

Minutes of the Patient and Public Engagement Committee

Date and time of Meeting:	7 th October 2019 10 am to 12 noon
Venue:	Room G10, Number One Riverside

Present:	Denise Dawson Samina Arfan Phil Burton Sarah Cross Alex Leach Karen Kenton Herbert McKenzie Juliette Lundergen Mark Wynn	Governing Body Lay Member for Patient and Public Engagement (Chair) HMR CCG Equality Diversity and Inclusion Lead, HMR CCG Engagement Lead, HMR CCG Rochdale and District Disability Action Group (RADDAG) Healthwatch Rochdale Assistant Director of Commissioning Integrated Services, HMR CCG / Rochdale Borough Council Rochdale Mind Designated Nurse for Cared for Children and Designated Nurse for Safeguarding Children HMR Circle
In Attendance:	Sally Fisher Pam Dickinson Anna Stokes Rob McDougall Chanel Anayah-Hassan	Administration and Committee Support Officer (minutes) Communications and Engagement Manager, HMR CCG (on behalf of Alison Mitchell) Healthwatch Rochdale Senior Patient Services Manager, HMR CCG Social Work Student, attending with Mind representative
Apologies:	Elaine Gansler Karen Hurley Alison Mitchell Kate Jones Khadija Tily Michael Dale	Barnados Director of Operations / Executive Nurse, HMR CCG Head of Communication and Engagement, HMR CCG Healthwatch Rochdale Kashmir Youth Project Rochdale Patient Participation Group (PPG)

AGENDA ITEM	ITEM	ACTION
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1 - GOVERNANCE

7/10/19/1.1	Apologies	PB
	<p>1.1.1 Apologies as noted above.</p> <p>1.1.2 It was advised that Michael Dale plans to resign from his role on the committee due to personal commitments. It was agreed that the Engagement Lead will contact the PPG's vice chair to see if she or a representative can attend meetings going forward.</p>	

7/10/19/1.2	Declarations and Register of Interests	
	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.	
	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	
	1.2.3 The Chair requested any declarations of interests relating to today's agenda.	
	1.2.4 None were received.	
	1.2.5 The Patient and Public Engagement Committee agreed to note that there are no declarations of interest.	

7/10/19/1.3	Minutes of the Patient and Public Engagement Committee on 2 July 2019	
	1.3.1 The minutes of the meeting held on 2 July 2019 were agreed as a true and accurate record with no amendments made.	

7/10/19 /1.4	Matters Arising / Action Log	
	1.4.1 The action log was reviewed and updated.	
	1.4.2 An update was provided on an event jointly run by young people with special educational needs and Barnados, which was reported to be challenging and entertaining, and was highly commended. The communications team will consider including information about the event in the next CCG newsletter.	AM / PD

7/10/19/1.5	Chair's Actions	
	1.5.1 No chair's actions have taken place since the last meeting.	

2 – THIRD SECTOR MEMBER UPDATES
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7/10/19/2.1	Third Sector Members Update - Mind	
	Declaration of Interest: None	
	2.1.1 The contents of the paper were summarised.	
	2.1.2 It was agreed that information about the Get Active 4 Life and suicide prevention sessions would be shared in the CCG newsletter.	AM / PD
	2.1.3 The Mind Black, Asian and minority ethnic (BAME) health and	

	<p>wellbeing forum was discussed. This is a multiagency partnership attended by both professionals and service users. The forum was previously linked to the mental health strategic group, however this link has been lost and it needs to be ensured that discussions feed into ongoing mental health work, in which equality is a key theme. This will be discussed further with the Equality Diversity and Inclusion (EDI) lead, mental health lead commissioner and assistant director of commissioning.</p> <p>2.1.4 Members agreed to note the contents of the report.</p>	SA / KK
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7/10/19/2.2	<p>Third Sector Members Update - RADDAG</p>	SC
	<p>Declaration of Interest: None</p> <p>2.2.1 The contents of the paper were summarised.</p> <p>2.2.2 The CCG's EDI lead advised that she intends to link in with the Equality, Diversity and Cohesion Network. The importance of all organisations carrying out EDI work across the borough connecting to try and reduce variation in different areas and strengthen the voice of services available was acknowledged.</p> <p>2.2.3 RADDAG are involved in organising Rochdale's Pride event, which will be a two week event in November 2019. Further details will be shared with members once available.</p> <p>2.2.4 There is currently no funding linked to the Disabled People's Advisory Panel, and while the Cohesion Network have a small amount of funding, there is not enough to support awareness events etc. This has been raised in the EDI Strategy, as lack of funding means that the impact of work being done will be limited.</p> <p>2.2.5 Members agreed to note the contents of the report.</p>	

