

Approved by email

Minutes

South Eastern Hampshire Community Engagement Committee (CEC) held on Wednesday 4th June
2014 at 9.30 – 11.30am at Public Services Plaza, Havant Council Offices PO9 2AX

	Attendees
	Tracey Faraday Drake Chair & South Eastern Hampshire CCG Lay Member
	Dr Keith Barnard Fareham & Gosport CCG Lay Member/Chair of F&G CEC/Chair of Fareham Locality Patient Group
	Alex Berry Chief Commissioning Officer
	Jim Harrison Patient Representative
	Cllr Marge Harvey District Councillor, East Hants/County Councillor
	Tim Houghton Chief Executive, Community First HEH/Voluntary Sector Representative
	Claire Hughes Service Manager (Community), East Hampshire District & Havant Borough Councils
	Elizabeth Kerwood Head of Communications & Engagement
	Louise Spencer Deputy Chief Quality Officer
	Nick Wilson Chase Community Hospital Steering Group Representative
1	Introduction
1.1	Welcome and Apologies Apologies were received from Sara Tiller and Jo Hockley
2	Actions and Matters Arising from the minutes of the meeting held on 2nd April
2.1	Actions Item 6.6 – LS had previously circulated the Quality Strategy Item 6.3 – EK, the website will be refreshed in light of the five year strategy document is finalised Item 7 – The HOSC is now to be known as the HESC Item 8 – JP has sent LPG minutes to the PM CAG and BW has sent the LPG minutes to JH Item 9 – The full version of the strategy is awaiting National Guidance and will be on the website around September time. A user friendly shorter version will be available too. Item 10 – TH reported that the Local Health-Local Wealth Network Workshop for the Voluntary Sector event held on 30 th April had 45 attendees out of 30 groups. Discussion was around the potential opportunities for the voluntary sector around Chase in regard to use of space to deliver services in partnership with health care providers. Key themes arising from the event have been sent to the attendees. TH will forward these to the Committee. ST and Lisa Medway from the CCG are working on the actions. Item 11 – Supporting People Funding – TFD mentioned this at the Board with Ruth Dixon. There are shared concerns around supporting people and withdrawal of services and the focus is around Integrated Care. CH stated that Tracy Howard, Housing Manager, commented on this. They will be coming up with a plan and CH will share their proposal with the Committee. AB stated that this links into the Better Care Fund discussions. The proposal will be pulled

	<p>together over the next few weeks to be presented to the Health & Wellbeing Board. TH stated that Rushmoor area face significant spending cuts. There is a Better Care Fund event on 12th June. EK to see if this is an open invitation event. Action: EK</p> <p>MH said that the Police Commissioner and Southern Health signed a concordat under the Section 136 for Adult Mental Health saying they will assess mental health patients in police cells in 3 hours.</p> <p>JH mentioned a leaflet 'Making A Start' – Dementia– Skilling the general needs housing workforce and another from The Patients Association entitled Significant Variation in Standards of Care for People Dying in Hospitals.</p> <p><u>Matters arising</u></p> <p>2.2 The reviewed Terms of Reference were approved by this Committee</p>
<p>3</p> <p>3.1</p> <p>3.2</p>	<p>Focus items</p> <p><u>Voluntary Organisations</u></p> <p>NW is involved in a consultancy project in the Borough of Guildford expanding how the voluntary sector can be part of the integrated health system and produce a beneficial effect on people's health and welfare. CCGs are showing interest in cultivating champions in surgeries to signpost people to voluntary sector services. Age UK and British Red Cross offer hospital to home support once the patient has been discharged. Discussions are taking place with the Royal Surrey and Guildford & Waverley CCG. Ideally this will be more effective if the Borough Council, County Council and health sector work together on this project.</p> <p>NW went to a Surrey Health CCG event on Creating Integrated Care Teams in May. Bullet points from the event were handed to the Committee.</p> <p>TFD pointed out that the local commitment is there but we need to demonstrate and evidence the impact on health. NW has researched other parts of the country to see what evidence is out there. It is very difficult to find examples of benefits to the health system.</p> <p>Recommendations are to use client feedback in the future, demonstrate the time saved with the health professional/fewer referrals to hospital/effective discharge and reduced hospital admissions.</p> <p>TH – a joint bid is currently being written involving Community First, Gosport Voluntary Action and Community Action Fareham. This involves employing a Care Navigator Coordinator (linked to the Integrated Care Team) to manage voluntary sector Care Navigators, based in GP surgeries who will signpost patients to non-clinical services in their local area.</p> <p>KB informed the Committee that he had attended the third Voluntary Health Forum in F&G which is co-organised by Paul O'Beirne, Chief Executive from Community Action Fareham and David Miles, Chief Officer from Gosport Voluntary Action. The role of the Care Navigator was discussed and is fully supported by the voluntary sector.</p> <p>TH – if the bid is successful it will involve a huge amount of work for the whole of the South East. EK mentioned that the voluntary organisations could have a kite-marking system to demonstrate their quality. NW mentioned that Housing and Support Services are a good source of advice. Also the Slough Quality Protects Programme The Slough Quality Protects programme has been developed by the Slough Children and Young People's Voluntary Sector Forum to help organisations to demonstrate the standard and quality of their work in a coherent and consistent way.</p> <p><u>Commissioning Priorities</u></p> <p>AB handed out a Commissioning paper briefing and explained what the Commissioning Teams' remit is and will also share the Team structure and portfolios with the Committee.</p>

