**Board of Directors Meeting**

Monday 14th March 2016, 2pm to 4pm

Granfers Community Centre, Oakhill Road, Sutton

**MINUTES**

PRESENT;

Chair – David Williams (DW)

Vice Chair - Barbara McIntosh (BM)

Minutes – Sara Thomas (ST)

Pete Flavell (PF)

Susanna Bennett (SB)

Shri Mehrotra (SM)

Adrian Bonner (ABo)

Tony Ward (TW)

Derek Yeo (DY)

Launa Watson (LW)

Frank Browne (FB) - SCILL

APOLOGIES;

Treasurer -Adrian Attard (AA)

Annette Brown (ABr)

Nicky Davies (ND) - SCILL

Tom Segurola (TS) - CAB

|  |
| --- |
| **PART 1 – PUBLIC** |
|  | **Welcome and Apologies -** DW welcomed everyone and apologies were noted.DW and PF met with a potential new director LW. LW application form was tabled and LW was invited to join the meeting to tell board members a bit about her background and why she would like to become a healthwatch director. **DW proposed** LW as a Healthwatch director– co-opted until the AGM**SM seconded** LW as a Healthwatch director – co-opted until the AGMThere were no objections.**Notification of Any Other Business** Building for the Future – PFSutton Crisis Care Group – PFPharmacy Meeting – TW & DYSW Mental Health Group - BM**Declaration of Interest -** None |
|  | **Minutes of previous meeting (30th November 2015)**Action points from previous minutes **Board members taking on strategic roles** * ABr expressed an interest in the Volunteer strategic role – ***ALL AGREED.***
* No board members expressed an interest in the equality and diversity role – ***ALL AGREED*** it will be all board members responsibility.

**Board Assessment*** PF will check board assessment forms and chase those who have not responded

**ACTIONS – PF TO CHECK BOARD ASSESSMENT FORMS RECEIVED AND CHASE THOSE WHO HAVE NOT RESPONDED** **Healthwatch Peer Review*** The Healthwatch peer review has not and will not happen as Leeds University has now completed this piece of work.
* PF and DW will bring this up at the South West London Healthwatch Partnership meeting to see if anyone would like to carry out a peer review locally.

***Minutes of previous meeting (30th November 2015) were AGREED***  |
|  | **Matters arising** **Policy Pack** Following a discussion ***IT WAS AGREED*** that all policies should be reviewed every two years. **Risk Map** Following a discussion ***IT WAS AGREED*** that the risk map would be informally reviewed yearly. |
|  | **Headline report/Performance management** **SCCG commissioned work**PF put together and submitted a proposal to extend the commissioned work from Sutton CCG supporting the PPG and PRG. The value is higher for the coming year as Pam has included bitesize learning for both the PPGs and PRG. This has not yet been agreed by Sutton CCG. BM expressed that she felt this was a very good initiative.DY expressed concern about his GP practice PPG – DW advised DY to discuss this with Pam.**Dementia Dairies**This has been a long ongoing project. Healthwatch volunteers have carried out home visits to carers of people with Dementia, speaking to both the carer and the person with early onset dementia. Pam has also carried out telephone interviews with carers – referred by the Carers Centre. Pam is looking to produce some case studies approx. 3 or 4. **Outpatient Project** This piece of work is coming to an end. The project group has met and agreed the draft report, findings and recommendations. There are 4 recommendations highlighted around the following areas; * 1 in 5 appointments were changed to later date.
* Amount of time people had to wait for an appointment
* When delays do happen, no one informs the patient
* Pharmacy – waiting times

