

Board Meeting in Public

Date:	Thursday 1 May 2025	Location:	Teams	Time:	2.30-3.00pm
Present Board: Deborah Mehanek (DM as Co-Chair and Chair of Meeting), Jason Davies (JD as Co-Chair), Richard Davy (RD), Sarah Billiald (SB)					
Other Staff Attendees: Kate Scribbins (KS), Lisa Sian (LS), Samantha Botsford (SBo), Vicky Rushworth (VR), Abby Rodd (AR), Hannah Gilmour (HG), Heather Fryer (HF), Michelle Bagshaw (MB).					
Apologies: Moses Williams (MW), Maria Millwood (MW), John Bateson (JB).					

Agenda Item	Discussed/Action	Who	By When
1) Welcome and apologies	DM welcomed everyone including Heather Fryer who has joined the Healthwatch Surrey team as Information & Advice Officer. Apologies were received from MM, MW and JB.		
2) Declarations of interest	<p>There was one change to the declarations of interest.</p> <p>SB has been recruited as a Non-Executive Director of SASH at East Surrey Hospital. SB felt that this would be beneficial to Luminus. The Board asked to be advised as and when any potential conflict of interest arises.</p> <p>There were no further declarations of interest to note.</p> <p>Action: LS to update the declarations of interest accordingly</p>	LS	ASAP
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 30 January 2025 were approved.		

<p>5) Review of Quarter 2</p> <ul style="list-style-type: none"> Healthwatch Surrey Contract Manager's Report Quarterly Impact report 	<p>SBo updated the Board on the work undertaken during Q4 by Healthwatch Surrey, as detailed in her report and the Quarterly Impact Report (both of which had been provided prior to the meeting).</p> <p>SBo reported that a highlight was being shortlisted again for the Healthwatch England Impact Award which has been a good opportunity to showcase the work we do and has also been used to follow up on work recommendations.</p> <p>The current thematic priorities have been embedded well and streamlined to ensure that they align with outcomes that are directly related to priority groups.</p> <p>Involvement of people – the latest project has been completed and a project on the experiences of neurodiverse patients getting appointments in Surrey hospitals has been shared as part of the autism strategy.</p> <p>Social care - Katharine is leading on the second phase of the self-funders project involving Age UK Surrey and Surrey County Council, who are changing their model based on our findings and have been nominated for national recognition.</p> <p>Primary care – Healthwatch have worked with 2 GP practices in Surrey Downs to delve into specific issues leading to good feedback from both commissioners and the GP practices. Support plans to be confirmed but we will revisit to check progress on our recommendations.</p> <p>Fieldwork project report on Domestic Abuse is in draft form with a Convening Workshop being held on 14 May in Guildford to showcase findings and involve relevant stakeholders such as domestic abuse services, charities and comms leads to co-design some action points to take forward. It will be supported by a volunteer who will facilitate sessions.</p> <p>Mental Health – Two Enter & View visits undertaken with two more planned to provide support for people with learning difficulties. Providers want to hear more.</p> <p><i>Challenges</i> – the Healthwatch website and experiences database provided by Whitebear is ceasing for local Healthwatch. In place we have devised a new spreadsheet/database which is up and running. We are using similar ones for our other contracts. We will be transitioning to the Healthwatch England provided website.</p> <p>The <i>Dash Review</i> has still not been published so we are still awaiting the results of that. In addition, following recent government announcements, there will be changes to ICB roles and responsibilities, and there is still</p>		
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	<p>uncertainty about the longer-term impact of Local Government Reorganisation.</p> <p><i>KPIs</i> – We are very pleased with the end of year position with a high number of people sharing their experiences. There has been an increase in the number of people using the Advocacy service with more complex issues. Volunteer hours have been tracked more effectively this year and will be monitored going forward. We have opened up more opportunities for volunteers e.g. proof reading.</p> <p>Healthwatch Surrey strategy 25-26 is a shift from separate strategies for volunteers, communications and community engagement. An overall workplan will combine these into one document, which will help us to keep track and focus on our remit of the 4 priority areas. Priorities rotate on a quarterly basis with a focus on specific areas rather than an 'agenda free' approach, allowing for a more efficient and successful approach, i.e. the impact of financial hardship on mental health instead of a more generic question. The document is for internal use but is available to the public, so we need to address how to present it for public consumption.</p> <p>Approval was requested for 2 new members to the Local Healthwatch Advisory Group the details of which had been circulated prior to the meeting, This was approved by the Board.</p>		
6) Action Log – correct at 31.10.24	Green actions approved for removal. Amber action to be changed to green.		
7) Public questions not already dealt with	Not applicable.		
8) AOB	None received.		
9) Date of next meeting in public:	Thursday 31 July 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:	