

Healthwatch Sutton Board of Directors Meeting

6.30 to 8.30pm, Monday 09 March 2026

Granfers Community Centre, 73-79 Oakhill Road, Sutton SM1 3AA

In Attendance

Janet Wingrove (JWi) – Chair

David Shaboe (DS)

David Elliman (DE) – vice-chair

Gaynor Bray (GB)

Steve Niewiarowski (SN)

Judy Walsh (JW)

Simon Oliver (SO)

Shiraz Sethna (SS)

Attendance via Teams

Mahendra Patel (MP)

Apologies:

Noor Sumun (NS)

Radhika Bhandari (RB)

Staff:

Pete Flavell (PF)

Andrew McDonald (AM)

Angelina Medic (Ame)

Agata Ostaszewska (AO)

MINUTES

1. Welcome, Apologies & Notification of Any Other Business

- 1.1. JWi opened the meeting.
- 1.2. AOB – Contracts Update

PPG and PRG contracts were put for retender, which we applied for.

AOB – Employment contract update - Secondment role is ending on the 31st of March.

AOB – Executive Officer Healthwatch representative to the South West London Integrated Care System role is due to finish on 30th June 2026.

2. Minutes of previous meeting held on 12 January 2026

- 2.1 No comments or edits on 12 January 2026 Board meeting minutes.

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

- 3.1 **Action:** Carry over action 4.1 (Carry out research to find a checklist that can be used to measure project delivery) – to the next Action Log

4. Project Updates: HWS

Core Contracts

- 4.1 10-Year Health Survey

The survey was sent out via Sutton PCNs, HWS mailing list and promoted on social media. We closed the survey on the 16th of February. We received in total 4156 responses. Angelina and Agata are conducting the analysis.

Action/ Decision: Aim to have a draft of the report for the next Board meeting

- 4.2 Domiciliary Care

We are in the planning stage for the project. AMe and AO met up with JW and discussed ideas for the scope of the project, including possible interview questions.

Non-core Contracts

4.3 Cardiovascular Project

We met with Nadine Wyatt and have confirmed a workshop for the 22nd of April with a focus on co-producing solutions that target those with or at risk of CVD.

Action: SO to send a list of organisations that could be invited to the workshop.

4.4 Safeguarding Experience

HWS met with Sutton Council Adult Social Care (ASC) in February to discuss the recommendations from its safeguarding project. ASC had put together a shortlist of 24 recommendations, of which they accepted 16. They are now developing an implementation plan, which they will feedback on at the next Safeguarding Adults Board at the end of April.

4.5 South West London ICB BSL Service Evaluation Project

W/C 02/03/26: Andrew due to discuss publishing the report on local Healthwatches' websites with SWL ICB. Following that, he will work with the ICB to formally submit the report to them and begin the follow up process.

4.6 Sutton Patient Reference Group & Patient Participation Groups

The last PRG meeting was at the end of January 2026. The two speakers were:

- Dr Vidhya Thiagamoorthy, who talked about latest developments in GP Practice access
- Dr Debbie Stinson, who discussed Sutton's Joint Dementia Strategy for 2025-2030. The Strategy has been developed with partner organisations including Sutton Council and Sutton Age UK.

The next PRG is at the end of March 2026. The two speakers are:

- Lynne Brown-Head of Service: Hospitals and Reablement, Sutton Council
- Leah Boylan-Head of Services and Engagement, Arthritis Action

HWS arranged for Sutton Primary Care Networks to attend Grove Road Surgery's PPG at the end of January. The PPG had requested a speaker from a service who could discuss how General Practice in Sutton could meet growing demand for services.

5. Executive Officer Healthwatch representative to the South West London Integrated Care System

- 5.1 Looking at projects that all South West London Healthwatches could work on together.
- 5.2 Unable to plan next steps now because it is uncertain if it will carry on beyond 30 June.

6. Criteria for Selecting Projects

- 6.1 **Decision:** Criteria for Selecting Projects Formally Approved

7. Selection of Future Projects

- 7.1 There won't be any capacity to do any other projects for the time being, but we will plan projects for when the capacity is available.
- 7.2 Discuss possible projects at the April Information and Support
Action: Add to the April Info and Support Agenda

8. Casualty Watch Project

- 8.1 **Decision:** Project approved
- 8.2 PF: We currently don't have capacity to start working on this project.
- 8.3 **Action:** Identify next steps for the project
- 8.4 **Action:** When ready look at Richmond work on this
- 8.5 **Action:** Identify who is the lead at the hospital
- 8.6 **Action:** See if HW Richmond can come to the next Information and Support

9. The Record Keeping and Retention schedule

- 9.1 **Action:** Check Information Retention Policy and Schedule with CAS
- 9.2 **Action:** Add as a standing item to every month Agenda.
- 9.3 **Decision** – delete all data from the project at the same time, in line with HWS's retention period.

10. Review Risk Register (Dissolution)

10.1 **Decision:** Combined risk register – approved.

11. Chairs Letter to Secretary of State

11.1 **Decision:** HWS will sign the letter.

12. Finance

12.1 MP gave an update on the finances.

12.2 **Action:** Due to financial pressure – assess all expenditure for 26/27.

13. AOB

ACTION LOG

Ref	Action	Who
3.1	Carry out research to find a checklist that can be used to measure project delivery	
4.1	Prepare the first draft of the 10-Year Health survey report	AO & AMe
4.3	Send a list of organisations that could be invited to the CVD workshop.	SO
7.2	Add to the April Info and Support Agenda – Discussion on possible future projects.	AO
8.3	Develop next steps plan for the Casualty Project	
8.4	Inquire with HW Richmond about their project on A&E	AM
8.5	Casualty Project – Identify who is the lead at the hospital	PF
8.6	Check with HW Richmond if they could attend next Info and Support	AM
9.1	Check Information Retention Policy and Schedule with CAS	AM
9.2	Add “The Record Keeping and Retention schedule” as a standing item to every month Agenda	AO
12.2	Due to financial pressure – review the HWS Admin role	PF

FORWARD PLAN

Meeting	Agenda item/speaker
2026	
12th January Board Meeting	<ul style="list-style-type: none"> • Andrew will update on SWL Contract • Risk Register
9th February Information and Support	<ul style="list-style-type: none"> • Rating of the Projects • Revision of the Project Selection Criteria
23rd February AGM	AGM
March Board Meeting	<ul style="list-style-type: none"> • Finance - Q3 2025/2026 • Andrew and/or Angelina • Risk Register
13th April Information and Support	
11th May Board Meeting	<ul style="list-style-type: none"> • Finance - Q4 2025/2026 • Andrew will update on SWL Contract • Risk Register
8th June Information and Support	
13th July Board Meeting	<ul style="list-style-type: none"> • Andrew and/or Angelina • Risk Register • Update regarding GDPR in the Summer 2026
10th August Information and Support	
14th September Board Meeting	<ul style="list-style-type: none"> • Finance - Q1 2026/2027 • Andrew will update on SWL Contract • Risk Register
12th October Information and Support	
9th November Board Meeting	<ul style="list-style-type: none"> • Finance - Q2 2026/2027 • Andrew and/or Angelina • Risk Register