



## **HWS Advisory Board Meeting Agenda**

**Date: 15<sup>th</sup> May 2025**

**Time: 5.30-7pm**

**Venue: Microsoft teams**

**In Attendance:** Graham Head (GJH), Rhyana Ebanks-Babb (REB), Anood Al-Samerai (AAS), Cedric Whilby (CW), Natasha Wright (NW), Charlene Young (CY),

**HWS Advisory Board Members:** Graham Head, Cedric Whilby, Natasha Wright, Charlene Young

**HWS/ CS Staff:** Rhyana Ebanks-Babb, Anood Al-Samerai

**Apologies/Absent:** Sheona St Hilaire (SH), Hyacinth Chapman (HC), George Herat (GH), Mannah Kargbo (MK)

	<b>Agenda Items</b>
1.	<b>Introductions and apologies</b>  The Board discussed who had sent apologies for the meeting and who was in attendance. They noted that SH would not be able to attend, and AAS will be late. Board have not heard from GH, HC or MK
2.	<b>Welcome to Donelle Grant/new members</b>  REB noted that Donelle Grant was on annual leave so will be invited to a future meeting
3.	<b>Confirm minutes, Review of actions</b>  Minutes reviewed and confirmed, all actions completed
4.	<b>Conflicts of Interest</b>  GJH noted that this has been shared and conflicts recorded, REB confirmed that this will be securely saved on SharePoint
5.	<b>Outstanding documents for approval e.g. decision making policy, code of conduct etc.</b>  GJH discussed that Board members need to sign off on the following documents and REB talked through the changes made/needed:

	<ul style="list-style-type: none"> <li>- Decision-making policy, Terms of Reference, Code of Conduct, and Member Agreement approved</li> <li>- Annual review dates set for policies to ensure they remain current</li> <li>- Members requested to complete agreement form and send back to REB</li> </ul>
6.	<p><b>Prioritisation Next Steps: Project Planning, etc</b></p> <p>REB provided an update on future priority selections that were agreed following the prioritisation exercise.</p> <p>REB shared the activities undergone as part of the temporary accommodation project which includes background research, stakeholder discussions to inform the development of a steering group and project scope. The team have also attended the Southwark temporary accommodation JSNA workshop and will be making plans for potential joint engagement</p> <p>Children and young peoples (CYP) mental health project has not yet started, however targeted engagement within communities is being explored via Community Southwark members of the CYP network and beyond to understand needs and gaps in support.</p> <p>REB will begin making connection with Southwark Resource centre regarding Enter and View, training to be rolled out across July to August.</p> <p>AAS offered to set up a meeting with KeyRing who have recently won the Disability hub contract at the resource centre and members of the disability network involved following negative feedback of the procurement process.</p> <p>Due to operational shifts, REB has delayed the publication of the final report until the end of June and has assured all priorities are on track to be accomplished within 2025/26. REB agreed for GJH to use existing priority setting information until publication.</p> <p>NW made an offer of support with any operational tasks, REB and AAS highlighted what the changes have been regarding recruitment and what support the Board can provide such as data analysis, making connections etc.</p>
7.	<p><b>Q4 Monitoring Report</b></p> <p>REB shared some key highlights from the Q4 monitoring report with members, noting insights such as:</p> <ul style="list-style-type: none"> <li>- 219 pieces of feedback collected through various channels</li> <li>- 78 events attended by Healthwatch and ambassadors</li> <li>- 1,949 volunteer hours contributed</li> <li>- 156 meetings with decision-makers to share patient experiences</li> <li>- 11 case studies of policy/practice changes from project work</li> <li>- 120 signposting cases completed</li> </ul>

	<p>The Board congratulated the HWS team for their hard work over the year and thanked REB for the overview</p> <p>NW queried how we might measure the success of meetings attended, REB explained how we measure impact based on what was achieved from the meeting. REB also welcomed any further suggestions.</p>
8.	<p><b>Recruitment Update</b></p> <p>GJH and NW provided an update on the interview with a Board applicant and provided feedback about the interview, seeking thoughts from other members about a trial period in advance of approving the applicant - due to limited Board level experience and lacking information on references.</p> <p>The Board agreed to approve the application and will provide support/adjustments where needed for the applicant to fully participate in Board activities in addition to mentoring as mentioned in previous meetings.</p> <p>Awaiting to hear back from two other applicants</p>
9.	<p><b>Skills audit Update</b></p> <ul style="list-style-type: none"> <li>- Skills audit being developed to inform future recruitment needs</li> <li>- Recruitment will be widely shared once completed.</li> <li>- Mentoring to be offered as part of onboarding process for all new members</li> </ul>
10.	<p><b>Recent NHS Changes - Impact and Issues - Discussion</b></p> <p>GJH provided an overview on current and upcoming NHS changes, noting that the NHS reforms pose challenges for patient engagement and service delivery; Healthwatch must remain adaptable. GJH noted some of the following:</p> <ul style="list-style-type: none"> <li>- Shift from treatment to prevention, hospital to community care, and analog to digital</li> <li>- 50% cuts to Integrated Care Board (ICB) budgets with responsibilities shifting</li> <li>- Concerns about impact on patient choice, equality, and quality of care</li> <li>- Potential challenges for Healthwatch in maintaining relationships during reorganisation</li> <li>- Building and maintaining relationships with existing staff in health services</li> <li>- Patient voice and choice being diluted</li> <li>- A lot of change in one go</li> </ul> <p>REB discussed concerns raised in region Healthwatch network meetings:</p>

	<ul style="list-style-type: none"> <li>- Cuts and shifts will have equality/quality impact assessments</li> <li>- Local Healthwatch being overlooked in the view of reaching communities directly via VCS organisations - limiting the need of services that provide independent voice</li> <li>- Concerns for service delivery cuts being filtered from corporate cuts at ICB level</li> <li>- Concerns raised about the geographical reach that local Healthwatch and local authorities will have to adopt once cuts have been made/mergers have completed.</li> <li>- Concerns of if money from NHS will be provided to VCS's delivering primary care work.</li> </ul> <p>NW shared about a new pilot project for mental health community care being rolled out in Lewisham as part of hospital to community care shift. Good model of delivery and may be replicated in Southwark depending on progress.</p> <p>REB discussed the potential use of the quality framework to add weight to procurement outcome.</p>
11.	<p><b>AOB</b></p> <ul style="list-style-type: none"> <li>- REB shared a new opportunity for board members to participate in NHS neighbourhood health service simulation with PPL Hub on June 5-6th and will share details on how to apply</li> <li>- Southwark Stars volunteer celebration event on June 6<sup>th</sup></li> <li>- Reminder of free Covid jabs over the next six weeks</li> <li>- Brief discussion about hosting an in-person meeting and the logistics of this</li> </ul>

### Action log

- REB to update and finalise approved policy documents
- GJH to circulate NHS simulation opportunity to absent board members
- Board to consider participating in NHS simulation and Southwark Stars events
- Subgroup to develop skills audit for board members within 3 weeks
- Explore potential for in-person board meeting, with REB to investigate logistics
- New board member Carol Vincent to be invited to next meeting
- REB to invite Donelle Grant to future Board meeting

**Next HWS Advisory Board Meeting - Thursday 21<sup>st</sup> August 2025**