

## Board Meeting in Public

<b>Date:</b>	Thursday 2 <sup>nd</sup> November 2023	<b>Location:</b>	Astolat & on Teams	<b>Time:</b>	3pm - 4pm
<b>Present Board:</b> Deborah Mechaneck (DM Co-Chair and as Chair of this meeting), Jason Davies (JD Co-Chair), Peter Gordon (PG), Richard Davy (RD), Laurence Oates (LO), John Bateson (JB), Sarah Billiald (SB),					
<b>Other Staff Attendees:</b> Kate Scribbins (KS), Lisa Sian (LS), Samantha Botsford (SBo), Julie Hodges (JH), Vicky Rushworth (VR), Christy Dadswell (CD).					
<b>In attendance (as a member of the public):</b> Cate Newnes-Smith (CNS), CEO, Surrey Youth Focus					
<b>Apologies:</b> Tacye Connolly (TC) Maria Millwood (MM)					
<b>Absent:</b> Andrea Lecky (AL),					

Agenda Item	Discussed/Action	Who	By When
<b>1) Welcome and apologies</b>	DM welcomed everyone attending the meeting both in person and remotely. Tacye had sent her apologies and Maria had told us that she wouldn't be able to join the Public Board meeting but would join the Private session remotely.  DM welcomed the one member of the public attending the meeting (CNS).  DM asked that all participants provide a brief personal introduction to help acquaint any additional attendees.		
<b>2) Declarations of interest</b>	SB advised she is now also an Associate at Collaborate (social enterprise consultancy).  <b>Action: LS to update the declarations of interest accordingly.</b>	<b>LS</b>	<b>Jan 2024</b>
<b>3) Questions from the Public (previously tabled)</b>	No questions had been received from the public.		
<b>4) Approval of the previous minutes</b>	The minutes from the Board Meeting of 27 <sup>th</sup> July 2023 were reviewed.  <b>The minutes were approved.</b>		

<p><b>5) Review of Quarter 2</b></p> <ul style="list-style-type: none"> <li>○ <b>LHW Report including financial summary &amp; KPIs</b></li> <li>○ <b>Quarterly Influence and Impact report</b></li> </ul>	<p><b><i>Quarter 2 Local Healthwatch Contract Manager’s Report and Quarterly Impact Report</i></b></p> <p>SBo highlighted the key areas for this quarter. Following the review of the HWSy priorities, we are already seeing good results, and this has provided greater focus to the team. Several projects have been identified, each at different stages, but they are all making good progress.</p> <p>We have also seen an increase in NHS advocacy referrals through our information and signposting telephone service. Ellen Evans is now on maternity leave and there has been a smooth transition to Natalie Thompson who has taken over and brings with her a wealth of experience.</p> <p>In terms of priorities, we are a little overwhelmed by the number of project requests and ideas coming through from the system. However, this helps us with the planning and being able to follow up with collaborators. This has enabled us to provide an improved service for Surrey residents.</p> <p>In terms of challenges, we have not been successful in recruiting a new volunteer to the LHWAG however, we have invited one of the candidates to participate in some engagement activities to ascertain if he would be an appropriate addition to the Advisory Group. We did not get a diverse mix of candidates from our first round of recruitment. Therefore, we are reviewing our recruitment campaign and deciding on what our next steps will be. In addition, one of the existing members has had to step down due to medical considerations.</p> <p>LO wanted to know more about the question raised by Healthwatch Surrey at the Surrey Heartlands AGM that wasn’t addressed at the meeting. KS confirmed after the meeting we did receive a written answer from Heartlands which didn’t fully address the question, so KS requested a follow-up meeting with Heartlands. As regards Frimley ICB AGM where we asked the same question, we received a full response within the meeting.</p> <p>At this time the existing CEO Clare Fuller had moved on and Karen McDowell has taken over as interim CEO for Heartlands. KS reached out to Karen to address our concerns but also to build a relationship with Karen. This has now resulted in an agreement for HWSy to have a quarterly meeting with Karen, and to share our Concerning Cases with Giselle Rothwell, Associate Director of Communications at Surrey Heartlands.</p> <p>DM asked if the members of the ICB read our publications. KS confirmed most of our reports are published in our Insight Bulletin, which is widely distributed across our local systems, and if stakeholders are involved in any of our projects it will be on their radar. SBo also advised that we</p>		
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	<p>present at the Heartlands Quality Performance &amp; Assurance Committee each month and the minutes from that meeting go through to the ICB, and the Healthwatch Surrey Insight Bulletin is mentioned within that. KS commented that Healthwatch Surrey were mentioned a few times in the pack of reports that went through to the recent ICB, which was very gratifying.</p> <p>PG mentioned that the Kings Fund was putting a lot of emphasis on patient engagement. Does the culture within Health &amp; Social Care need to change to enable the weight of patient experience to come through and is this something we should be emphasising in our conversations? SBo reported that as a result of receiving a number of requests to come and discuss what engagement looks like, we are working on putting together a set of guiding principles, albeit generic, that we can share more widely.</p> <p>KS also wanted to emphasise the amount of numerous changes at senior level resulting in having to build new relationships both in health and social care, which takes time in terms of resources.</p>		
<p><b>6) Action Log – correct at 25.10.23</b></p>	<p>Green items removed.</p>		
<p><b>7) Public questions not already dealt with</b></p>	<p>No questions received from the public.</p>		
<p><b>8) AOB</b></p>	<p>LO asked a question on the Quarterly Impact Report regarding the community cash fund. Do we have any feedback on the effect our grants have had and how the money was spent? LO clarified he was asking about the impact for HWS but also for the organisation receiving the grant.</p> <p>LS commented that overall it is hard to quantify as we don't have tangible evidence available. It is mainly about raising awareness of those organisations and building up relationships going forward.</p> <p>JD commented that he and DM had been invited to do a short presentation on our experience with HWE's Getting on Board sessions at the HWE Chairs of Board meeting last week. They discussed our experience of the LHWAG recruitment, which proved to be challenging, however, it was agreed that the Getting on Board programme was very useful overall.</p> <p>JD thought there were two points worth mentioning, made by HWE CEO, the first one being that they are</p>		

	<p>working on a set of values for the organisation which include equity, candour, collaboration, independence and ambition. The second point (which was aimed at the smaller Healthwatch organisations) is that they are actively having conversations with local authorities, to potentially reduce the number of Healthwatches. This could be achieved by merging existing organisations, which might make sense in terms of sustainability and a better use of resources.</p> <p>VR discussed the amendment to email signatures as we are still waiting for some members of the Board to confirm they have amended their signatures with the new Luminus footer. VR asked if it was a time issue or were they experiencing problems. JD confirmed that there is a genuine formatting issue with iPhones and iPads, which many Directors use to access their HWSy/Luminus accounts.</p> <p><b>LS to speak to Greenpoint regarding the email footer/ access on phones and iPad issues.</b></p>	LS	Jan 2024
<b>9) Date of next meeting in public:</b>	Thursday 25 <sup>th</sup> January 2024. DM closed the meeting.		

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.

<b>Minutes approved by: (please print)</b>	
<b>Signature:</b>	
<b>Date:</b>	