

Community Engagement Committee
Wednesday 2 April 2014, 9.30 am – 11.30 am
East Hants District Council, Penns Place, Petersfield

1. Apologies for absence
2. Minutes of the last meeting, 4 December 2013 (minutes confirmed by email)
3. Notes of the meeting on 5 February 2014
4. Matters arising (not on the agenda)

DEVELOPMENT OF THE COMMITTEE

5. Proposal on the future of the Committee

ACTIONS FROM THE LAST MEETING

6. Actions from last meeting
 - 6.1 Commissioning Update- Sara Tiller to bring commissioning priorities to the committee
 - 6.2 Report form Southern Health working paper – Nick Wilson to report
 - 6.3 Agree priorities for the CEC – Sara Tiller to report

REPORTS

7. Quality Report
8. Locality Patient Groups
9. CCG 5 year strategy
10. Chase Community Hospital

ANY OTHER BUSINESS

11. Any other business

DATES OF NEXT MEETINGS

12. Dates of next meetings

Community Engagement Committee Meeting
Wednesday 4 December 2013
Havant Borough Council Offices

MINUTES, confirmed by email			
Present:			
Tracey Faraday-Drake	Chair	Jim Harrison	Patient representative
Jo Hockley	Practice Manager Representative, SEH CCG	Elizabeth Kerwood	Governance and Committee Officer, SEH and F&G CCGs
David Lee	Badgerswood/Forest PPG	Debbie Purdy	Senior Commissioning Officer, SEH, F&G and Portsmouth CCGs
Jo Parkinson	Senior Development and Engagement Officer, SEH and F&G CCGs	Amanda Stewart	Complaints Officer, SEH, F&G CCGs
Peter Tier	Friends of Emsworth Community Health	Sara Tiller	Chief Development Officer, SEH and F&G CCGs
Sandra Theckston	Head of Region (East) Radian	Nick Wilson	Chairman, East Hants Community Partnership
Apologies:			
Keith Barnard	Chair, Fareham and Gosport Community Engagement Committee		
Julia Barton	Chief Quality Officer, SEH and F&G CCGs		
Mariya Hardy	Adult Services		
Marge Harvey	District Councillor, East Hants/ County Councillor		
Dr Andrew Holden	GP lead for SEH CCG		
Tim Houghton	Chief Executive, Community First HEH. Voluntary Sector representative		
Claire Hughes	Service Manager (Community), East Hampshire District and Havant Borough Councils		
Louise Spencer	Deputy Chief Quality Officer, SEH and F&G CCGs		
Brenda Woon	Development and Engagement Officer, SEH and F&G CCGs		
In attendance:			
Lao Cooper	Strategic Lead for Emotional Wellbeing Review (Children and Young People)		
Madeline Close	Voluntary Sector and Diverse Communities Officer, Health Watch		
Howard Lewis	GMC Regional Liaison Adviser for the South East Coast region		
Steve Manley	Community Outreach and Engagement Officer, Health Watch		

Item	Minute	Actions
1	<p>Welcome and Introductions</p> <p>Tracey Faraday-Drake welcomed everyone to the meeting.</p>	
2	<p>Minutes of the last meeting</p> <p>No changes were made to the minutes that were approved by email.</p>	
3	<p>Matters arising (not on the agenda)</p> <p>Commissioning Priorities for 2014-15</p> <p>Tracey Faraday-Drake met with Alex Berry, Chief Commissioning Officer and Sara Tiller to start to build up a picture of the commissioning priorities that will develop the forums the CEC sets up. Sara Tiller will bring a list of the priority areas for next year that the CCG will need engagement with patients and the public. It was acknowledged that this is an important piece of work for the CEC to take forward.</p> <p>Mental Health</p> <p>Tracey Faraday-Drake had met with Alex Berry to discuss mental health commissioning and has another meeting next week to discuss the wider review and key performance indicators.</p> <p>Southern Health Focus Group</p> <p>Nick Wilson noted that the CCG's approach was welcomed by Southern Health FT and Sue Harriman, CEO, is keen to have a dialogue with the CCG. There is a working party in December and Nick Wilson will report back following this meeting.</p> <p>Website</p> <p>Elizabeth Kerwood reported that the website is live and being constantly reviewed and evolving. More information on the CEC has been added and as soon as Elizabeth has received confirmation from all members, their details will be added onto the site. The list of contacts that each member has will also be added to the website.</p> <p>Communications</p> <p>Elizabeth Kerwood is working on the wording and this will be sent out with the minutes.</p>	<p>Sara Tiller to bring list of priorities to the next meeting.</p> <p>Nick Wilson to report back to the next meeting.</p> <p>Send out the communications with the minutes.</p>
	COMMISSIONING PRIORITIES	
4	<p>Commissioning Update</p> <p>Debra Purdy updated the committee on the key areas that the commissioning team is working on. There fall into 4 key area. The handout attached provides the details.</p> <p>There were questions on the links between social and health services, and how important it is to develop these links, including the voluntary sector. There were concerns that there are not enough staff to deal with the commissioning intentions of the CCG.</p> <p>Several committee members stressed the importance on involving the housing sector in commissioning decisions.</p>	<p>Sara Tiller will</p>