7/10/19/2.3	<p>Third Sector Members Update - Healthwatch</p>	AL
	<p>Declaration of Interest: None</p> <p>2.3.1 A verbal update was provided.</p> <p>2.3.2 A care home forum event took place to present enter and view work carried out by Healthwatch. Rochdale Borough Council and Advocacy Together both presented. A second event is planned in conjunction with Springhill Hospice in January 2020 regarding end of life care, and further details will be shared with members once available.</p> <p>2.3.3 The NHS Long Term Plan engagement reports have now been published. At the Healthwatch conference, which took place earlier in the week, Healthwatch Rochdale won an award for work done on this.</p> <p>2.3.4 An advisory group has been set up to bring local people and services together to discuss issues affecting people in health and social care services, and give an opportunity for members to influence local decisions. This is a subcommittee to the Healthwatch</p>	

	<p>board and so holds the board to account on their local work plan. PPEC members were invited to become members, and should contact Kate Jones if they are interested.</p> <p>2.3.5 A Healthwatch 360° stakeholder event will be held on 27th November 2019. Both members of the public and those working in services are invited to attend and feedback on their experiences of Healthwatch.</p> <p>2.3.6 Three enter and view reviews have taken place since the last PPEC meeting, and details will be made available on the Healthwatch website.</p> <p>2.3.7 The Healthwatch CAMHS report has been published, and the team are now working with Healthwatch England around mental health and the journey to parenthood.</p> <p>2.3.8 Members agreed to note the verbal update provided.</p>	ALL
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7/10/19/2.4	Third Sector Members Update - KYP	
	Declaration of Interest: None	
	2.4.1 The KYP representative sent apologies to the meeting, and no report has been submitted.	

7/10/19/2.5	Third Sector Members Update - Circle	KK
	Declaration of Interest: None	
	2.5.1 The contents of both the update report and volunteer driver report were summarised.	
	2.5.2 Circle are pleased with the outcome of the volunteer driver report, which provides evidence of high levels of customer satisfaction and a significantly lower cost than alternative transport provisions.	
	2.5.3 There is currently an ongoing transport review (at GM level?) and the report will be fed into this.	
	2.5.4 Work around the Aging Well Partnership has paused due to Public Health capacity, any support members are able to offer around this was requested.	
2.5.5 Members agreed to note the contents of the report.		

7/10/19/2.6	Third Sector Members Update - PPG	
	Declaration of Interest: None	
	2.6.1 The PPG representative sent apologies to the meeting and no report was submitted.	

3 - ITEMS FOR DECISION

7/10/19/3.1	Engage 3 Business Case	
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	<p>Declaration of Interest: None</p> <p>3.1.1 This paper was tabled at the meeting. The contents of the business case were outlined.</p> <p>3.1.2 It was clarified that as PPEC is not a decision making body this report has been submitted to request that members support proposals rather than approve them.</p> <p>3.1.3 One member felt that a number of stakeholders need to be involved in this work, including the local authority, primary and secondary care services, community cohesion network etc. A wider approach should be taken as organisations beyond the CCG need to be involved in work around refugees and asylum seekers.</p> <p>3.1.4 It was advised that commissioners do not currently have any funding for investment in new schemes, and the only way that funding anything new would be considered were if a guaranteed return could be evidenced with facts and figures.</p> <p>3.1.5 The appropriate process for moving the business case forward was discussed, and it was advised that funding for this type of project would usually be requested via the Social Investment Fund or similar.</p> <p>3.1.6 The need for further work to be done around improving access to services for refugees and asylum seekers will be included in the EDI strategy. Work feeding into the strategy has identified that there are pockets of activity taking place across the borough through different organisations, and taking a more collaborative approach is likely to be beneficial.</p> <p>3.1.7 Possible inclusion of the issues raised could also be included in the locality plan, which is currently being refreshed. The EDI lead is supporting this work to ensure that EDI issues are considered, and will link issues raised by the engage project in with this. Feedback will be provided to the committee.</p> <p>3.1.8 The Chair also agreed to discuss this work with the CCG's executive team.</p> <p>3.1.9 The possibility of taking the business case to the Equality and Cohesion Network to look at a collaborative bid for external funding was also suggested.</p> <p>3.1.10 It was acknowledged that the issues around refugees and asylum seekers accessing services will remain and potentially escalate whether funding is received for this business case or not.</p> <p>3.1.11 A request was made that a task and finish group be created to make a decision about how to take this work forward.</p> <p>3.1.12 Members agreed to note the contents of the report.</p>	<p>SA</p> <p>DD</p> <p>PB</p>
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7/10/19/3.2	<p>Citizen's Panel Webinar</p> <p>Declaration of Interest: None</p>	
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	<p>3.2.1 This paper was tabled at the meeting. The contents of the report were outlined.</p> <p>3.2.2 NHS Improvement and NHS England (NHSE) are encouraging localities doing new plans to look at citizen’s panel webinars as a new way forward.</p> <p>3.2.3 A number of issues around running citizens panel webinars were noted: these can be costly and time consuming to set up and it is unclear whether there is any funding or support available for this, how to identify which issues to raise from webinars, and how to ensure that responses are dealt with appropriately.</p> <p>3.2.4 The benefit of running webinars is uncertain at this point, and may not provide value for money.</p> <p>3.2.5 It was advised that Rochdale Borough Council (RBC) are already carrying out some work around this, and a collaborative approach could be considered, this would also support the integrated agenda. It was agreed that this will be followed up with Helen Chicot, who is leading on this for RBC. Report to be provided at next PPEC.</p> <p>3.2.6 Members agreed to note the content of the report.</p>	PB
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4 – ITEMS FOR DISCUSSION

