Healthwatch Sutton Board of Directors Meeting

6.30 to 8.30pm, Monday 12 January 2026
Granfers Community Centre, 73-79 Oakhill Road, Sutton SM1 3AA

MINUTES

In Attendance:

Janet Wingrove (JWi) – Chair

Judy Walsh (JW)

David Shaboe (DS)

Steve Niewiarowski (SN)

Gaynor Bray (GB)

Mahendra Patel (MP)

Shiraz Sethna (SS)

Attendance via Teams:

David Elliman (DE) – Vice-chair

Radhika Bhandari (RB)

Apologies:

Noor Sumun (NS)

Simon Oliver (SO)

Staff:

Pete Flavell (PF)

Agata Ostaszewska (AO)

1. Welcome, apologies and notification of Any Other Business

1.1 JWi opened the meeting.

1.2 Trustee: Finance - AOB

2. Welcome New Team Member - Angelina and Agata

2.1 All trustees welcomed the new members and introduced themselves.

3. Minutes of previous meeting held on 10th November 2025

3.1 No comments or edits on November 2025 Board Meeting Minutes

4. Matters Arising *(not covered elsewhere on the agenda)*

4.1 **Action Log**

JWi: Action Log – We need to make a decision if we carry over in progress/not started items from November Action Log

Action – There are two risk registers – we need to combine them.

Decision: Maternity services (item 6.2) – drop from the action log because it would be difficult to track if this was done, due to the departure of the employee who was responsible for this.

Action - Create a checklist against project delivery

Action – Use Healthwatch Workvivo to inquire if other Healthwatch organisations have a project checklist - (AMe)

4.2 **Finance**

MP: The priority is to see if there are enough funds until the end of June.

JWI: It would be good to see figures and best and worst case scenarios to have more assurance that the funds are accurate and sufficient.

MP: We did the last forecast in September with a built in the annual salary increase.

MP: We will know soon what we are owed and salary difference – we will issue forecast between this and next Board meeting.

MP: Forecast is based on the numbers we have, and we can include contingency plan.

DS: We discussed a few meetings ago a Reserve Policy but is it still relevant with the trust dissolving so soon.

PF: Until the HW bill pass through the legislation, it will be difficult to predict how we should manage the finance.

5. Project Updates

5.1 **Core Projects**

   1. Primary Schools Mental Health (Core Contract)

   This is an old project.

   2. 10 Year Plan Survey (Core Contract)

   PF: The survey has been developed and uploaded to Smart Survey.

   We had a confirmation from Sutton Primary Care Networks that we can email all GP practices for this project.

   All comms materials have been prepared.

   We are currently looking at ways of widening the representation of the survey responses to make sure it's not skewed towards digital.

   Trustee: Suggestion to hold off the in-person promotion because it will be hard to incorporate qualitative data into the analysis with such a high response number.

   3. Domiciliary Care Survey (Core Contract)

   PF: We sent out flyers to everyone who received paid home care and invited them to participate in an interview and we received 19 responses.

   We are currently identifying areas for semi-structured interviews.

   JWi: What kind of questions would be useful for impact?

   What questions do we need to ask people to develop recommendations?

   Trustee: We want to be asking things that are nuanced. It should be about things care agencies do and don't.

   Action: AMe to meet SS and JW to discuss the development of interview guides.

5.2   **Non-Core Projects**

1. **Safeguarding Experience Monitoring (commissioned by Sutton Safeguarding Adults Board. Supports TfS contract objectives)**

   PF: AM is presenting findings from the report this week.

2. **Cardiovascular Disease**

   Discussed below under Item 6 Project Proposal for Cardiovascular Disease Project

3. **South West London ICB BSL Service Evaluation (Commissioned by NHS South West London Integrated Care System)**

   AMcD is presenting the report with the findings this week.

4. **Sutton Patient Reference Group and Patient Participation Groups (Commissioned by NHS South West London Integrated Care System)**

6. Project Proposal for Cardiovascular Disease Project

6.1   PF: We have had meetings with the commissioner of this project, and we are currently finalising the details. We have a meeting planned for this Wednesday (14/01/2026)
PF: We are discussing with them a type of engagement activities and this will impact what we can deliver within the limited budget.
Trustee: Difficulty with this project is that it is quite broad and we don't have a clear definition of CVD or target population. This should be resolved at future project meetings.

7. Reassessment of our priorities for potentially the final year of HWS. What projects we could do with limited resources?

7.1   **Summary of Current Projects and Tasks**
-   10 Year Plan Survey – data analysis is the main thing
-   Domiciliary – development of interview guides + interviews
-   CVD –
    These projects will take up capacity until end of March.
    There are a lot of activities that need to be continued after the project is finished.

