webpage should be set up on the HWS website to cover the STP.**SM** suggested that a good place to engage with young people would be at the Career Convention.**ACTION – SM to send PF details of location/time/organisers of convention** |
|  | **Healthwatch Annual Conference****BM** stated that she had found the conference very useful and insightful. **BM** attended a workshop with HW Surrey presenting about how to measure impact that was useful. **PF** found the conference useful and thought that staying for both days was beneficial. **PF** attended a workshop about CYP mental health and took a number of ideas away. The use of cards with key contact numbers for help to be given to all participants was good. **PF** also attended a workshop about a piece of research in to the mental wellbeing of veterans by HW Norfolk. **PF** attended a workshop around innovative ways to engage. Flags in cake slices with questions on them, T-shirts to write on and target boards with post-it notes were all shown.**PF** advised that HWS could apply for a bursary for accommodation and train tickets and as a small Healthwatch we would be likely to be successful. |
|  | **Selection Process – 2nd Extended Access GP Hub****LW** gave feedback on her participation in the selection of the 2nd GP hub for extended hours appointments in Sutton. The first extended hours ‘hub’ was opened in May at the Wrythe Green GP surgery. **LW** explained that they used a variety of criteria to evaluate the applications. She advised that 2 applications had very limited detail included in the submission. They looked at distance from the existing hub, parking, transport amongst other criteria. After the evaluation the Old Court House surgery was selected to be the 2nd hub and this service will start on 17 July 2017. The CCG are considering plans to open a 3rd ‘hub’ however no dates have been set for this. **DW** advised that there were some issues around the fact that the biggest number of referrals were from Wrythe Green themselves and that they are still working on ensuring that a lot of other surgeries make these available. **AA** advised that some GPs may worry about patients transferring lists after using the service. |
|  | **Headline report/Performance management** **CYP Mental Health Project****PF** advised that the first meeting of the project steering group had been held the previous week. The turnout was good with people from the VCS, schools, CCG and LBS. Everyone is keen for this work happen. The need was further highlighted by the recent suicide of a young person in the Borough.It was agreed at the steering group that the questions would be specifically about the individual (i.e. not about peers). The questions would students to measure their wellbeing, the causes of any anxiety etc, whether they knew how to access services and where they had accessed. The demographics would help to break down the findings (including whether the young person was a carer). It is planned that 3 surveys would be created, teenage survey, years 5-6 and easy-read for learning disability. The main collection method would be through schools but also promoted through all other available avenues. Schools would be asked for expressions of interest. The full launch is planned for September when the new school year starts.**ABo** advised that there had been some concern about the impact of shows like ’13 Reasons Why’ shown on Netflix and the shows impact on young people in relation to suicide. It was suggested that a question relating to TV shows/media could be included in the survey. **PF** mentioned concern around websites and closed chat groups that promote bulimia and other mental health issues with young people.**ABo** asked if any questions are included about diet and PF suggested also looking at the amount of exercise students do.**ACTION – PF to look to incorporate influence of TV, websites, grooming and closed chat groups in survey. Also exercise/being outside and diet.**It was also suggested that a list of resources for teachers would be useful (‘Young Minds’ have some).**Carers for People with Dementia****PF** confirmed that the first Dementia group meeting has been held with enthusiasm to take forward the idea of a ‘hub’. Three different locations have been offered and it has been decided that a further meeting will need to be held with people who offered the premises, SCVS, Age UK and the Alzheimers Society to take this forward. **Let’s make support work report** **PF** has finally received the list of providers of Support services from LBS and can now send the report out to providers. PF is working on a covering letter and is considering inviting providers to come along to an informal meeting to discuss the report and how providers might want to improve services. **Mental Health** **PF** has met with Alan Leader from 1in4 and SMHF to talk about the potential for a joint project. Alan has sent some information through that may help to define a new project. **PF** will be going through this information soon to see what potential is there.  |
|  | **Other Updates****Annual Report****PF** stated that this has been completed and submitted to the key people. **PF** will circulate to the wider stakeholder group and The Comms & Engagement Officer to promote through all other channels**Income Generation**The first meeting on the Board subgroup is being held on Wed 12 July. A paper to be used as the basis for discussion has been created by **PF** with the help of **AN****Volunteer Forum****PF** is arranging a forum to discuss the up-coming projects and their volunteer involvement. In addition, to find out volunteers views on opening recruitment and anything else that the volunteers would like to talk about. A lunch will be provided. **EStH Plan – Engagement**Healthwatch volunteers and Directors have supported the Trust by giving feedback on their document ‘Plan 2020-2030’ that was published on Mon 10 July. This outlines that changes to hospital care in Sutton with a variety of options. **PF** advised that he felt that the document seemed to lean towards having a new hospital on the Sutton Hospital site.**Comms and Engagement Officer****PF** confirmed that The Comms & Engagement Officer will start in post on Tuesday 18 July to take over the work formally covered by Sara. **Health Champions**HWS and SCVS are working together to deliver a project for Sutton CCG. Sutton CCG has paid HWS £5000 to complete this project. They are looking for us to recruit and train 30 Health Champions in Sutton. These HCs will give out health messages from the CCG in to their communities and also act as a collector of local people’s views to feed in to the CCG. Pam has agreed to work additional days to cover the work for HWS.**HWS Complaints Advocacy**On 1 July 2017, Advocacy for All (AfA) took over the contract from Citizens Advice Sutton to deliver the HWS complaints advocacy service. There is a new number for people to use to access the service. Once a person is on the system, they are given a self-advocacy pack to support them to take up their own complaint. If they require any more help than AfA will provide this for them. All these details will be added to the website once The Comms & Engagement Officer is in post. |
|  | **Important/Urgent Highlights from Boards/Committees/Groups/Other**There was insufficient time to go through these |
|  | **Any Other Business** **AGM****PF** advised that the AGM would be set for September and arrange by the Comms & Engagement Officer. PF will meet with AA to discuss the finance elements.**Hospital Feedback****LW** had received some negative feedback from a resident regarding nursing at night on a ward at St Helier hospital. **LW** advised that this person did not want to take the issue further but she felt that the feedback should not be lost. **PF** asked **LW** to send an anonymised summary that he can share with the Director of Nursing.**ACTION – LW to send summary of hospital feedback to PF****Vanguard Domiciliary Care****LW** advised that the Vanguard group had asked if HWS would like to look at these providers (100 agencies). **PF** advised that we would be very willing to look at these if someone would be willing to cover the organisational costs. We could look at volunteers supporting this work.**ACTION – LW to offer our support with financial support to the Vanguard Group or to forward to contact details for PF to chase.** |
|  | **Date of next meeting – all meetings are held at Granfers Community Centre from 2pm to 4pm on;****Monday 11st September 2017****Monday 13th November 2017** |