**Board Meeting**

Monday 21st May 2018

Granfers Community Centre

2pm – 4pm

**MINUTES**

**Members of the Board present**;

Chair – David Williams (DW)

Vice Chair - Barbara McIntosh (BM)

Treasurer - Adrian Attard (AA)

Annette Brown (AB)

Derek Yeo (DY)

Launa Watson (LW)

Shri Mehrotra (SM)

**Staff Team present**

Pete Flavell (PF)

Ishmael Evans (IE)

Lorraine Davis (LD)

**Guests**

Steve Triner (ST) – Cizitens Advice Sutton

**Apologies**

Alison Navarro (AN)

Adrian Bonner (Abo)

Pam Howe (PH)

Razia Satar (RS)

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| **1.** | **Welcome and Apologies**  **DW** opened the meeting.  Apologies were noted.  **LD** was welcomed to the Healthwatch Sutton team |
| **2.** | **Minutes from the Board Meeting held on 12th March 2018**  The minutes from the Board Meeting held on 12th March 2018 were ***accepted***. |
| **3.** | **Matters Arising**  *(not covered elsewhere on the agenda)*  **IE** requested to raise a GDPR update under any other business  **SM** asked to share two items |
| **4.** | **Project/Organisational Updates**  **Sutton Health & Care**  **PF** provided an update on the progression of Sutton Health and Care. Healthwatch Sutton have agreed to do a baseline report on patient experience data and then provide an ongoing system of data measurement for patient experience for the service. Staff will offer patients 3 ways to share their experiences; paper based, online or via telephone.  **Education Events**  It was shared that two events were run last month aimed at young people and those living with cancer. Both had low attendance so **IE** and **RS** will now run events based in community groups with the aim of going out to people rather than expecting them to come to us. 10 community groups have been approached for the cancer education event and one college has been selected for the children and young people’s event. The young commissioners have been involved in the design of the young people’s event.  **Children and Young people’s (CYP) Mental Health Project**  5,000 responses have been received to the project questionnaire. AgeUK Sutton have supported with data entry volunteers. Due to the large capacity of data Healthwatch Sutton will now be looking for further data inputters to assist with placing the information into the database. Another school has requested to take part in the project. The schools participating cover a diverse range of the local demographic. A primary school version of the project has now begun to be drafted with several schools accepting an invitation to take part in the project design.  **A&E Project**  **PF** thanked the volunteers that took part in the A&E visits throughout April. It was challenging to get people to reply to invitations for feedback. Telephone interviews were very popular. **AB** commented that the patients and staff were friendly. The report on data from the A&E visit is now being put together to form the final report.  **Dementia Hub**  There are 5 locations for dementia hubs to be held. Assessments have taken place at each hub and each has a set of core facilities has been identified across all sites. All organisations have now been contacted to provide dates for each location and services will be contacted in order to ensure they align. Hubs will run through until September and then be reviewed. The hub at the Riverside centre will have a focus on technology and how it can help people live with dementia.  **Crisis Care Plans**  This is on hold for now due to workload capacity but will be resumed once other projects are completed.  **Care Homes Project**  This will be launched in September and **PF** has met with care homes managers. 2 Sutton care homes are currently inadequate. **LW** enquired on the status of one of the care homes that has been repeatedly rated inadequate.  **Homelessness Project**  This is on hold for now due to workload capacity but will be resumed once other projects are completed. **ST** expressed an interest in taking part in the project. |
| **5.** | **Accounts update**  **AA** provides an update on the accounts. |
| **6.** | **LASEND final inspection report**  **DW** shared the LASEND report with the board for awareness. **BM** mentioned that there can difficulty in communicating with the council about special needs children. The SEND review highlights that not enough is being done. **PF** suggests writing a letter to the council expressing the organisations disappointment and ask for an action plan regarding steps that are being taken and also involve Sutton Parents Forum. **BM** expressed an interest in supporting this work.  **ACTION: PF/BM to write letter to Sutton Council in response to the LASEND report** |
| **7.** | **Citizens Advice Sutton Update**  **ST** raised an issue concerning medical advice and appeals. Appeals are very important regarding this. Over the last financial year 123 people have received support regarding welfare benefit people with gains of over £700,000. **ST** ran a survey with carers asking people how increased money improved their lives. The results highlighted people invested in stress relief and diet improvements as a result of increased finances.  **ST** has asked Healthwatch Sutton for assistance to meet with GPs to discuss medical evidence forms to establish a common working agreement to get GPs to assist.  **ACTION: DW to provide GP federation contact details to ST regarding medical advice evidence**  **ST** shares that the ALPs service is now coming towards the end of its initial contract. |
| **8.** | **Snapshot 1 report**  **PF** shared that the Snapshot 1 report has now been published. It is hoped the report will be repeated in order to continue to compare on how services are performing. The report has been sent to all service providers that are mentioned in the report to respond. |
| **9.** | **Important/Urgent Highlights from Boards/Committees/Groups/Others**  **LW** shared her experience of assisting with PLACE audit’s at St Anthony’s Hospital. |
| **10.** | **Any Other Business**  **IE** shares about GDPR, we are set to be ready for GDPR for 25th May. We are awaiting a response from Sutton council regarding a data protection officer. |
| **11.** | **Date of the next meeting – all meetings held at Granfers Community Centre from 2pm to 4pm on; Monday 9th July** |