There are 10 areas for potential improvement and 4 areas of commendation including patients saying they receive clear information and having enough time with their consultant. PF has sent a copy of the report to the hospital to check for accuracy once returned ST will format before publishing.**ACTION – ST TO FORMAT OUTPATIENT REPORT BEFORE PUBLISHING****Inpatient Project** PF recently attended a joint project group meeting with Healthwatch Merton. Unfortunately there were no attendees from Healthwatch Merton. Healthwatch Merton has said they will be able to provide volunteers for this project. The project group has signed off the methodology; volunteers will visit patients staying on wards at both St Helier and Epsom hospitals. Key concerns around food, noise at night and confidence in clinicians. PF has met with staff from the hospital and they are also keen to hear about the concerns around noise at night.Next steps – PF will devise the questionnaire and look at which wards to visit.**ACTION - PF TO DEVISE QUESTIONNAIRE AND SELECT WARDS TO VISIT****Children and Young People**PF delivered a presentation and showed body image film to a group of 70 girls from Carshalton High School for Girls and received good feedback from this session. Lots of groups have been in touch with Healthwatch – PF will contact these groups to arrange film showings.**ACTION – PF TO CONTACT GROUPS****Sutton Mencap** PF will be meeting with Dave Hobday (Chief Officer for Sutton Mencap) who is currently working with other local voluntary and community groups around the quality of service for Support Workers. This could be a piece of work Healthwatch could look into.**Vanguard** The Sutton CCG Vanguard is a project looking at supporting staff in Care Homes. Covered under item 7. BM asked if Healthwatch has completed a survey sent out by Healthwatch England with regards to Children and Young People – PF said no as he did not know enough information and felt Healthwatch Sutton would need to carry out a survey, asking local children and young people what they think of the services in question.  |
|  | **SCILL update**FB gave an update on the Healthwatch Information service.**Pharmacies** – The information team and been busy re-visiting local pharmacies. SCILL have put together disability fact sheets with information about disabled equipment available for hire from local pharmacies. **Events**There is an over 75’s event coming up which will be held at SCILL with approx. 14 information tables. SCILL continue to work with Live Well Sutton who is providing free health checks (at SCILL) to people in the Borough.SCILL will be having a stand at the Community Safety Day. The Information team continue to promote SCILL services and Healthwatch information service at both the Pulmary rehab and Cardiac rehab services. Every 6 weeks the team has an information table in the restaurant of St Helier to promote services and engage with patients and staff.  |
|  | **CAB update -** No update for this meeting. |
|  | **Representation Request** DW introduced this item expressing that representation from Healthwatch should be where we can have an impact and not simply to tick a box. **Delegated Primary Care Commissioning**PF explained that Healthwatch has been approached for representation on the Delegated Primary Care Commissioning Steering Group. PF and DW are keen to speak with AA as they feel this might be a group he would like to attend on behalf of Healthwatch. **ACTION – PF TO SPEAK WITH AA AND CONTACT THE RELEVANT PERSON TO LET THEM KNOW WHO THE HEALTHWATCH REPRESENTATIVE WILL BE.** **Sutton Mental Health Commissioning Advisory Group** PF/SB explained that the Sutton Mental Health Commissioning Advisory Group is a user led group, looking at commissioning of mental health services across the Borough. BM would like to attend but cannot commit to attend every meeting as they are monthly. ***ALL AGREED*** for BM to represent Healthwatch with ABo as a substitute. **ACTION – PF TO ADVISE ALAN LEADER OF THE HEALTHWATCH REPRESENTATIVES.** **Crisis Care Concorde Action Steering Group**PF received a request for Healthwatch representation from the Crisis Care Concorde Action Steering Group. This group is user led with attendees/staff from Sutton CCG and the London borough of Sutton. Both BM and ABO expressed an interested in representing Healthwatch on this steering group.A discussion took place about Mental Health and ***IT WAS AGREED*** that this area could be a potential work stream for coming year.