

Minutes of the Patient and Public Engagement Committee

Date and time of Meeting:	Thursday 14 January 2021, 10am – 12noon
Venue:	Microsoft Teams

Present:	Denise Dawson	Governing Body Lay Member for Patient and Public Engagement (Chair) HMR CCG
	Phil Burton	Engagement Lead, HMR CCG
	Karen Hurley	Director of Operations / Executive Nurse, HMR CCG (<i>from 11:04</i>)
	Charlotte Mitchell	Head of Commissioning, Children’s and Maternity, HMR CCG
	Samina Arfan	Equality, Diversity & Inclusion Strategic Lead, HMR CCG
	Jackie Woodall	Quality & Safeguarding Representative
	Kate Jones	Healthwatch Rochdale
	Sarah Cross	Rochdale and District Disability Action Group (RADDAG)
	Mark Wynn	Director, HMR Circle
	Karen Kelland	Patient Participation Groups Representative
	Rob McDougall	Senior Patient Services Manager, HMR CCG
	Alison Mitchell	Head of Communication & Engagement, HMR CCG
	Khadija Tily	KYP
	Steve Maden	Rochdale & District Mind Representative
In Attendance:	Sabrina Bennett	Administration and Committee Support Officer (Minutes)
	Katie Gregg	Integrated Systems Development Programme Co-ordinator (<i>agenda item 4.4 only</i>)
	Kimberley Williams	Communications, Salford Royal Foundation Trust
Apologies:	Kerry Bertram	Action Together
	Shabnam Sardar	Quality & Safeguarding Manager, HMR CCG
	Tracey Coatman	Healthwatch Rochdale
	Karen Kelland	Patient Participation Groups Representative
	Rebecca Steele	Rochdale & District Mind Representative
	Sandra Croasdale	Director of Integrated Systems Development, HMR CCG

AGENDA ITEM	ITEM	ACTION
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1.0 GOVERNANCE

14/01/2021/1.1	Apologies	
	1.1.1 Members were welcomed, introductions were made, and apologies were noted as above.	

14/01/2021/1.2	Declarations and Register of Interests	

	<p>1.2.1 Members were reminded of their obligation to declare any interest they may have which might conflict with the business of Heywood, Middleton and Rochdale Clinical Commissioning Group.</p> <p>1.2.2 Declarations declared by members are listed in the CCG's Register of Interests. The Register is available either via the Corporate Affairs and Governance Manager or the CCG website at the following link: Declarations of Interest Register</p> <p>1.2.3 The Chair requested any declarations of interests relating to today's agenda.</p> <p>1.2.4 None were received.</p> <p>1.2.5 The Patient and Public Engagement Committee agreed to note that there are no declarations of interest.</p>	
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14/01/2021/1.3	Minutes of the Patient and Public Engagement Committee on 8 October 2020	
	<p>1.3.1 The minutes of the meeting held on 8 October 2020 were agreed as a true and accurate record with the following amendment:</p> <ul style="list-style-type: none"> • Page 4 reference 2.3.1 - '<i>reporting to the Equality LCO Board</i>' 	

14/01/2021/1.4	Matters Arising / Action Log	
	<p>1.4.1 The action log was reviewed and updated.</p>	

14/01/2021/1.5	Chair's Actions	
	<p>1.5.1 No Chair's actions have taken place since the last meeting.</p>	

14/01/2021/1.6	Committee Self-Assessment	
	<p>1.6.1 It was explained that the 2020/21 Committee Self-Assessment is due for submission at the end of March. As the Committee will not next meet until April members were asked to review last year's submission and feedback comments to S Bennett by the end of January.</p>	ALL

2.0 THIRD SECTOR MEMBERS UPDATES

14/01/2021/2.1	Third Sector Members Update – Mind	
	Declaration of Interest: None	
	<p>2.1.1 An overview of the report was provided.</p> <p>2.1.2 It was highlighted that some face to face services are still operating in the building. And the growth project in the allotments continues.</p>	

