

## Minutes

### South Eastern Hampshire Community Engagement Committee

On Wednesday 10 April from 09.30 - 12.00

In Havant Plaza

Apologies to be sent to [fg-sehccg.engagement@nhs.net](mailto:fg-sehccg.engagement@nhs.net)

Attendees	
Nick Wilson	South Eastern Hampshire (SEH) CCG lay member/chair
Priya Mistry	Communications and engagement officer, SEH CCG
Sophie Sitch	Transformation manager
Jennie Romicheva	Service coordinator for Community First
Gill Bailey	Portsmouth Hospitals NHS Trust patient representative
Caroline O'Connor	Patient experience manager for PHT
Norman Proudfoot	Chair, SEH Locality Patient Group
Cllr Keith Budden	Vice chairman of East Hampshire District Council
Steve Southwell	Chair, Mental Health Service User Forum
Janie Millerchip	Health and wellbeing advisor, East Hampshire District Council
Dominic Davis	New care model lead, Southern Hampshire Primary Care Alliance
Elizabeth Kerwood	Head of communications and engagement, SEH CCG

1	Introductions
1.1	<p><b>Welcome and apologies</b> Nick welcomed everyone to the meeting. Apologies were received from Tim Houghton and Paula-May Houghton-Clarke.</p> <p>Jim Harrison has stepped down from the group. The committee agreed he will be greatly missed and Nick will send him a thank you note from the group.</p>
1.2	<p><b>Previous minutes</b> One typo was identified and corrected for the minutes from January 9. The minutes were approved.</p>
1.3	<p><b>Requests for AOBs</b> None were made.</p>
1.4	<p><b>Declarations of conflicts of interest</b> None were made.</p>
1.5	<p><b>Action log</b> The action log was reviewed and an updated version will be sent out with the</p>

	<p>minutes.</p> <p>It was suggested that the future item on carers with HCC should be taken as part of a broader item on the government's promised Green Paper on social care.</p>
<b>2</b>	<b>Focus items</b>
2.1	<p><b>NHS Long Term Plan and GP contract update – Elizabeth Kerwood</b></p> <p>Following the publication of the NHS Long Term Plan, members wanted to hear more about how this work will impact the population locally. The plan was formed taking into account learnings from the Vanguard work, of which south eastern Hampshire was a site, and also the Five Year Forward View. In that respect members will be aware of some the work outlined in the Long Term Plan.</p> <p>There are five major changes that have been outlined in the plan:</p> <ul style="list-style-type: none"> <li>• Boosting out of hours hospital care and removing the divide between primary and community services</li> <li>• Redesigning and reducing pressure on emergency hospital services</li> <li>• Having more personalised care and giving better control to people over their health</li> <li>• Digitally-enabled primary and outpatient care</li> <li>• Increasing the focus on population health and local partnerships through Integrated Care Systems.</li> </ul> <p>Locally different organisations are already working together as a system and in partnership with each other in the Portsmouth and south east Hampshire Integrated Care Partnership (ICP). This includes Clinical Commissioning Groups, community health providers, acute hospital trusts, local authorities and the voluntary sector. At a more strategic level Hampshire and Isle of Wight work together as an “integrated care system” through the Sustainability and Transformation Partnership (STP).</p> <p>Out of hours care involves developing primary care and community care and in particular how they can work closer together. There will be extra investment for workforce and services and the development of Primary Care Networks. NHS111 will be able to book appointments with GPs directly or refer a patient to a pharmacy if appropriate. Improving awareness of how a pharmacy can help is also a part of this. More support for care home residents will also feature here.</p> <p>The clinical assessment service is being developed within NHS111. This means clinicians will be available to speak to patients to ensure the advice of going to see a GP, pharmacist or to A&amp;E is the most appropriate. The service will include the ability to speak to a mental health specialist, paediatric nurse, a GP or a pharmacist. Urgent treatment centres are also being developed, which will offer more support compared to current minor injury units.</p> <p>Improving access and choice to help manage long-term conditions such as diabetes and mental health, offering maternity and parental support and mental health support at both lower level and crisis is being developed. Social</p>

prescribing is being funded for each Primary Care Network to help link patients into other services and support.

An NHS app is being launched as the 'digital front door' to the NHS. It will link systems in one place, you will be able to look for advice and check for symptoms and in time telephone consultations. There is also the development of smart technology and how this can be introduced. This includes 'smart inhalers' and technology to support those who are prone to falling.

There are now better tools to analyse the health of the population or person and this can be used to help with earlier intervention. For example the CCG is promoting the national Diabetes Prevention Programme, where when you have a blood test an extra test can be undertaken from the sample to see if you might be prone to developing Type 2 diabetes. You can then be offered lifestyle support and intervention to avoid the development of the condition.

GP practices are starting to work together in Primary Care Networks so they can share expertise and resources over a wider geographical area. It will also integrate lots of different services which include GPs, pharmacists, district nurses and other health workers. The contract is due to go live in July this year.

