

Board Meeting in Public

Date:	Thursday 30 January 2025	Location:	Astolat & on Teams	Time:	3pm – 3:20pm
Present Board: Jason Davies (JD Co-Chair and as Chair of this meeting), Deborah Mechaneck (DM Co-Chair), Peter Gordon (PG), Richard Davy (RD), Maria Millwood (MM).					
Other Staff Attendees: Kate Scribbins (KS), Lisa Sian (LS), Samantha Botsford (SBo), Vicky Rushworth (VR), Abby Rodd (AR), Michelle Bagshaw (MB), Becki Meakin (BM).					
Apologies: John Bateson (JB), Sarah Billiald (SB), Tacye Connolly (TC), Moses Williams (MW).					

Agenda Item	Discussed/Action	Who	By When
1) Welcome and apologies	JD welcomed everyone to the meeting and noted the apologies.		
2) Declarations of interest	There were no changes to the declarations of interest to note.		
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 3 rd November 2025 were approved.		
5) Review of Quarter 3	Healthwatch Surrey Contract Manager's report		
<ul style="list-style-type: none"> Healthwatch Surrey Contract Manager's Report Quarterly Impact report 	<p>SBo gave an update on the highlights of Q3. This included 2 new staff members who have been inducted and who have settled in really well and are great additions to a now complete team. They have launched their projects and are seeing good results and interest within the system.</p> <p>Volunteer recruitment has been successful following the university fresher fairs. We are providing opportunities for young volunteers to do research projects and engagement in local communities, including writing reports and data analysis.</p> <p>There has been a focus on providing opportunities for volunteers to meet their needs and interests, but it is also important that they provide support to meet HWSy's needs. It is a little too early to see the impact, but the Reading Panel seems to be working well. Many of the young volunteers need volunteer hours for their course or UCAS points so this cohort may not necessarily stay with HWSy long-term, but we can offer them a closed project for a set amount of time and it also brings benefits to HWSy to hear experiences from younger people.</p>		

	<p>We continue to share as much as we can and receive interest in our deep dive projects such as Glenlyn, where we have been engaging with a local MP who is using our findings to provide support in this.</p> <p>We are still living with some uncertainty in terms of the national Healthwatch role, with the results of the Dash Review being delayed until April. However, this is not affecting our day-to-day work.</p> <p>The Helpdesk is receiving more challenging and complex queries which is putting pressure on staff. It is the 2nd year since the Helpdesk came in-house and we feel that some people are being inappropriately signposted to it by partners, with an unrealistic expectation of our role, which leads to more frustration for people.</p> <p><u>Impact report</u></p> <p>The Impact Report continues in its current format, which is easier to navigate and more succinct whilst retaining its regular information. Volunteers and what they do for us were highlighted in the Q3 report.</p> <p>The Enter and View at Ashford St Peter's A&E was successful and showed tangible impact.</p> <p>When asked if we actively seek feedback from projects, AR confirmed we do. We are getting better at keeping track of impact by utilising the HWE impact tracker plus using social media and it was noted by the Board that the report reads well and continues to improve. SBo said we had received feedback from Healthwatch England on our annual report, who felt it gave tangible outcomes, and we have been shortlisted for a Healthwatch England Impact Award for work on our feedback in hospital project.</p>		
6) Action Log – correct at 23.01.25	There were no outstanding actions on the action log.		
7) Public questions not already dealt with	N/A		
8) AOB	There were no items for AOB.		
9) Date of next meeting in public:	Thursday 1st May 2025 – 2.30-3.30pm		

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:	