7/10/19/4.1	Children in Care Council (The Zone) Emotional Health Consultation Update	
	Declaration of Interest: None	
	<p>4.1.1 The contents of the report were outlined.</p> <p>4.1.2 An evaluation of the consultation was carried out, and a session took place with the young people involved in the initial consultation to feedback outcomes to them and seek their opinions.</p> <p>4.1.3 The session was received very positively, and the people involved requested further updates and reports on the work done.</p> <p>4.1.4 A further piece of work around young asylum seekers in care is now being considered.</p> <p>4.1.5 Members agreed to note the update provided. The committee acknowledged the excellent engagement and the impact on service improvement.</p>	

7/10/19/4.2	Healthwatch Engagement Plan	
	Declaration of Interest: None	
	<p>4.2.1 The Healthwatch engagement plan was not brought to the meeting, and it was agreed this would be discussed further following the meeting.</p> <p>4.2.2 A member highlighted that all third sector organisations who attend PPEC had been asked to submit engagement plans, and it was not</p>	DD / AL

	certain that all had been received yet. This will be checked and followed up as necessary.	SF / DD
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7/10/19/4.3	Healthwatch Five Year Plan Conversations Update	
	Declaration of Interest: None	
	4.3.1 This item was deferred.	

7/10/19/4.4	Patient Services Information Leaflet		
	Declaration of Interest: None		
	4.4.1 The contents of the paper were summarised.		
	4.4.2 An easy read version of the leaflet has now also been created, and copies of this were shared with members, who gave positive feedback on the document.		
	4.4.3 The statement “CCGs are not responsible for primary care services” was queried as CCGs do have some responsibility for these services. It was advised that in terms of complaints or PALS the CCG team don’t deal with primary care, and any enquiries are passed to NHSE to deal with.		
	4.4.4 There isn’t currently a distribution plan for the leaflets, this will be discussed further with the Director of Operations / Executive Nurse.		RM
	4.4.5 RADDAG will be accessing easy read training on behalf of the CCG, and it was agreed that the patient services manager would be invited to attend this to support creation of easy read documents.		RM / SC
	4.4.6 It was agreed that the easy read version of the leaflet would be shared with RADDAG who are in contact with people with learning disabilities who can be asked to review and comment on it.		RM / SC
	4.4.7 The process for dealing with complaints received for other organisations was explained. These are passed on to deal with, however the patient services manager will assess cases and speak to patients and if necessary keep in touch with that individual to check the response is satisfactory. It was agreed that some information about this would be included in the leaflet.		RM
	4.4.8 The criteria for accessing Rochdale’s Advocacy Together Hub was queried. It was confirmed that for complaints advocacy anyone could access this.		
4.4.1 Members agreed to note the contents of the report.			

5.0 COMMUNICATIONS

7/10/19/5.1	Task and Finish Groups Update	
	Declaration of Interest: None	
	5.1.1 No activity has taken place since the last meeting.	

7/10/19/5.2	Integrated Commissioning Business Engagement Update	KK
	Declaration of Interest: None	
	5.2.1 The contents of the report were outlined and key areas highlighted.	
	5.2.2 It was asked if some information could be collated regarding the benefits of Primary Care Networks (PCN) to patients. Benefits were advised to be that practices can share resources so a better service can be provided to patients in their area, improved access to services including seven day access, practices being able to offer social prescribing more easily, different ways of managing health can be offered, and less patient reliance on secondary care.	
	5.2.3 The potential effect PCNs will have on Patient Participation Groups was discussed, and how to ensure that consistent information is received from all practices. PCNs will need to consider this and also ensure the needs of the whole area they cover are met. This will be followed up further with the Primary Care team.	
	5.2.4 How patients are involved in service reviews was questioned. It was advised that work is currently focusing on savings and patients are not involved at this point due to the necessary pace of the reviews. However patient involvement at the point of service redesign will be taken into consideration.	
	5.2.5 It was advised that Healthwatch are holding an event at the end of October 2019 regarding urgent care and planned care reviews. As patients are invited to attend, this may provide a useful opportunity to gather patient feedback.	
5.2.6 Members agreed to note the contents of the report provided.		

7/10/19/5.3	Communications and Engagement Update	
	Declaration of Interest: None	
	5.3.1 The contents of the paper were summarised. No further questions were raised.	
5.3.2 Members agreed to note the contents of the report.		

7/10/19/7.1	AOB	
	7.1.1 No other business was raised.	

DATE AND TIME OF NEXT MEETING
Date: Monday 13 th January 2020 Time: 10.30 am to 12.30 pm Room 410, Number One Riverside