7.2 **Future Projects for 2026 Proposed by the Projects Working Group**
- GP Access
- Casualty Watch (A&E)
- Follow-up Project on 6th formers' Mental Health
- Sexual Health Services Survey for 6th formers

7.3 **Proposed Projects – Discussion**
- GP Access
It would be beneficial to carry out this project to see if there have been any improvements since the last HWS project on GP access + if the promised changes were implemented.
We could focus it on a specific area.
Action: DE to write a few paragraphs about this project to explain the importance and objectives.

- Casualty Watch (A&E)
JW: A&E environments can be very challenging for both patients and staff.
This project doesn't need to be data gathering but painting a picture of what is happening at A&E – observations + review of existing waiting times data
SS: A&E environments often have a lot of accessibility issues
Action: Add this project to selection criteria

- Follow-up project on 6th formers' mental health
This project would be a good opportunity to have a project focused on children and young people, as our other projects are on adults.
We would have to liaise with schools to carry out this project.
It might be hard to do this project within the timeframe i.e. to complete it before summer holidays.
Decision: This project isn't feasible within the timeframes, and we decide to abandon it.

- Sexual health survey for 6th formers
This project could be beneficial because it will help us understand if young people know how and where to access sexual health services.
For the same reasons as above project, it wouldn't be feasible to carry this project out.

Decision: We abandon this project.

7.4 Criteria for Projects Selection

Trustee: Suggestion to use our February Information and Support meeting to discuss selection of future projects.
Trustee: Suggestion to agree on projects during March meeting.
Trustee: Suggestion to shortlist 3 projects.
PF: We need to have evidence for the importance of the projects selected

7.5 **Initial Ideas for Other Projects**

- Project on Cancer Care
- We could review which services receive the most complaints, however this could be skewed because some services are much more used than others, therefore number of complaints won't be a reliable measurement.

Action: PF to review datasets on complaints in recent papers.
Action: Revise the selection criteria before the next meeting
Action: To provide more information about each proposed project.
Action: Add information to the proposal template
Action: After trustees provide more information on each project, HWS staff will review their capacity.
Decision: We will aim to select two projects during the March board meeting.

8. Review Risk Register (Dissolution)

8.1 No change to Risk Register Apart from Updates from the November meeting Action Log

Action: PF to keep an eye on changes
Forecast + Risk Register to be regularly reviewed.

9. Ideas for February Information and Support

9.1 Rating of the Projects
Action: Add Rating of the Projects to the Info and Support Agenda
9.2 Project Selection Criteria – revise **Action**: Add to the Agenda

10. AGM + Selection of trustees to stand down

10.1 We have agreed on trustees who will stand down at the next AGM.
Action: AO Add 16th March Board Meeting Date

11.   AOB

ACTION LOG

Ref	Action	Who
4.1	Combine two versions of Risk Register	**AO**
4.1	Carry out research to find a checklist that can be used to measure project delivery	**AO**
4.1	Use Healthwatch Workvivo to inquire if other Healthwatch organisations have a project checklist	**AMe**
5.1	AMe to meet SS and JW to discuss the development of interview guides.	**AMe**
7.3	Add Casualty Watch project to list of potential projects	**AO**
7.5	Review datasets on complaints in recent papers.	**PF**
7.5	Revise the project selection criteria before the February Information & Support meeting	**JWi**
7.5	Provide more information about suggested projects	**Projects Working Group**
7.5	Add information on suggested projects to the proposal templates. PF to incorporate DE text from primary care action above in to Primary Care project proposal template.	**PF**
7.5	After trustees provide more information on each project, HWS staff will review their capacity	**PF**
8.1	Review Changes for the Risk Register at next Board	**All**
9.1	Add Rating of the Projects to the February Info and Support Meeting Agenda	**AO**
9.2	Add Revision of the Project Selection Criteria to the February Info and Support Meeting Agenda	**AO**
10.1	Add Date to the March Board Meeting (16th of March)	**AO**

FORWARD PLAN

Meeting	Agenda item/speaker
2026	
12th January Board Meeting	• Andrew will update on SWL Contract • Risk Register
9th February Information and Support	• Rating of the Projects • Revision of the Project Selection Criteria
23rd February AGM	AGM
March Board Meeting	• Finance - Q3 2025/2026 • Andrew and/or Angelina • Risk Register
13th April Information and Support	
11th May Board Meeting	• Finance - Q4 2025/2026 • Andrew will update on SWL Contract • Risk Register
8th June Information and Support	
13th July Board Meeting	• Andrew and/or Angelina • Risk Register • Update regarding GDPR in the Summer 2026
10th August Information and Support	
14th September Board Meeting	• Finance - Q1 2026/2027 • Andrew will update on SWL Contract • Risk Register
12th October Information and Support	
9th November Board Meeting	• Finance - Q2 2026/2027 • Andrew and/or Angelina • Risk Register