Board Meeting in Public

Date:	Thursday 31 July 2025	Location:	Astolat & Teams	Time:	2.30-3.00pm
Present Board: Deborah Mechaneck (DM as Co-Chair and Chair of meeting), Jason Davies (JD as Co-Chair), Maria Millwood (MM), John Bateson (JB), Nick Fernando (NF), Saba Hussain (SH), Angela Boodoo (AB)					
Other Staff Attendees: Kate Scribbins (KS), Lisa Sian (LS), Samantha Botsford (SBo), Vicky Rushworth (VR), Abby Rodd (AR), Becki Meakin (BM), Michelle Bagshaw (MB).					
Apologies: Moses Williams (MW), Sarah Billiald (SB), Richard Davy (RD)					

Agenda Item	Discussed/Action	Who	By When
1) Welcome and apologies	DM welcomed everyone, in particular the new Non-Executive Directors; Nick, Saba and Angela who introduced themselves. Apologies were received from MW, RD & SB.		
2) Declarations of interest	There were no additional 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 1 May 2025 were approved.		
5) Review of Quarter 2 ○ **Healthwatch Surrey Contract Manager's Report** ○ **Quarterly Impact report**	SBo updated the Board on the work undertaken during Q1 by Healthwatch Surrey, as detailed in her report and the Quarterly Impact Report (both of which had been provided prior to the meeting). The new approach to community engagement has been launched, which is now more thematically than geographically led. This is working well, and we have had a successful first quarter in terms of numbers of people sharing experiences with us and our buy-in from system partners. **Social care** – our engagement topic this quarter was sexual health in the under 25s - we used a survey to reach those we had not been able to catch at face-to-face engagements. Over 600 students engaged, and we have shared the findings with SCC and the colleges. This is particularly significant as the latest JSNA has stated that		

	more needs to be done to engage with young people on this topic. **Helpdesk** – bringing the helpdesk in-house has enabled us to 'join the dots' and has given us more awareness of the issues which matter to people. We now have a better working relationship with partners too. For example, we have identified communications issues for those who are neurodivergent. We have taken this to the Complaints Managers' Forum and are taking forward regarding joint training to provide a much better service. AB asked about the Helpdesk and whether it improves the service we offer, SBo confirmed that whilst it has its challenges, being in house provides richer insight for us. **Primary care** - we have completed a domestic abuse project called 'In safe hands? Domestic abuse survivors' experiences of general practice'. This priority population is very hard to reach so it's a project we're particularly proud of. Our Convening Workshop provided the opportunity for key stakeholders to come together to meet and discuss tangible outcomes. Follow-up is scheduled in September to catch up with actions that were committed to. There is a link to the report in the Contract Manager's Report. **Dash Review** – The proposed plan to abolish Healthwatch England and local Healthwatch were discussed. SBo confirmed that communications are focussed on the loss of the independent service to hear people's voices. This is a big challenge for us, but SBo thanked the team for taking a 'business as usual' approach. This has been reflected in our successful performance against KPIs in the first quarter. A national petition is being set up, in the meantime, people are encouraged to follow up with their MPs. MM asked if Board Directors should write to their MPs. SBo said she would circulate a template to share with MPs once they are back from recess in September. **Quarterly Impact Report –** Released every quarter, it feeds into an Annual report for Healthwatch England and is used to provide updates to our commissioners. It is circulated to around 800 people from the Voluntary and Social care sector, MPs, Councillors and other bodies, and showcases our outputs and influence.		
6) Action Log – correct at 31.10.24	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:	**Thursday 6 November 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:	