

Board Meeting in Public

Date:	Tuesday 27 January 2026	Location:	Astolat & Teams	Time:	1.00 – 2.00pm
Present Board: Jason Davies (JD) as Co-Chair and Chair of meeting, Deborah Mechaneck (DM) as Co-Chair, Sarah Billiald (SB), Nick Fernando (NF), Richard Davy (RD)					
Other Staff Attendees: Kate Scribbins (KS), Lisa Sian (LS), Samantha Botsford (SBo), Abby Rodd (AR), Vicky Rushworth (VR) and Lisa Roberts (LR)					
Apologies: Moses Williams (MW), John Bateson (JB), Angela Boodoo (AB), Maria Millwood (MM), Saba Hussain (SH)					

Agenda Item	Discussed/Action	Who	By When
1) Welcome and apologies	JD welcomed everyone and noted the apologies.		
2) Declarations of interest	NF requested an update to his declarations of interest. To be sent to LS for updating. Action: NF to send LS his updated declarations of interest, and LS to update the register of interest.	NF	28.04.26
3) Questions from the Public (previously tabled)	No questions had been received from the public.		
4) Approval of the previous minutes	The minutes from the Board Meeting of 6 November 2025 were approved.		
5) Review of Quarter 3	<u>Healthwatch Surrey Contract Manager Report</u> SBo talked through the key points to highlight from the Q3 Contract Manager Report. It has been business as usual for our Healthwatch Surrey service (HWS) with research projects having been completed for the year. The 1-page community engagement reports are proving successful. They are short, to the point and a good way of capturing impact for the impact reporting. HWS are continuing to explore what providers will need as commissioning functions change to ensure we are in a good position to make an offer as Luminus. With regards to legislation, there has been little new information with no dates confirmed at present. Funding for LHW from the Department of Health and Social care has been confirmed so we are now discussing		

what that means for us with Surrey County Council (SCC).

ICB structures are changing and we are in conversation with our Sussex LHW colleagues on how we may collaborate as the changes take place.

NF asked what the timings were for everything falling into place. SBo said that whilst the merger will formally take place in April 2026 but, considering that within the context of the SCC LGR Surrey East/West Surrey split too, it will likely take a while for everything to settle down, become clearer and fully understood.

For the KPIs, we have achieved good numbers in Q3 with the surveys boosting the number of experiences. Regarding the volunteer KPI, we have agreed with SCC to deprioritise recruitment. Advocacy numbers are lower for the '*number of people supported*' but the number of people accessing the service for information remains consistent.

JD asked how we are keeping track of where people go within the system as the changes take effect. SBo confirmed that at present, only the leadership team have been confirmed, and the other changes are still unknown. We have a contacts database that we are constantly updating as changes happen.

KS added that when we review our Luminus business plan and priorities, we will be looking at mapping and so we can focus our energy on the people that will be key to achieving our plan.

SB asked if we are seeing any changes in trends in satisfaction/dissatisfaction through the HWS work. SBo said that we are seeing the effects of winter pressures earlier, the experiences we are receiving are more complex and harrowing e.g. delays/misdiagnoses leading to poor outcomes. We continue to share this with the system so they can hear and respond.

SB asked if services are concerned about the impact on patients and staff and how could we help with feedback/complaints? SBo said that often it is "*known issues*" we are sharing with providers, but confirmation of that with qualitative data helps them identify gaps in service etc.

NF asked if the patient experience was getting worse. SBo confirmed that the types of experience we receive are becoming more severe and complex with challenging calls to the Helpdesk being the norm now.

DM asked how often we meet with the CEOs of the acute trusts. SBo confirmed that this depends on the hospital, but we meet regularly with ASPH and SASH and we have

	<p>an open door to contact RSCH through our contacts there.</p> <p>KS updated that at the last Team meeting we conducted an exercise to try and understand levers for why/where the system may want/need insight in future. A lot is still unknown, but understanding this will help maximise our relationships and opportunities. There will be a follow up to this in our February team meeting, followed by a Board workshop in March to discuss horizon scanning and what is the most likely market for insight.</p> <p>AB had submitted a question in advance of the meeting asking when the NHS app survey closes, AR confirmed this will be 31st January 2026 and the data will be sent to HW England in February. We will also look at the Surrey section of the data.</p> <p><u>Q3 Impact Report</u></p> <p>JD commented on the impact of reading the quotes from individuals we speak to in the reports and asked how we can make more of our reports.</p> <p>KS confirmed we are looking at how we can use more of the reports and quotes in our social media and make more of our impact for legacy.</p> <p>We discussed the impact of having lived experience in person at system meetings and the pros and cons of getting lived experience to a formal system board or similar meeting environment.</p> <p>DM updated that the new NHS Trust online proposal was live on 23rd January. SBo confirmed that we had also submitted evidence for that consultation and would be happy to share if anyone is interested.</p>		
6) Action Log – correct at 20.01.26	Green actions approved for removal.		
7) Public questions not already dealt with	Not applicable.		
8) AOB	There were no items of AOB.		
9) Date of next meeting in public:	Tuesday 28 April 2026 – 10.00am		

These minutes will be approved by the Board of Directors of Luminus Insight CIC at the subsequent Board Meeting to ensure any Actions are progressed. Any questions or queries raised by members of the public at the next Board Meeting in Public in respect of these minutes will be welcomed and considered.

Minutes approved by: (please print)	
Signature:	
Date:	