	<p>2.1.3 Members were asked for any questions or comments</p> <p>2.1.4 It was confirmed that people have got used to the online groups and are engaging. Before the pandemic most young users preferred face to face and now prefer online or telephone versions therefore post pandemic this will continue.</p> <p>2.1.5 Support was offered from the EDI Lead for assistance in the recruitment of the Dementia Lead. It was agreed this would be picked up outside of the meeting.</p> <p>2.1.6 A suggestion was made to link in with the Youth Offending Service to develop the Forward Project for those at risk of becoming involved in the criminal justice system in terms of the early help work.</p> <p>2.1.7 Members agreed to note the content of the report.</p>	
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14/01/2021/2.2	Third Sector Members Update - RADDAG	S Cross
	Declaration of Interest: None	
	<p>2.2.1 An outline of the report was provided.</p> <p>2.2.2 It was highlighted that the Disability Forum are picking up some of the specific points in the Equalities Assembly 2 recommendations; in addition, the CCG EDI Lead is implementing the the accessible information standards across organisations.</p> <p>2.2.3 It was suggested that a list of the organisations involved with the Disability Forum be shared with CCG Engagement Lead to add to the list of organisations working with HealthWatch to complete the picture of who is being reached.</p> <p>2.2.4 Members were asked for any questions or comments.</p> <p>2.2.5 A suggestion was made for the Adult Commissioner and Children’s commissioner to link in with RADDAG. An invitation was extended to commissioners to attend the Disability forum.</p> <p>2.2.6 It was highlighted that the CCG are working on accessible information within the organisation; it was noted that this is not related to the accessible information standard.</p> <p>2.2.7 A discussion took place around the lack of a voice from the BAME community of people with a learning disability although these will be picked up in the LD health checks this should be considered.</p> <p>2.2.8 Members agreed to note the content of the report.</p>	

14/01/2021/2.3	Third Sector Members Update – Healthwatch	
	Declaration of Interest: None	
	<p>2.3.1 Key highlights from the report were provided.</p> <p>2.3.2 Analysis of the Comms Survey which had 700 respondents has</p>	

	<p>shown some interesting results which will be shared with the LCO.</p> <p>2.3.3 Key areas of concern from the Advisory Group currently are:</p> <ul style="list-style-type: none"> ➤ limited sign up from pharmacies across Rochdale to the Minor Ailments Scheme, ➤ some GP's not accepting repeat prescriptions on the telephone – RM explained that this directive had come from the CQC. They recommended this as safer practice and was not the individual GP Practice decision ➤ and lack of appointments during the pandemic for the Pain Clinic which are all being explored further. <p>2.3.4 Work is taking place to develop #Together Rochdale as some organisations are not fulfilling the statement of intent.</p> <p>2.3.5 Data from HealthWatch England regarding experiences of urgent care by appointment will be shared with the Committee once it has been received. It has been reported that some patients have been sent outside at A&E to ring 111.</p> <p>2.3.6 Members were asked to share the HealthWatch Workplan consultation with their service users.</p> <p>2.3.7 A question was asked in relation to the Advisory Group and how it is ensured that issues are relevant. It was confirmed that the decision-making policy will help to ascertain this, and it will be shared with the Committee once it has been implemented.</p> <p>2.3.8 A suggestion was made to triangulate any issues with CCG Patient Services to highlight trends. The Patients Services Quarterly Report is available to Healthwatch via the Quality and Safeguarding Committee.</p> <p>2.3.9 Discussions took place regarding the public consultation on ceasing the Moving On Service which provides support for people who have acquired an impairment later in life. Healthwatch felt that the consultation was not carried out appropriately.</p> <p>2.3.10 Members agreed to note the content of the report and the verbal update provided.</p>	All
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14/01/2021/2.4	Third Sector Members Update – Circle	
	<p style="background-color: #e0e0e0;">Declaration of Interest: None</p> <p>2.4.1 A summary of the report was provided, and key points highlighted.</p> <p>2.4.2 Members were asked for any questions or comments.</p> <p>2.4.3 A pilot is being undertaken in Kirkholt for a Meals on Wheels service to ascertain if there is demand for this.</p> <p>2.4.4 Feedback received from patients receiving their Covid vaccination at Riverside has been very positive.</p>	

	<p>2.4.5 It was confirmed that patients offered a vaccination appointment at the Etihad Stadium can be directed to CCG Patient Services in order to arrange a local appointment.</p> <p>2.4.6 Further discussion took place in relation to local comms around the vaccination programme and it was explained that due to National Command and Control they send out any information and the CCG are following the directives.</p> <p>2.4.7 Members agreed to note the content of the report.</p>	
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14/01/2021/2.5	Third Sector Members Update – PPG	K Hurley
	Declaration of Interest: None	
	<p>2.5.1 The report was provided but due to apologies was not presented.</p> <p>2.5.2 A question was raised in relation to PPG's being stood down and it was confirmed that this is not a CCG decision and is no longer included in Core+.</p> <p>2.5.3 It was agreed that an update regarding this would be obtained and shared with members.</p> <p>2.5.4 Members agreed to note the content of the report.</p>	

14/01/2021/2.6	Third Sector Members Update – Rochdale Connections Trust	
	Declaration of Interest: None	
	<p>2.6.1 The Rochdale Connections Trust representative sent apologies to the meeting and no report was submitted.</p>	