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	Sara Tiller summed up, to say that as this is a massive programme of work the CCG is looking at the priority areas where the Committee can add the most value. This will be brought back to the next meeting.	report back to the next meeting with the priority areas.
5	<p>Autism update</p> <p>Lao Cooper the Strategic Lead for Emotional Wellbeing Review (Children and Young People) for the five local CCGs and Hampshire County Council attended to update the committee.</p> <p>The key areas of work are a need analysis for Hampshire and user engagement. To date they have received over 1,000 responses from professionals, the voluntary sector, families and children. The closing date is 20 December and a preliminary report is due on 2 January. This work will inform how the CCGs and HCC support mental health and ensure that the services meet the identified needs.</p> <p>The review of Child and Adolescent Mental Health Services strategy is due at the end of January.</p> <p>There is a review of the current pathways for autism as referrals and MDTs vary across the county as there are different providers. They are drafting a pathway with a GP lead which will provide a consistent service across the county. When the pathway is available it will come to the Governing Body meeting.</p> <p>Committee members commented on the poor provision of services for adults with autism who are often treated as if they have dementia and the issues of transition from child (up to 18) and adult care of autism patients.</p> <p>The adult autism strategy is available on the HCC website http://documents.hants.gov.uk/adultservices/publications/AutismStrategy86468fullguide.pdf</p>	
	QUALITY/ EQUALITY AND DIVERSITY	
6.	<p>Quality report</p> <p>Amanda Stewart gave an overview of the key concerns with providers. <u>Portsmouth Hospital Trust</u></p> <ul style="list-style-type: none"> -Ophthalmology backlog - a large number of patients are overdue a follow up appointment in ophthalmology. An action plan is in place to clear the backlog and priority is given to patients based on their clinical need. -Cancer Waits – there are a number of patients breaching the national waiting times target. The hospital has been asked for assurance that the cancer wait times are based on real time data. The CCG is monitoring this closely. -Friends and Family Test - the Hospital scores are worse than the national average for the Friends and family score for inpatients, but the scores are better for A&E. The CCG is working with the hospital to look at the reasons behind this so that the scores can be understood better. <p><u>SCAS</u></p> <ul style="list-style-type: none"> -Long waits/response times/ vehicles off road - the report covers a very wide area, so not all of it is relevant locally but provides an overview of the whole service. There have been long waits reported and the CCG is working with SCAS to identify any problem areas. High numbers, of vehicles are off the 	