In discussion, committee members emphasised the importance of:

- the secondary and primary systems working together;
- involving both upper and lower tier local authorities;
- linking with voluntary and community organisations;
- communicating the changes to the patient and wider population so that they know what they can get from where;
- explaining the reasons effectively so that people don't get 'hacked off' by the changes but rather assist their delivery;
- demonstrating the benefits in terms of better outcomes

**Action:** Provide feedback to Elizabeth Kerwood with any comments on the information sheet about PCNs – All

### **New care models neighbourhood update – Dominic Davis and Sophie Sitch**

Sophie and Dominic provided a headline update on areas being focused on at the moment in the localities:

- Care homes in Fareham have been trialling assigning care homes to a particular practice to help develop a more effective relationship and how residents are supported
- A tool to analyse our population and who is at a higher risk of developing long-term conditions is being developed
- Improving same-day access to GPs

2.2

Committee members emphasised the importance of joined up patient records so that they can be accessed by different parts of the system, and the need for Portsmouth Hospitals NHS Trust to join up and develop its own systems, including electronic prescribing.

	<p>Members also noted the need for the 111 and Clinical Assessment Service processes to direct people as accurately as possible, and for there to be an effective range of alternatives to going to A&amp;E.</p> <p><b>Social prescribing – Elizabeth Kerwood</b></p> <p>Through the Vanguard work we have piloted surgery signposters, who are volunteers that can spend up to 40 minutes with a patient and identify and tackle issues they may have, and sign post them on to services that can help.</p> <p>2.3 Social prescribing will be a part of Primary Care Networks and work is underway to explore the potential of working with partners including to the PCNs, Hampshire County Council, Southern Health NHS Foundation Trust and the voluntary sector to develop an integrated model.</p> <p>Committee members suggested that, in taking this work forward, reference should be made to previous models e.g. Havant’s Supporting Families Programme.</p> <p>A workshop is being organised to explore this further and the committee will be updated at a future meeting.</p> <p><b>2018/19 quarter four engagement report – Elizabeth Kerwood</b></p> <p>Members noted the report which included:</p> <ul style="list-style-type: none"> <li>• Updates on the engagement programmes for wheelchair service provision, non-emergency patient transport service patient communications and Emsworth surgery</li> <li>• Key themes from ongoing engagement routes include: <ul style="list-style-type: none"> <li>○ Promoting pharmacists</li> <li>○ Audiology waiting times</li> <li>○ Practice car parks</li> <li>○ Practice did not attend rates</li> </ul> </li> </ul> <p>Members noted the themes and the actions being taken by the CCG to address these.</p> <p>Committee members also agreed for the creation of a themes log where final outcomes from issues raised/discussed are recorded for completeness.</p> <p><b>Action:</b> Provide feedback to Priya Mistry with any comments on the report – All</p> <p><b>Action:</b> A themes log to be included in the report to the next meeting of the Committee – PM</p>
<b>3</b>	<b>Standing items/regular updates</b>
3.1	<p><u>Steve Southwell - Mind</u></p> <p>Steve informed members of the Safe Haven project that is going to be trialled in either Fareham and Gosport or Havant. It will use the model that was</p>

	<p>developed in Aldershot, which involved having a place people could go to for support with mental health. This could be to de-escalate a potential crisis or to help those who are in crisis. A mental health practitioner will be on-site with a wellbeing practitioner and someone that can help with drug and alcohol misuse.</p> <p>Janie reported that East Hampshire District Council may be interested in supporting the pilot.</p> <p><b>Action:</b> Send business case for the pilot to Nick Wilson and Janie Millerchip – SS</p> <p>Southern Health NHS Foundation Trust and Solent NHS Trust have created an integrated crisis team so they can share resource and experiences.</p> <p>3.2 <u>Janie Millerchip – East Hampshire District Council</u>  From April 1 people will be able to bid for a share of £500,000 of health and wellbeing and welfare funds that are available from the council. The funds will be available for a three-year period.</p> <p><b>Action:</b> Send Priya Mistry information about the scheme which can be shared with the committee – JM</p> <p>The council is hosting a Dementia Festival on May 25 in Festival Hall, Petersfield. There will be short presentations on power of attorney, support for carers and from Hampshire Fire and Rescue Service. The event is open to all.</p> <p><b>Action:</b> Send Priya Mistry a flyer for the event which can be shared with the committee – JM</p> <p>3.3 <u>Norman Proudfoot – SEH LPG</u>  Norman reported that Scottish and Southern Electricity Networks (SSEN) had attended the LPG and given an interesting presentation. SSEH is responsible for distributing electricity and can help people with medical needs that need extra care during a power cut.</p> <p>3.4 <u>Caroline O'Connor/Gill Bailey – patient experience PHT</u>  The IT system at the hospital trust is being reviewed as part of PHT's digital strategy. An engagement event found the biggest patient complaint was around having to tell their story multiple times. Caroline offered to share this information around the strategy to the CEC and arrange for the team to visit the LPG to seek their view.</p> <p>Sarah Balchin, head of patient experience, will be leaving PHT to work for a community provider. A replacement is being sought.</p> <p>3.5 <u>Jennie Romicheva – Community First</u>  Community First and Gosport Voluntary Action have held two joint workshops on social prescribing. Tim Houghton will be able to provide feedback on this at a future meeting.</p> <p><b>Action:</b> include this as part of a future agenda - PM</p>
4	<b>Date of future meetings</b>

	<p>Future meetings will be held from 9.30am to midday on the following dates:</p> <ul style="list-style-type: none"><li>• 10 July, Hurstwood room, The Plaza, Havant</li><li>• 9 October, Ante room, Penns Place, Petersfield</li><li>• 15 January, 2020, Hurstwood room, The Plaza, Havant</li></ul>