14/01/2021/2.7	Third Sector Members Update – KYP	S Arfan
	Declaration of Interest: None	
	<p>2.7.1 The report was summarised.</p> <p>2.7.2 Members were asked for any question or comments.</p> <p>2.7.3 It was highlighted that Covid has had a big impact on the capacity of the service.</p> <p>2.7.4 A Children in Need funded programme is being created to provide an education catch up service for children. Following a question, it was confirmed that the children are enrolled in a school; the service is to provide support for missed social opportunities and academic work.</p> <p>2.7.5 The service continues to advocate for EDI and an appeal was made for collaboration opportunities. It was agreed the EDI Lead would set up a meeting with a suggestion to link in with the Community Response Group in the Local Authority.</p> <p>2.7.6 A question was asked if a long-term solution to reduce the reliance</p>	

	<p>on food banks was being developed. In response, it was reported that a longer-term solution was a political one and in the meantime the service continues to work to reach individuals in the community in need.</p> <p>2.7.7 Further discussion took place in relation to engagement with the BAME community by the LA and CCG and it was agreed this needs to be explored collaboratively by the EDI Lead, KYP representative Mind representative and Commissioners.</p> <p>2.7.8 It was highlighted that Older People should not be forgotten about in terms of the disproportionate effect of Covid.</p> <p>2.7.9 Members agreed to note the content of the report.</p>	
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14/01/2021/2.8	Third Sector Members Update – Action Together	
	Declaration of Interest: None	
	2.8.1 The report was provided for information only due to apologies.	

3.0 ITEMS FOR DECISION – NO ITEMS

14/01/2021/3.1	2021/22 PPEC Business Schedule and Meeting Dates	S Bennett
	Declaration of Interest: None	
	<p>3.1.1 The Chair briefly shared her concerns on the organisational changes taking place in Greater Manchester and the introduction of one CCG per STP. Explaining that HMR CCG would cease to exist in April 2022 as the Integrated Care System (ICS) became a legal entity and that engagement with local communities was key to ensuring HMR residents needs remained high on the agenda. The Chair proposed to increase the number of PPEC meetings from quarterly to bi-monthly during 2021/2022. Members agreed.</p> <p>3.1.2 Circulate bi-monthly meeting dates and send calendar invites.</p> <p>3.1.3 There was a suggestion to include a Rochdale Borough Council Representative.</p> <p>3.1.4 Members agreed the recommendation.</p>	

14/01/2021/3.2	Updated PPEC Terms of Reference	
	Declaration of Interest: None	
	3.2.1 Members were advised that the Terms of Reference are updated to incorporate the agreed change the Committee frequency.	

14/01/2021/3.3	Patient Services Information Easy Read Leaflet	
	Declaration of Interest: None	
	3.3.1 An overview of the paper was provided.	

	3.3.2 It was suggested to obtain learning disability (LD) input. It was agreed that the leaflet would be sent to the Engagement Lead to forward to his contacts for LD input.	R McDougall / P Burton
	3.3.3 Members agreed to note the content of the report.	

4.0 ITEMS FOR DISCUSSION

14/01/2021/4.1	#Thrive Relocation Update	
	Declaration of Interest: None	
	4.1.1 Covered under agenda item 5.2.	

14/01/2021/4.2	Colposcopy Move	
	Declaration of Interest: None	
	4.2.1 Covered under agenda item 5.2.	

14/01/2021/4.3	PPG Development	
	Declaration of Interest: None	
	4.3.1 Due to apologies this item was deferred.	

14/01/2021/4.4	Commissioning Intentions Engagement Plan	K Gregg
	Declaration of Interest: None	
	4.4.1 An overview of the paper was provided.	
	4.4.2 Members were asked for any questions or comments.	
	4.4.3 A comment was made that inclusion of the Equality Impact Assessment Group was essential as part of the initial engagement as all the intentions will require an Equality Impact Assessment. It was agreed that K Gregg would liaise with S Arfan to join this group.	
	4.4.4 Concerns were raised that co-design and co-production of the intentions has not taken place in the first phase, rather the intentions have been decided and community members asked for feedback. Comments from the community groups in RADDAG's report also reinforces this.	
	4.4.5 In response it was highlighted that the project mandates align with feedback and are high level and not at the design stage yet; further dives into the detail needs to take place, in addition the Command and Control status currently complicates things. It was stated that engagement is not a one-time occurrence and there is an intention to make this a priority.	
4.4.6 Following a question, it was confirmed that K Gregg will be leading on engagement work along with S Croasdale and it was agreed to add K Gregg to the Committee membership going forward.	S Bennett	

