**Board of Directors Meeting**

Monday 16th March 2015, 2pm to 4pm

Granfers Community Centre, Oakhill Road, Sutton

**MINUTES**

PRESENT;

Chair – David Williams (DW)

Vice Chair - Annette Brown (AB)

Minutes - Sara Thomas (ST)

Susanna Bennett (SB)

Pete Flavell (PF)

Shri Mehrotra (SM)

Barbara McIntosh (BM)

Tony Ward (TW)

Nicky Davies (ND) - SCILL

Frank Browne (FB) - SCILL

APOLOGIES;

Pam Howe (PH)

Adrian Attard (AA)

Derek Yeo (DY)

Sylvia Aslangul (SA)

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| Item |  |
|  | **Welcome and Apologies**  **DW** opened the meeting and apologies were noted.  **Notification of Any Other Business**  **PF –** 360 Appraisal and Healthwatch Sutton membership survey  **Declaration of Interest**  None |
|  | **Minutes of previous meeting**  Previous minutes ***Agreed*** as true record.  **BM –** was keen to know if Healthwatch Sutton volunteers felt involved.  **ACTION – PF TO DISCUSS BM CONCERNS WITH PH** |
|  | **Matters arising**  **Co-opt Tony Ward as a director of Healthwatch Sutton**  **TW** has been a volunteer with Healthwatch since inception and Sutton LINk prior to Healthwatch and recently expressed an interest in becoming a Director. **TW** met with **PF**, **DW** and **AB** to discuss the role and responsibilities of a Healthwatch director.  Following a discussion the Board ***agreed*** to co-opt **TW** as a director of Healthwatch Sutton subject to receiving satisfactory references.  **TW** joinedthe meeting.  **TW** introduced himself and told the Board why he was interested in becoming a director for Healthwatch. **TW** saidhe has a keen interest in Dementia and care for the elderly. **TW** also runs a company called Home Instead a provider of home care for the elderly in Sutton. **TW** comes with a wealth of knowledge and experience. |
|  | **Jonathan Bates (JB) – Co-Commissioning**  **DW** advised Board members that **JB** would not be attending this meeting. **PF** and **DW** had met with **JB** previously to discuss the letter in which Healthwatch Sutton expressed their dissatisfaction around the lack of consultation regarding the Co-Commissioning of primary care services in Sutton.  **DW** gave a brief explanation of the of proposed co-commissioning of primary care services in Sutton, explaining that from the 1st April 2015 Sutton Clinical Commissioning Group (SCCG) would be co-commissioning primary care services with NHS England. **DW** emphasized that there should be no changes to the way patients receive primary care services. |
|  | **Headline report/Performance management – *for* *Information***  **PF** gave a verbal update on the Healthwatch Sutton projects that were not covered elsewhere on the agenda.  **Hospital Discharge**  Extracts of the Healthwatch Sutton report on Hospital Discharge will be used in a national report produced by Healthwatch England.  **Young People**  The contract between Healthwatch Sutton and Citizenship Media (the company appointed to produce a short film showing young people talking about their views on body image and the effects it has on them) has been signed and filming is due to commence shortly. The proposed deadline for the final version of the DVD is the end of May 2015. It is envisaged that the DVD will be used in schools and shown to stakeholders to highlight the need for improved services for young people in Sutton. Copies of the DVD can be offered at a cost nationally.  **Performance Management**  LBS were very pleased with Healthwatch at the last performance management meeting. **PF** fed back that the performance management template has amended by LBS in an effort to make the process easier for Healthwatch, however there is some concern about the content.,. **PF** has agreed to use the new template from quarter 1 of 2015-16 with the proviso that any issues that arise from the template will be dealt with as/when they arise.. |
|  | **Directors - Strategic leads**  ***for discussion and agreement***  **PF** went through the proposed strategic leads for Healthwatch Sutton directors.  A discussion took place and the following strategic leads were ***agreed.***   * Finance * Community Engagement/Volunteers/Membership * Equality & Diversity   It was ***agreed*** to remove the following suggestions;   * Governance & Legal (including policies) – as it was felt this is the responsibility of all directors and should not fall to one individual. * Commissioned & Contracted Work (CCG/PRG, SCVS, CAB, SCILL) – as it was felt that this is more operational and should not fall to just one individual.   It was ***agreed*** that directors would speak with **PF** in the one to one sessions about the areas they are interested in. This item will come back to the May Board meeting with a list of interested directors for the strategic roles. |
