**Board Meeting**

Monday 11th September 2017

Granfers Community Center

**MINUTES**

**Members of the Board present**;

Chair – David Williams (DW)

Vice Chair - Barbara McIntosh (BM)

Treasurer - Adrian Attard (AA)

Annette Brown (AB)

Adrian Bonner (Abo)

Derek Yeo (DY)

Launa Watson (LW)

Shri Mehrotra (SM)

**Staff Team present**

Pete Flavell (PF)

Ishmael Evans (IE)

Alison Navarro (AN)

**Apologies**

Pam Howe (PH)

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| **1.** | **Welcome and Apologies**  **DW** opened the meeting.  **AB** to add Quarterly finances to meetings.  **DW** welcomes **IE** to the group.  **ABo** will attend CAD in place of **BM** on12.09.17. |
| **2.** | **Minutes from the Board Meeting held on 10th July 2017**  The minutes from the Board Meeting held on 10th July 2017 were ***accepted***. |
| **3.** | **Matters Arising**  **PF/DW** are to have Advocacy for All (AfA) meetings quarterly  **BM** has sent details to **PF** as requested at the previous board meeting.  **PF** yet to speak to Deborah. Wondering if fits in with the care home project – PF to **action.**  **PF** reports that the articles of association don’t have an age limit for members. Looking at whether children and young people’s project could allow for beginning of YouthWatch – board agree it is worth exploring. BM talked about the TV programmme showing children engagement with older people in care homes. BM suggested that HWS might consider looking at whether young HWS volunteers going into care homes is a good option. The opportunity provides great outcomes for both young and older people.  **SM** to send details for career convention organised by the Sutton Guardian aimed at those in Year 10 to University. **SM** was thinking to have a stand and info. If the questionnaire is ready there could be a trial run 19/10/17. **SM** happy to facilitate.  **AB/BM** happy to support. 11-4pm. **SM** to inform **IE** of free notice board to advertise.  **ACTION: SM to inform IE/PF of details of convention**  **PF** has not added grooming and closed chat group and diet to the Young People’s Mental health Survey. These need to be added to the survey.  **ACTION: PF to look at extra criteria for the survey**  **ABo** has a chapter in the book and will send a chapter on digital media to **PF. BM** notes links to depression and smart phone usage.  **ACTION: ABo to send information to PF**  **LW** sent feedback regarding St Helier to **PF** and to NHS – the person who raised concern regarding her care at STH does not wish to name the ward as she frequently attends the hospital as a patient.  **LW** asked if the vanguard group had any potential to offer financial support to HWS. They are aware. |
| **4.** | **PPG/PRG – Health Champions Update – PH (IE/PF update in absence)**  **PF** explains Healthwatch commissioned to recruit 30 local people to be Health Champions. This will be a dual role. The Champions will have regular meetings with CCG. CCG will tell them health messages to relay to the community. They will also collect info about services and relay it back to the CCG.  **AN** added that the purpose of Health Champions is to have a diverse background of Health Champions. It is about general health messages. There is a meeting next week for people who are interested in finding out more.  **DW** mentioned that they would like to find more volunteers. They would like to find as much diverse talents as possible. The PRG commissioning workshop won’t happen this year as their commissioning plan was for 2 years having used PRG feedback. |
| **5.** | **Communications and Engagement Strategy – IE**  **IE** reports that Communication and Engagement strategy is currently being written and will be available by the end of October. **IE** needs to meet with **PF** to look at avenues that Healthwatch currently uses for engagement.  **ACTION: IE to meet with PF** |
| **6.** | **Grassroots Project Update – IE**  **IE** updates that the grassroots applications are progressing well. The aim has been to ensure that the groups awarded funding are as diverse as possible. There will be a specific focus on reaching groups that work with young people as this is of particular interest to the NHS in Sutton.  **BM** adds that Post-natal depression is an area that needs support in Sutton as well.  **AN** - Area is of priority in the Sutton plan. Closure of the family centres has had a big impact.  **BM** mentions the difficulty of working with social care organisations regarding care homes. |