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	<p>road (25%). The fleet is being replenished with new vehicles due in November and new cars in the new year.</p> <p><u>Royal Surrey County Hospital</u> The CCG is working with the lead commissioner for the hospital. The low scoring CQC inspection is being challenged. The 3 never events this year are being investigated.</p> <p><u>Children and Adolescent Mental Health Services</u> There are capacity issues and staff vacancies. The CCG is working to identify quality markers to be used in next year's contract..</p> <p><u>Southern Health FT</u> The use of restraint has been reviewed by the Trust and the report is due at the end of December. The Trust is working with HCC and the Constabulary on the use and provision of Section 136 suites.</p> <p><u>University Hospital Southampton</u> There has been a norovirus outbreak.</p> <p>The committee agreed that its place was to provide assurance to the stakeholders represented, that issues are being dealt with. The committee is also placed to raise issues based on information and customer experience. It was noted that this year the CCG has levied fines on providers that have not met their KPIs.</p>	
7	<p>Equality and diversity</p> <p>All public sector organisations have a Public Sector Equality duty. The CCG has to assess itself against key criteria and publish the results of this by the end of January 2014. The CCG would like a group to look at the self-assessment and comment on this to ensure that the CCG is delivering for different communities appropriately. Jim Harrison, (who has done a lot of work in Equality and Diversity for different organisations) and Nick Wilson volunteered to be on the group. Claire Hughes was nominated and Sue Williams, who is the chair of the disability forum for East Hants District Council were suggested.</p>	<p>Contact Claire Hughes and Sue Williams and ask if they will be on the equality and diversity group.</p>
	<p>COMMUNICATION</p>	
8.	<p>NHS Call to Action</p> <p>Sara Tiller spoke to presentation (attached). Members of the committee are encouraged to provide feedback to the CCG and ask others to look at the information on the CCG's website and feedback.</p> <p>Jo Hockley noted that practices are not aware of this and information will be put onto the weekly email to the practices.</p>	<p>Put information on the Call to Action on Top Tips</p>
9.	<p>Healthwatch</p> <p>Madeline Close and Steve Manley attended the meeting to give a presentation (attached). Locally there is a team of 6 people. Healthwatch has a statutory requirement to represent all of the communities they serve locally.</p> <p>Sara Tiller noted that the CCG is keen to work with Healthwatch and it was agreed that it was important to share and not to repeat work. Healthwatch will be doing more focused research projects next year.</p> <p>It was noted that Jim Harrison has been confirmed as the Healthwatch Champion in this area and he will remain the conduit, along with Sara Tiller and Dr Rushton, who both sit on the Health and Wellbeing Board along with</p>	

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	Healthwatch.	
10	GMC Update Howard Lewis, GMC Regional Liaison Adviser for the South East Coast region gave a presentation to the committee (attached).	
11	Locality Patient Group Update The first meetings for the two groups, north and south of Butser will take place in January 2014.	
12	Chase Community Hospital Update Progress continues to go well on the project. The four beds at Wenham Holt have received positive feedback from the local GPs and 8 patients have used the facility to date. Work continues on the business plan. The NHS Property services have to complete a transfer agreement which may delay the process and no-one is currently sure of the time scale and it will delay the start of the works on site. The services will continue as normal until the work can start.	
13	Date of next meeting 5 February 2014 9.30 – 11.30, Ante Room, East Hants District Council, Penns Place, Petersfield.	

About our Community Engagement Committee

One of the most important things we need to do as a Clinical Commissioning Group (CCG) is to ensure that we understand what people think about their local NHS services. Your views really do help us to plan and deliver more responsive and effective health services that are designed to meet the needs of local patients and remain affordable to run.

And, as a patient, we want you to be at the heart of decisions that are made about the care and support you receive, when you need it.

There are all sorts of ways we can collect feedback about local services and it is important that we ensure that this reaches all parts of the organisation. It is equally important that we have effective means in place to communicate with our main partners and those we work with closely.

To that end we have established a Community Engagement Committee, which links directly to our CCG Governing Body to ensure that we can conduct two-way communication and engagement through existing, trusted groups.

The 'two-way' element is important because we want the agenda to be driven just as much by those participating in the group as by the CCG itself. We ask everyone who attends the meeting to take back the key messages from it into their own organisations and working groups. We are especially keen to ensure that those groups who are traditionally seldom heard are played into this way of working, too.

Above all we want to ensure that this meeting provides us with the opportunity where we can look at how we ensure continuous and meaningful engagement with the public, patients and carers so that your feedback really does influence the shaping of local NHS services.

It is our intention to provide you with a regular update from the meeting so that you can be aware of the types of issues and topics that are being discussed. We will also provide you with opportunities to add your own comments to the discussions too.

Recently we have been discussing:

- NHS Call to Action and how we are seeking the views of local residents to help us develop our five year strategy
- The progress in meeting our requirements under the Public Sector Equality Duty
- The progress in the redevelopment of Chase Community Hospital in Bordon
- The development of Locality Patient Groups which will consist of representatives from the Patient Participation Groups at GP Practices.

To find out how to get involved with the CCG visit our website at www.southeasternhamshire.nhs.uk.

December 2013