Board Meeting in Public

Date:	Wednesday 29 July 2026	Location:	Astolat & Teams	Time:	3-4pm

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) and Saba Hussain (SH)

Other Staff Attendees: Kate Scribbins (KS), Samantha Botsford (SBo), Vicky Rushworth (VR), Abby Rodd (AR), Becki Meakin (BM) and Michelle Bagshaw (MB).

Apologies: Richard Davy (RD), Lisa Sian (LS)
Absent (no apologies): John Bateson and Moses Williams

Agenda Item	Discussed/Action	Who	By When
1) Welcome and apologies	DM welcomed everyone and noted the apologies.		
2) Declarations of interest	No additional updates.		
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 28 April 2026 were approved.		
5) Review of Quarter 1 ○ **Healthwatch Surrey Contract Manager's Report** ○ **Quarterly Impact report**	**Healthwatch Surrey Contract Manager's Report** SBo talked about the 3 main areas of the report including the Q1 Work Plan and the new KPIs. There is more of a focus on working directly with NHS providers and embedding new relationships. New areas include working with GP Federations, and we will continually keep this approach under review, especially in relation to ICB restructuring. Regarding social care, we have a schedule of Enter & Views taking place in care homes regarding dental care. We're hoping to work with care home managers to co-design questionnaires. Healthwatch Surrey's 2025-2026 Annual Report has been published and is a good example of how well the team has worked and kept going despite the uncertainty. This has been reflected in the excellent feedback received from		

	HWE, which was provided to the Board. The Health Bill has been introduced in Parliament and included the clauses pertinent to Healthwatch. Patient experience has been talked about in detail during the 2nd reading debate. Surrey and Hampshire MP Greg Stafford spoke at length on the Healthwatch clauses and championed the value that Healthwatch adds by referencing stakeholders who have worked with Healthwatch Surrey. The Bill will move on to the report stage following the summer recess. We anticipate it reaching the House of Lords in October. We have also attended a Round Table meeting with an MP on the next steps and the examples of impact to share with the House of Lords. Local Healthwatch have reached out to both the new Prime Minister and new Secretary of State for Health and Social Care outlining concerns about the reduction in patient voice as a result of the Health Bill. We are keeping up to date with plans to develop alternative models for independent voice services elsewhere in the country. NF asked if Healthwatch England are working closely with local Healthwatch, but this is not allowed due to the statutory/ structural position of Healthwatch England (reporting to the CQC). SB asked if we have an alternative model. SBo believes that it is the right time to review the current remit, but it should be reformed and strengthened, not taken totally in house by the NHS. Local variation in delivery may be needed to reflect the needs of different communities. MM suggested that Luminus invest into proactively developing a new model rather than waiting for the local commissioners to agree/create one. The ICB restructure continues to present challenges as roles are still not confirmed and many people who we worked with from Surrey have now left. We are working collaboratively with the 3 other Healthwatch across Sussex on how Healthwatch works with the ICB. We are also meeting monthly with local authority commissioners (ICB reps are also invited) where Sussex are leading on a piece		

	of work looking at future commissioning. KS & SBo met with the adult social care and health portfolio lead for East Surrey and are due to meet with their equivalent in West Surrey, to talk about the risks associated with the Health Bill and the importance of independent public voice services. It has been a challenging environment over the last year but the demand on our information & advice and advocacy services remains consistent. We are hearing from fewer people in community engagement as to be expected from the reduced HW budget and associated KPI targets. SH congratulated SBo and the team on their hard work and for ending up in a much better position than anticipated this time last year – the Board echoed this statement MM said it was concerning that the service that is provided by Healthwatch currently may not be available in 6 months given the impact that we have provided to people who come to the Helpdesk. NF asked what will happen to statutory functions. SBo replied that our understanding is responsibility for these would transfer to ICBs and local authorities but statutory functions would not be revoked, however, the details and potential conflicts have not been clarified by DHSC. NHS England wrote to ICBs asking how ready they were to take over Healthwatch functions. We do not know how NHS Surrey and Sussex have responded. SB asked for some presentational changes to the finance section of the Healthwatch Surrey Contract Manager's Report JD closed this discussion by saying that, despite the increased uncertainty, his overall impression is that the current status of LHW and "patient experience" feel a lot more positive than this time last year.		
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:	**Thursday 5 November 2026 1.30-2.30pm**		

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:	