| **7.** | **Headline report/Performance management**  **PF** circulated latest version of survey. Wide variety of people providing feedback about survey steering group. Received helpful feedback, comments have been taken on board.  **PF** has received Stonewall advise on how to best deal with gender issues in the survey. A survey monkey version will be available but a paper copy would be most convenient for schools.  **DY** notes that in regard to question no.9 an expansion on this question would be helpful to provide a description of the disability. **PF** expressed concerns with the size so trying to limit questions. Looking at each question and what the benefit is. The next phase will involve consultation with more young.  **ABo** wonders what the process for approval is, does it need ethical approval? If these people are vulnerable then it would need some.  **AN** adds that when classes are filling it in there should be pastoral/counsellor on hand or number available to call to provide support. PF advised that all respondents will be given a card with the contact numbers of local support services.  **ABo** British Psychological Society will provide guidance  **SM** sight impairment and people who are dyslexic how will they engage with the font.    **ACTION: PF to look at increased inclusiveness of survey**  **A&E Project**  **PF** share that the volunteers forum went well. Healthwatch have been approached by ESHH to look into falling family and friends test (FFT) feedback. Asked if we will go in to have a look at why people are unhappy with A&E. Volunteers are keen to get involved. **PF** awaiting data from the trust to design a survey to take to the hospital.  **Kings College Project**  **PF** informs that SCCG have been working with KCL anthropology department to look at effectiveness of HW 3 years after it started. Looking at how society cares for others. **PF** said we could be a guinea pig and will shadow the org and see how we work. Initial interest. KCL have changed the assessment of local Healthwatch changes from effectiveness to influence. **BM** noted we don’t have the same opportunities with social care.  **Mental Health Project**  **PF** met with Alan Leader as he is interested to see if there is room for partnership. He would like to explore opportunities again. Crisis Care plans for people with MH issues could be a good option to explore. We could consider paying SMHF to collect service user views if we can get a good level of engagement.  **Care Homes project**  **PF** shared he had discussed with volunteers and they are keen to be involved. **SM** and **LW** are attending training being run to learn how to use the CH3 ASCOT tool to assess the quality of care from a resident, family & staff perspective. If second wave then **BM** and **AB** will attend.  **Sutton Health & Care**  ESHH are trying to reduce length of stay in hospital beds by creating a reactive service where someone with multiple conditions and vulnerable who attends A&E and likely to return is given extra support.. They will have a multi-disciplinary team that will help you and send you home with a care plan. Financial incentives for reducing. Currently only in Epsom so trying to set up in Sutton. Wallington Library Hub work with GPs to try and intervene proactively to stop hospital admissions. Aim to launch next April. |
| **8.** | **LHM – IT System**  **IE** mentions meeting with LHM to consider whether it would be feasible for them to redesign a website for Healthwatch. The group agree that this is too expensive and other avenues should be pursued to provide an engaging website.  VC connect **AN** to update **IE** on the development of meeting with VC Connect regarding updating charity sector database.  **ACTION: AN to inform IE of developments with VC Connect** |
| **9.** | **Important/Urgent Highlights from Boards/Committees/Groups/Others**  No news to be shared by group |
| **10.** | **AOB**  **AA** shares the quarterly accounts.  **SM** went to the Grange who said the booking must be made quickly for the Christmas meal. Try to get it before the 4/12/17 for **LW or 14th/15th.**  **ACTION: IE to arrange doodle poll to check availability**  **DW** the Old Courthouse will stay where it is and be refurbished and will also become the next 8am – 8pm (extended GP hours) hub. Awaiting news whether several other surgeries would like to go in.  **AB** mentions that the first week of November will be the SCIE training. |
| **11.** | **Date of the next meeting – all meetings held at Granfers Community Centre from 2pm to 4pm on; Monday 13th November 2017.** |