Board Meeting in Public

Date:	Tuesday 28 April 2026	Location:	Astolat & Teams	Time:	10.30-11.30am
Present Board: Deborah Mechaneck as Chair and Co-Chair (DM), Jason Davies as Co-Chair (JD), Sarah Billiald (SB), Angela Boodoo (AB), Nick Fernando (NF), Maria Millwood (MM), Saba Hussain (SH), Moses Williams (MW), Richard Davy (RD)					
Other Staff Attendees: Kate Scribbins (KS), Lisa Sian (LS), Samantha Botsford (SBo), Lisa Roberts (LR), Vicky Rushworth (VR), Michelle Bagshaw (MB).					
Apologies: John Bateson (JB)					

Agenda Item	Discussed/Action	Who	By When
1) Welcome and apologies	DM welcomed everyone and noted the apologies.		
2) Declarations of interest	AB advised that she has now completed the fixed term contract for the NHS which can be removed. **Action: LS to update the declarations of interest**	**LS**	**July 2026**
3) Questions from the Public (previously tabled)	No questions were received from the public.		
4) Approval of the previous minutes	The minutes from the Board Meeting of 27 January 2026 were approved.		
5) Review of Quarter 4 ○ **Healthwatch Surrey Contract Manager's Report** ○ **Quarterly Impact report**	**Healthwatch Surrey Contract Manager's Report** SBo talked through the key points to highlight from the Q4 Contract Manager Report. It has been business as usual for our Healthwatch Surrey service (HWS) with a good final quarter, which saw the team publish 3 reports from our thematic priority areas More detail is in the Impact Report. The NHS landscape has changed over the course of the last few months with the merger of Surrey Heartlands and Sussex ICB and incorporation of Surrey Heath and Farnham. This has meant some challenges in identifying changing roles within the organisation, but we have continued sharing feedback and having conversations with incoming and outgoing staff. DM questioned if appointments are still to made and SBo confirmed that interviews are ongoing, with interim staff in place and so it will be unclear for some time to come.		

	We continue to be present whenever possible but recognise that many boards/committees/forums are transforming. The uncertainty of the Healthwatch future continues. We were expecting the Health Reform Bill in February, but this was put back to April but now looks more likely to be in May, as part of or after the King's Speech. *Year-end performance against KPIs*: Earlier in the year there was a pause on volunteer recruitment. We are still experiencing a consistent demand for Independent Health Complaints Advocacy and our information and advice service. A change to the response time of our information and advice service has been agreed in our KPIs due to a reduction in the funding of Healthwatch Surrey. Response times to enquiries from the public will increase from 24 to within 72 hours. We believe this will still give us the opportunity to hear from, and support, those who are most likely not to be heard elsewhere. The Board discussed whether this should be announced publicly so that people were aware of the reason for the increased response times. RD suggested that this should be worded carefully, e.g. we are not able to deliver at the same level due to funding cuts, but the change means that we can continue to deliver the same service and be as efficient with less money. KS agreed and noted that while we do not want people to think we are not providing an effective service, the reality is that the terms of the contract have been amended and funds reduced. **Action: SBo to include a note regarding the overall reduction in funding to the workplan.** AB noted that she fully supported the need for transparency as it is helpful for people to know why the service has changed. NF agreed. MM commented on the breadth of achievements over the last year. SB agreed that the team have been amazing and have covered a broad range of topics and supported a wide range of people. DM mentioned that the job description and role for Director of Patient Experience has been published. SBo confirmed it had, stating that the process was to be completed within 2 weeks. DM asked about the future of the advocacy service and SBo confirmed that the Department of Health & Social Care has stated that there will still be a need for Independent Health Complaints Advocacy services, but it was currently unclear how this would look in Surrey.	**SBo**	**ASAP**

	The Work Plan 2026-2027 The Work Plan 2026-2027 reflects shorter term goals and sees a significant reduction in the number of people we are likely to hear from in the coming year. References to some details of meetings and committees have been removed as they may no longer be happening. **The Work Plan was signed off by the Board.** DM raised a point that there were still quite a few people who do not realise that our contract is still in place. SBo advised that comms have not been helped by the pre-election period, but our message is that we are carrying on as usual and we need to spread the word. It was confirmed that the Insight Bulletin is sent to over 1,000 people each month. We will target comms if necessary. VR sent wording out to staff to use in meetings etc and upped our presence on LinkedIn. There is work in place to update the master contact list. AB said it was important that informal channels were also made aware of the active contract. **Impact Report** The Impact Report gives more detailed information and minutes how we fulfilled statutory obligations. Our Annual Report will be ready at the end of June to submit to Healthwatch England.		
6) Action Log – correct at 21.04.26	Completed.		
7) Public questions not already dealt with	Not applicable.		
8) AOB	There were no items of AOB.		
9) Date of next meeting in public:	**Wednesday 29 July 2026 3-4pm**		

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:	