- Service changes are discussed with GPs, secondary care and community services
- They work with the public concerning service re-design
- They do not cover contract management, this is carried out by the CSU but Commissioning have a close relationship with them
- They work across the three CCGs and have a team of eight.
- PHT is the main provider of services and community services are provided by Southern Health and Solent Health. They also have a number of out of area contracts with Surrey, Basingstoke and Southampton.

A Commissioning Briefing Paper was handed to the Committee, listing the key priority areas:

- 18 Week Referral to Treatment times
- Elective Improvement work stream (Action on Electives)
- Specialist MSK and Pain service update
- Cancer Performance
- Integrated Care (Out of Hospital)
- Urgent care Improvement Group – four hour target delivery

How can the CEC contribute? Alex said that the Commissioning Team want to engage with the CEC and explained that it sometimes takes 6-12 months to complete a full tendering process. Sometimes it is about tweaking the current service. Alex said she would share the Out of Hospital model strategy with the Committee.

EK commented that the Quality Surveillance Hub could be used to find out what we know already and to look at what we have already been told and help us to develop further engagement plans.

TFD said that perhaps the CEC could look at the three large projects happening over the next year and work on these with the Commissioners and possibly plan events to reach out to our communities. This would need to happen in the early planning stages.

AB – mentioned that the CAMHS re-tendering service engagement process was carried out last year and agreed that the CEC need to be involved in long term forecasting. NW said that the CEC is here to ensure the community voice is having an influence. **Action: AB**

3.3

Engagement

EK handed out copies of the Engagement Forward Planner and asked the Committee for comments. All thought this was a good idea and felt it would aid with the engagement process and events planning in the future. Members were asked to send EK any information which they would like to add to the Planner. **Action: all**

The document will be updated on a continuing basis and EK asked if this could be a standing item on the agenda. All agreed. There is currently an acute focus and primary care development needs to be included. **Action: EK**

KB mentioned the recent Gosport Health and Wellbeing Day which had 250 people attend and 30 health related exhibitor stands. At the Voluntary Sector Health Forum there were discussions around mental health service issues. AB said that mental health is part of a Hampshire-wide service which is commissioned from Southern Health by the five CCGs in Hampshire. KB informed the group that Partners Through Pain were represented and spoke about difficulties with intervention services which are still not happening in aspects of the newly commissioned pain service.

