**Board of Directors Meeting**

Monday 27th March 2017, 2pm to 4pm

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

**MINUTES**

PRESENT;

Chair – David Williams (DW)

Treasurer -Adrian Attard (AA)

Minutes – Sara Thomas (ST)

Pete Flavell (PF)

Derek Yeo (DY)

Adrian Bonner (ABo)

Annette Brown (ABr)

Shri Mehrotra (SM)

Tony Ward (TW)

Steve Triner (STr) – CAS

APOLOGIES;

Vice Chair - Barbara McIntosh (BM)

Alison Navaro (AN) - SCVS

Launa Watson (LW)

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| Item |  |
|  | **Welcome and Apologies**  DW opened the meeting and apologies were noted.  **Notification of Any Other Business**  Finance update |
|  | **Minutes of previous meeting (9th January 2017)**  The minutes from the previous meeting were ***AGREED***  Actions from previous meeting;  *PF to raise HW complaints advocacy contract at the next HW performance management meeting with LBS.*  STr informed Board members that the health and social care complaints advocacy will be included in the wider London Borough of Sutton (LBS) Advocacy and User Participation tender – the tender specification is currently on the London Tenders portal. STr has made it clear to partners in the voluntary sector that Citizens Advice Sutton would not be bidding as the lead contractor but would be happy to work in partnership to deliver the health and social care complaints advocacy service. Concerns have been raised around having statutory and non statutory services mixed together in the advocacy and user participation contract.  The current Healthwatch Sutton complaints advocacy contract between LBS and Citizens Advice Sutton will run until the end of May 2017. Citizens Advice Sutton is keen to work with Healthwatch Sutton in the future.  **ACTION – PF TO ASK AN FOR THE LBS ADVOCACY AND USER PARTICIPATION SPECIFICATION.**  *PF to meet with Deborah Clay to look at funding for HW to visit care homes in Sutton.*  **ACTION - PF TO FOLLOW THIS UP** |
|  | **Matters arising**  Staffing update – moved to the end of the meeting. |
|  | **Healthwatch Information, Advice and Complaints Advocacy – update**  Item covered under item 2 of this agenda. |
|  | **PRG and PPG – Update**  PH gave an update on the Healthwatch commissioned work funded by the Sutton Clinical Commissioning Group – see attached update. |
|  | **Healthwatch Sutton Draft Action Plan**  Following on from the staff and Board away day - AN produced a draft action plan.  The Healthwatch Sutton Vision and Strapline were ***AGREED.***  PF went through some of the organisational processes and developmental activity with the Board. Some of the key pieces of work could be covered with sub groups.  ***It was agreed*** that PF will set up the following sub groups to progress the following areas of work;  Communications – SM, TW and ABr expressed an interested in joining this sub group.  Funding/income generation sub group – BM, SM, DW and AA expressed an interested in joining this sub group.  STP – BM, AA and DW expressed an interested in joining this sub group.  A discussion took place around Enter and View, PF wasn’t keen on setting up a programme of enter and view visits unless there was clear and concise evidence to conduct a visit. PH explained that in the past the enter and view visits were based on public feedback and concerns.  Board members also expressed concerns around the Healthwatch Sutton volunteers and ensuring we don’t lose them through lack of interest or opportunities. |
|  | **SWL Joint Statement regarding the STP**  PF Informed the Board that a group of South West Healthwatch organisation have produced a joint position statement with regards to the STP. PF explained that this statement has seen many changes and it was unlikely that any more changes could be made at this stage.  The Board ***AGREED*** for Healthwatch Sutton to use the joint position statement. |
|  | **Headline report/Performance management**  **Inpatient project**  Staff, Board members and volunteers attended a meeting at St Helier Hospital with the director of nursing and ward managers to look at the recommendations from the Healthwatch Sutton Inpatient Report. PF fed back that lots of hospital staff attended and gave feedback and that each ward has produced an action plan based on the recommendations with the individual ward reports. Healthwatch Sutton will monitor the progress of the action plans through the IPEC meetings. The Healthwatch Sutton report is also being used by Sutton Clinical Commissioning Group when they meet the NHS Trust for performance management meetings.    **Outpatient project**  Volunteers and Board members visited the newly refurbished outpatient department at St Helier Hospital. PF fed back that there is a new dedicated call centre on the 4th floor of Ferguson House that takes all outpatients department calls.  **Let’s make support work report**  Dave Hobday from Sutton Mencap has set up a support workers network. PF is waiting for a support workers provider list from LBS.  **Jubilee Health Centre report**  There are two patient participation groups at the Jubilee Health Centre. PH will be meeting with both of them and will look at how the groups can take some of the issues raised in the Healthwatch report forward.  A discussion took place around the services that were provided at the Jubilee Health Centre now being provided by local pharmacies. There are also issues around the pharmacies having shorter time slots for these services.    **Caring for people with Dementia**  LBS have responded to the Healthwatch report PF is still waiting for a response from Sutton Clinical Commissioning Group. Board members commended PH for the excellent report. PF will set up a meeting between LBS, CCG and relevant voluntary sector partners to look at ways to take the Healthwatch recommendations forward.  PF visited the Dementia Hub in Merton. Dave Lunn (manager at the Riverside Centre) is keen to set up a Dementia Hub at the Riverside Centre. PF will be visiting the Cheam Resource Centre later this month as they have read the report and were keen to meet with him.  **Mental Health**  AB fed back that he recently attended the Mental Health Crisis Care Concordat where there had been discussions around a new project looking at peer to peer mentoring in accident and emergency departments. There was a brief discussion around any potential collaboration with healthwatch.  PF is keen to do a project around the mental health and wellbeing of young people. PF plans to use a similar model to Richmond by carrying out a survey in schools.  **Kings College London – Healthwatch Study**  A group of students are keen to carry out a study to explore and enhance local Healthwatch in England. The study will look at how effective local healthwatch organisations are. PF has signed up Healthwatch Sutton to take part. |
|  | **Important/Urgent Highlights from Boards/Committees/Groups/Other**  AA went through the past quarter Healthwatch budget.  AA reported that the Healthwatch Sutton reserves are growing. The Board discussed looking at ways to reduce the reserves.  DW has been attending the regular meetings he attends – no feedback.  SM will be attending the Sutton Clinical Commissioning Group Vanguard celebrations.  SM fed back that he attend Healthwatch England’s social care event which he found useful. There were discussions around local authority funding, and the need for more money for Care Givers. |
|  | **Any Other Business**  DY expressed that he would like to step aside as a Healthwatch Board member.  ST asked for clarification with regards to stepping aside or stepping down and whether to remove his details from Companies House & the Charities Commission. DY expressed that he would like to remain a Board member. |
|  | **Date of next meeting – all meetings are held at Granfers Community Center from 2pm to 4pm on;**  **Monday 8th May 2017**  **Monday 10th July 2017**  **Monday 11st September 2017**  **Monday 13th November 2017** |