**ACTION – PF TO CIRCULATE INFO ABOUT THE CRISIS CARE CONCORDE ACTION STEERING GROUP TO ALL BOARD MEMBERS.****ACTION – BM AND ABO TO CONTACT PF TO ADVISE IF THEY WOULD LIKE TO REPRESENT HEALTHWATCH ON THE CRISIS CARE CONCORDE ACTION STEERING GROUP****IDCR (Integrated Digital Care Record) Project Board**DW has been involved with this project from its early stages and is happy to continue. The IDCR is now being rolled out across Sutton. The IDCR project board meets once a month. SM is happy to substitute as he too has been involved from the early stages. DW is attending a meeting to look at measuring outcomes for the IDCR. DW said there is potential for some commissioned work for Healthwatch. ***ALL AGREED*** for DW to continue to represent Healthwatch with SM as a substitute **Vanguard Steering Group**Healthwatch have been invited to attend the Vanguard Steering Group meetings.This group meets monthly on a Thursday. DW cannot attend these meeting PF has been covering and is happy to continue temporarily. SM and LW expressed an interest in attending. ***ALL AGREED*** for SM and LW to represent healthwatch on the Vanguard Steering Group. DW said there is also potential for some commissioned work for Healthwatch around measuring outcomes for the Vanguard project.**ACTION – PF TO LET THE RELEVANT PEOPLE KNOW SM AND LW WOULD BE THE HEALTHWATCH REPRESENTATIVES.**  |
|  | **Grassroots Project**PF gave an update on the new Grassroots project. South West London Commissioning Support Unit has £100,000 to engage with local “hard to reach” groups/people arounds plans to improve health services. Healthwatch is managing a fund where small groups can apply for up to £750 to run an event where by someone from the NHS would attend to speak to people and their views and experiences of local health services. Healthwatch are still waiting for the money from NHS England.  |
|  | **Feedback from Strategic Meetings** **LBS HWBB**No feedback from the last meeting. The Body Image film will be shown at the next meeting (21st March 2016). **Safeguarding Adults Board (SAB)** ABR and BM did not attend the last SAB. BM said it was a heavy meeting and isn’t sure Healthwatch representation was needed at each meeting. PF explained that it was a requirement from the London Borough of Sutton when the Healthwatch contract was awarded. SB attends the SAB and said she is happy to feedback.**LBS Scrutiny** DW attended the last meeting – No feedback given**Sutton CCG** DW did not attend the last Sutton CCG Board meeting. A brief discussion took place around finances and primary care commissioning.**SWLCC**PF attended the last meeting and found it useful. There was a good discussion around the grassroots project. **One Sutton Commissioning Collaborative (OSCC)**SB advised that the past 7 part 1 of the OSCC meetings has been cancelled. SB explained that part 1 is public and part 2 is confidential. SB challenged this and was told that they are merging part 1 of the OSCC with the Sutton Transformation Programme Board to create the Sutton Integration and Transformation Board.PF & DW will attend the new Sutton Integration and Transformation Board.**ACTION – PF TO CONTACT SUTTON INTEGRATION AND TRANSFORMATION BOARD TO LET THEM KNOW THE HEALTHWATCH SUTTON REPRESENTATIVE.** **Sutton Transformation Programme Board** No feedback  |
|  | **Any Other Business** **Building for the Future** Epsom and St Helier Hospitals are holding an open day for the public to find out more and give their views on the estates strategy – 19th March 2016. DW is attending.**Pharmacies** TW and DY attended a meeting held by Tom Brake and local pharmacists looking at the funding cuts to local pharmacies. Sutton & Merton could lose 11 pharmacies. TW said there is a website set up to sign a petition to save local pharmacies. **ACTION – ST TO CHECK DETAILS BEFORE PROMOTING.** **Mental Health**BM gave an update on mental health beds following a meeting she attended at St Georges Hospital. Extra beds have been purchased. South West London and St Georges have a CQC inspection today, 55 inspectors will be visiting various wards at St Georges. BM, PF and Pam Howe will be meeting to discuss 15 Steps programme. **Dementia Alliance** Dementia Awareness week is May 15th – 20th  |
| **PART 2 - CONFIDENTIAL** |
|  | **Healthwatch tender** Separate minutes produced |
|  | **Date of next and future meetings** ***(all Board meetings will be held on the second Monday of the month (bi monthly) from 2pm to 4pm at Granfers Community Centre)*****9th May 2016, 11th July 2016** **12th September 2016, 14th November 2016**  |