|  | **GP Access Report – response from CCG**  ***for discussion and agreed response***  The Healthwatch Sutton GP Access Report was sent to SCCG and NHS England. SCCG has responded but there has been no response (to date) from NHS England.  *PF advised that* the response from SCCG felt a little defensive and there seemed to be no indication of taking on board any of the Healthwatch recommendations by creating actions.  Following a discussion it was suggested to re-send the report after 1st April as this will be when both SCCG and NHS England will be co-commissioning primary care services.  ***It was agreed*** to send a copy of the report to the GP federation a group of Sutton GPs, as they may have a vested interest in responding.  **ACTION DW TO FIND OUT WHO TO SEND THE GP ACCESS REPORT TO WITHIN THE GP FEDERATION.** |
|  | **Carers Project**  Following a very productive meeting with the Alzheimer’s Society, they explained they have a newly appointed Dementia Adviser who will be based at the Memory Clinic in Cheam who will be happy to ask the carers and people that have been recently diagnosed with dementia if they would like to take part in the Healthwatch project.  Healthwatch volunteers will regularly meet with the people who have agreed to sign up to the project. Volunteers will visit people in twos and keep a diary for approx. three months dairies should include information around the support given around diagnosis and will highlight any areas of improvements and services that are needed or not promoted.  Volunteers will also go through training including; Dementia, case study writing, and safeguarding.  It is envisage this project will be finished by the end of June 2015.  A discussion took place and it was acknowledged that volunteers need to be mindful when speaking to people that have recently been diagnosed with Dementia and their families that it can be life changing news and sensitivity is paramount. |
|  | **Information and Engagement event**  **Theme - What matters to you?**  The Healthwatch staff team are planning an Information and Engagement event themed around the new feedback system “What matters to you?”.  Speakers from LBS, SCCG and Epsom and St Helier Hospital will be invited to attend to speak about what matters to their organisation. This will be followed by facilitated group discussions focusing on what matters to members of the public, the information will be pulled together into suggested areas of work/priorities for directors to discuss and agree at the May Board meeting.  **SM** mentioned he had been to a meeting with Healthwatch England and they were running a similar campaign called “What matters to you”.  ***It was agreed*** that PF would contact Healthwatch England to find out more.  **ACTION – PF TO CONTACT HEALTHWATCH ENGLAND TO FIND OUT MORE ABOUT THEIR CAMPAIGN WHAT MATTERS TO YOU.** |
|  | **Finance – *For information***  **DW** explained that **AB** is now the lead director for Healthwatch Sutton finance.  **DW** gave a verbal update on the healthwatch Sutton budget; Healthwatch has a healthy budget for the coming year and currently have a surplus.  **SB** explainedthatLBS have indicated the Healthwatch contract is likely to go out to tender next year (April 2016) LBS will advise Healthwatch Sutton in September 2015. |
|  | **Feedback from Strategic Meetings**  **HWBB**  No feedback  **Scrutiny**  **DW** fed back that ongoing issues, from the HWS Enter and view visit at the JHC, have been escalated to Scrutiny committee.  **TW** expressed concerns with the JHC practice and the onsite pharmacy.  **TW** was advised he could speak to **PH** about his concerns.  **Sutton CCG**  **DW** fed back that the main focus of recent meetings is the co-commissioning of primary care services. Community services contracts are coming to an end and will be re-commissioned.  **DW** fed back that the SCCG have also received additional money a meeting has been planned to look at setting a framework for spending.  **SWLCC**  **DW** fed back that there are concerns around patient engagement; DW will continue to attend this meeting and monitor the situation.  A discussion took place around mental health. **DW** fed back; Site at Queen Mary’s will cease and Tolworth and Springfield will be re-furbished. It is envisaged that there will be slightly less inpatient beds with improved community services. There also appears to be issues around re-admission to Springfield.  **One Sutton Commissioning Collaborative and Sutton Transformation Programme Board**  **DW** fed back that recent meetings seem to be focusing on integrated working with multi-disciplinary teams.  **PRG**  **DW** fed back that at the end of last year the PRG consulted with their PPG’s on what services they would like to see the SCGG commission for the coming year. The PRG sent approximately 200 points of feedback to the SCCG for consideration in the commissioning planning. |
|  | Any Other Business  **360° appraisal**  LBS have asked Healthwatch to consider carrying out a 360° appraisal of the organisation. In order to do carry this out efficiently Healthwatch staff are planning to send out a membership and stakeholder survey. It was felt this could be beneficial for the tendering process. |
|  | **Date of next and future meetings**  ***(all meetings will be held at Granfers Community Centre, Sutton)***   * 18th May – 2pm to 4pm * 20th July – 2pm to 4pm * 21st September – 2pm to 4pm * 16th November – 2pm to 4pm |