

Board Meeting in Public

Date:	Thursday 6 November 2025	Location:	Astolat & Teams	Time:	2.30-3.00pm
Present Board: Jason Davies (JD) as Co-Chair and Chair of meeting, Deborah Mechaneck (DM) as Co-Chair, Sarah Billiald (SB), Angela Boodoo (AB), Nick Fernando (NF), Maria Millwood (MM), Saba Hussain (SH)					
Other Staff Attendees: Kate Scribbins (KS), Lisa Sian (LS), Samantha Botsford (SBo), Abby Rodd (AR), Becki Meakin (BM), Michelle Bagshaw (MB).					
Apologies: Moses Williams (MW), John Bateson (JB), Richard Davy (RD)					

Agenda Item	Discussed/Action	Who	By When
1) Welcome and apologies	JD welcomed everyone. Apologies were received from RD, JB and MW.		
2) Declarations of interest	AB advised that she has now completed the fixed term contract for the NHS which can be removed from the declarations for interest. Action: LS to update the declarations of interest accordingly.	LS	JAN 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 31 July 2025 were approved.		
5) Review of Quarter 2 <ul style="list-style-type: none"> ○ Healthwatch Surrey Contract Manager's Report ○ Quarterly Impact report 	SBo updated the Board on the work undertaken during Q2 by Healthwatch Surrey, as detailed in her Contract Manager's Report and the Quarterly Impact Report (both of which had been provided prior to the meeting). Healthwatch Surrey Contract Manager's Report SBo thanked Vicky and other team members for a smooth transition to the new website. SBo highlighted key new reports: <ul style="list-style-type: none"> • 'Out of sight, out of mind' which highlighted barriers to accessing children's sight tests. • 'Making mental health inclusive' looking at the emotional wellbeing of people with learning disabilities • 'Sexual health services for under 25s (published in conjunction with Public Health). • Student attitudes to mental health – report written 		

	<p>by a student volunteer</p> <p>Challenges</p> <p>SBo noted that we continue to challenge the recommendations of the Dash Review into Patient Safety. We have been working collaboratively with other local Healthwatch (the e-petition has now reached the initial target of 10,000 signatures) and continue to gather support from local stakeholders and MPs.</p> <p>It is estimated a change to legislation may be in place by Easter 2026 with a roll out of approximately 1 year.</p> <p>KPIs</p> <p>Engagement continues strongly in a number of ways and as a result we have performed well against KPIs.</p> <p>A significant number of people continue to access the Independent Health Complaints Advocacy, with them passing on advice on information packs, enabling and empowering people to make complaints about NHS services. A smaller number go on to require the ongoing assistance of an advocate.</p> <p>Volunteers</p> <p>A decision has been taken to pause the recruitment of volunteers due to the uncertainty of the future of Healthwatch Surrey. We did recruit students in September to help support research under our mental health priority however.</p> <p>JD asked about the implications of the decision to cease actively recruit volunteers would have on the engagement strategy/ KPIs. SBo confirmed that it wouldn't – engagements are rarely volunteer led or well attended by them and our engagements are increasingly topic based. SBo further confirmed that surveys were yielding large engagement numbers (though noted that not all surveys received the same amount of response as some have a smaller target audience).</p> <p>NF asked if people were still coming through the door and SBo replied that, although we are not actively recruiting, there is still a large number of volunteers on our books.</p> <p>SBo advised that our Volunteer Officer, Hannah Gilmour, has also taken on other engagement responsibilities due to the retirement of Shelley Cummings and Julie Callin.</p> <p>Volunteers do continue to be useful for our agenda free listening remit however, and our focus is therefore now on strengthening the relationship with our existing</p>	
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	<p>volunteers. SBo noted that there is still an active reading panel.</p> <p>Impact Report</p> <p>Information & Advice – 852 views on our website pages showing the importance of having a platform for local people to access information.</p> <p>Helpdesk offers support with real life examples. New CHC signposting and videos on the website are powerful and succinct. SH commented on how interesting and moving the case studies were.</p> <p>AB enquired about Action for Carers and the disbanded benefits service. SBo confirmed that we are working with SILC to signpost people to get the right support.</p> <p>There is a strong synergy between all Luminus contracts and we are increasingly focussing on demonstrating impact across the business.</p> <p>The new NHS app survey was discussed (this is being run in collaboration with other local HW) SBo advised that there was no additional funding for this piece of work and it will therefore sit alongside other Healthwatch work.</p> <p>DM asked how many responses we have had from the MP letters sent and SBo advised roughly 50%. There have been follow up meetings with Greg Stafford and Will Forster. Contact with MPs will continue. It is felt that if we can show MPs the impact made to their own constituents this will strengthen their wish to assist.</p> <p>KS spoke about her trip to the House of Commons and said that the next step is to target the House of Lords.</p> <p>Greg Stafford has advised that it is best to wait until the time is right to start further campaigning, such as when a draft bill has been published.</p>	
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:	Tuesday 27 January 2026 – 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:	