	<p>4.4.7 The RADDAG representative specified that the input from their groups was purely regarding how best to communicate the intentions not in co-design as stated in the report. It was agreed this will be made clearer in future.</p> <p>4.4.8 An invitation was extended to reach out to members of the Committee to work together to embed engagement. It was acknowledged that the command and control situation is challenging but it was felt plans could still be put in place and be adapted as necessary.</p> <p>4.4.9 It was requested that a full engagement plan be brought to the April PPEC meeting.</p> <p>4.4.10 Members agreed to note the content of the report.</p>	K Gregg
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14/01/2021/4.5	<p>Improving Services and Measuring the Impact of Patient and Public Engagement</p> <p>Declaration of Interest: None</p> <p>4.5.1 Members were asked for any comments or questions relating to the report which will be submitted to the next Governing Body.</p> <p>4.5.2 None were received.</p> <p>4.5.3 Members agreed to note the content of the report.</p>	
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14/01/2021/4.6	<p>Pennine Acute Transactions Engagement Update</p> <p>Declaration of Interest: None</p> <p>4.6.1 An overview was provided.</p> <p>4.6.2 It was highlighted that the service at the point of access and services delivered from this site will remain unchanged for patients and due to this consultation with the public is not required. Staff side consultation is taking place.</p> <p>4.6.3 Consultation is also being undertaken with all local HealthWatch organisations in Salford, Manchester, Oldham, Rochdale and Bury.</p> <p>4.6.4 Key stakeholders are being kept up to date via Comms Leads.</p> <p>4.6.5 Members were asked for any questions or comments.</p> <p>4.6.6 None were received.</p> <p>4.6.7 Members agreed to note the content of the report.</p>	
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5.0 COMMUNICATIONS		
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14/01/2021/5.1	<p>Task and Finish Groups Update</p> <p>Declaration of Interest: None</p>	
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	5.1.1 No activity has taken place since the last meeting.	
14/01/2021/5.2	Integrated Commissioning Business Engagement Update	C Mitchell
	Declaration of Interest: None	
	5.2.1 An overview of the report was provided, and key areas highlighted.	
	5.2.2 It was acknowledged that the consultation on the #Thrive relocation did not consider those not accessing the service and this is being explored with Action Together moving forward.	
	5.2.3 It was agreed the detail missing from the report relating to the Colposcopy service would be shared after the meeting.	
	5.2.4 Parents are going to be involved in the decision around a tender that is due to be submitted for a new key worker function for the Transforming Care for children and families programme. In addition, parents have agreed to support interviews for the new designated clinical officer role with job descriptions being designed with parents. The post will support quality assurance of the SEND agenda in the CCG.	
	5.2.1 A questionnaire has been designed for children's commissioning and will be shared with members.	
5.2.2 It was requested that outcomes, numbers engaged and further detail relating to all the engagement work undertaken for children's commissioning be shared with the CCG Comms Lead and Engagement Lead.	C Mitchell	
5.2.3 Members agreed to note the contents of the report.		
14/01/2021/5.3	Communications and Engagement Update	
	Declaration of Interest: None	
	5.3.1 Members were asked for any comments or questions.	
	5.3.2 None were received.	
5.3.3 Members agreed to note the contents of the report.		
14/01/2021/5.4	Equality Diversity & Inclusion Update: Quarter 2 2020	
	Declaration of Interest: None	
	5.4.1 It was highlighted that action planning will be a priority over the next month and meetings are scheduled with Commissioners to look at areas to address equality.	
	5.4.2 The Health and Care Working Group was on pause and will recommence and feedback will be provided in future.	
5.4.3 Members were asked for any comments or questions.		

	<p>5.4.4 It was noted that diversity and equality in engagement is pertinent and good to see this taking place. In addition, it was felt there is a need to look at data inequalities and join that up with engagement.</p> <p>5.4.5 Members agreed to note the contents of the report.</p>	
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6.0 ITEMS FOR INFORMATION ONLY

14/01/2021/6.1	ERS (Electronic Referral System) Pop Up Survey Results	P Burton
	<p>6.1.1 It was agreed the figure for the latest quarter will be shared outside of the meeting.</p>	

6 - ANY OTHER URGENT BUSINESS

14/01/2021/7.1	AOB	
	<ul style="list-style-type: none"> • Annual Engagement Report Requirements <p>7.1.1 It was reported that there has been no assessment process this year and guidance has not yet been received for future requirements.</p> <p>7.1.2 An update will be provided when available.</p> <p>7.1.3 It was highlighted that the next scheduled meeting will be during the Easter holidays. Members agreed this would not be an issue.</p>	

DATE AND TIME OF NEXT MEETING

Date: Thursday 8 April 2021
 Time: 10am – 12noon
 Venue: MS Teams