AB – two big areas which the Commissioners will be working on over the next two years are the Out of Hospital agenda and the Urgent Care pathway as well as service areas such as the Palliative Care Pathway, the Falls Service, Mental Health Services and CAMHS. EK said that

	<p>issues can be picked up through the enquiries email inbox: sehccg.enquiries@nhs.net as well as fed back directly to the appropriate commissioning lead, following meetings and events with the public.</p> <p>TFD summarized how the CEC can contribute to the Commissioning Process.</p> <ul style="list-style-type: none"> • Focus on four service areas and be involved at an early stage through the engagement process. Use current processes and local knowledge within the CCG. <p>NW said that we should not forget that our focus is patient-centred and our obligation should be the impact on service users. The website needs to be clearer and state what the CEC is for. It needs to have a clearer public image.</p> <p>3.4 <u>HealthWatch</u></p> <p>EK – engagement discussions are taking place across the five CCGs on the Better Care Fund. A meeting is taking place in the next two weeks and EK will share the outcomes.</p> <p>JH said that lots of presentations are being made on the subject. He also updated the CEC on how HeathWatch are checking the quality of the messages on GP answerphones. EK will email the Hampshire HealthWatch contact to obtain the report when it is published.</p> <p>Action: EK</p> <p>3.5 <u>CAMHS re-tendering</u></p> <p>This was raised at the Governing Body and Quality Committee. The process has been over a 6-8 month period and has engaged with service users and parents. The service is led by North East Hampshire CCG who is the lead commissioner for Children’s Services. The Hampshire-wide engagement process has been carried out. AB will share the engagement process with the Committee. There is a smaller working group and Dr Madeleine Litchfield and Dr Sally Robbins are on this group, working on the service specification and taking account of views and comments from service users and parents. The final specification will be available in June/July time. AB said she would share the email exchange concerning the consultation and what came out of it and who went along to the group from the Commissioning Team. The CEC agreed that it should be included in discussions lie this at an earlier stage.</p> <p style="text-align: right;">Action: AB</p> <p>3.6 <u>Quality Report</u></p> <p>This will no longer be reported on at the meeting as the full report is available on the CCG website. The Quality Report is embedded in the Governing Body papers under the appropriate month. We are aware that the web links are not yet available for the March and May meetings and this will be rectified shortly.</p>
<p>5</p> <p>5.1</p> <p>5.2</p>	<p><u>Any other Business</u></p> <p><u>Chase Hospital</u></p> <p>CH – is a member of the Project Board. NW – it was agreed that this Board should be more focussed towards engagement. The Local Health-Local Wealth Network Workshop was a good example of this. CH to circulate workshop notes to the Committee. Action: CH</p> <p>NHS England: Public Voice Newsletter May 2014 - for information</p> <p><u>Change to future meeting dates (see below)</u></p> <p>Following the August meeting, future meetings will be changed to: September, November, January, March, May, July. BW to organise the changed dates. Action: BW</p>

5.3	<p>'Under Pressure' report. EK handed out copies of the Under Pressure presentation which detailed a campaign week by the Portsmouth News and three local CCGs. This links to the work carried out by Debbie Purdy, Senior Commissioning Manager.</p>
7	<p>Dates of Future meetings</p> <ul style="list-style-type: none"> • Wednesday 6th August 9.30 – 11.30am, Council Chamber, EHDC, Penns Place, Petersfield – one focus item only - the Engagement Planner • Wednesday 10th September 9.30 – 11.30am, New Lease Room, Public Services Plaza, Havant • Wednesday 5th November 9.30 – 11.30am, Council Chamber, EHDC, Penns Place, Petersfield • Wednesday 14th January 2015 9.30 – 11.30am, Hollybank Room, Public Services Plaza, Havant • Wednesday 18th March – 9.30 – 11.30am, Public Services Plaza, Havant
8	<p>Action Log</p> <p>EK – to find out if the Better Care Fund event on 12th June is an open invitation AB - Alex will share the Out of Hospital model strategy with the Committee AB – Alex will share the Team structure and portfolios with the Committee All - Members were asked to send EK any information which they would like to add to the Planner EK - EK is to email the Hampshire Health & Wellbeing Board contact to obtain the OOH report before it goes on the website AB - said that she would share the email exchange concerning the CAMHS consultation and what came out of it and who went along to the group from the Commissioning Team.</p>

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