Progress report from Patient Reference Groups  
28 September 2017

**Key Messages**

This report conveys the key messages for the joint meeting of the Governing Bodies arising from meetings of the mid Nottinghamshire Patient Reference Group, NHS Mansfield and Ashfield CCG’s Citizens Reference Panel and NHS Newark and Sherwood CCG’s Stakeholder Reference Group.

**Mid Nottinghamshire Patient Reference Group (MNPRG) held on 23 August 2017**

Members of the mid-Nottinghamshire Patient Reference Group undertook an assessment of the 10 principles that feature on page 12 of the statutory guidance published by NHS England entitled ‘Patient and public participation in commissioning healthcare’. They identified a number of areas that they considered would benefit from more clarity or a greater focus from a CCG perspective. It was suggested this would help the CCGs to better meet the principles of participation as follows:

- Work had been initiated by the Patient Reference Groups to develop a framework for patient experience to support integrated and relevant reporting to the Governing Body. This would enable the CCGs to achieve improvement in meeting the principles of participation.

- There is a need to establish and communicate a budget for the communications and engagement function.

- The budget should include a resource for training and development of volunteers and in addition, any organisational development plan should be inclusive of CCG volunteers to ensure they feel valued and supported.

- Whilst it was acknowledged that work is taking place to be inclusive, promote equality and diversity and encourage and respect different beliefs and opinions, this wasn’t particularly visible and further work was required to improve this.

- CCGs need to be more proactive in use of the media and social media.

- Further investment in partnership working is required.

It was agreed that the ideas generated above should be referenced within a refreshed Communication and Engagement Strategy.

Discussion also focused on the development of a Patient Experience Framework and the role CRP and SRG members could play in this. A number of actions were agreed and the framework would be revisited at the next meeting with a member of the Quality and Governance Team in attendance to provide advice and guidance.
NHS Mansfield and Ashfield CCG’s Citizens Reference Panel (CRP) Workshop held on 12 September 2017

Sarah Clarke, Young Persons’ representative on the CRP working in partnership with Julie McIntyre developed and chaired a young persons’ workshop that was held at Vision West Nottinghamshire on 12 September 2017. The date of the event coincided with Fresher’s Week at the college. This provided an opportunity to join with a range of other service providers to share information with students on health services.

Information was provided about GP online access, volunteering, Patient Participation Groups, sexual health services, online counselling for young people and self-care. The workshop was attended by 80 health and social care students in years 1, 2 and 3 of their studies. Sarah Clarke chaired the session explaining that her role on the CRP was to represent young people. Young people were asked their views on:

- access to services
- mental health services
- sexual health services
- health eating

A common concern expressed with mental health services was the inadequacy of the Child & Adolescent Mental Health Services.

A full report of the event will be available and this will be discussed at the next meeting of the CRP on 10 October 2017 following which recommendations will be made to the CCG and Vision West Nottinghamshire particularly around signposting to services.

NHS Newark and Sherwood Stakeholder Reference Group

The SRG met on 23 August 2017 to discuss the development of a Patient Experience Framework, interim representation on the mid Nottinghamshire Patient Reference Group, SRG representation at the Annual Public Meeting and Vanguard event. Celia Flinton and Susie Crosby agreed to attend meetings of the mid Nottinghamshire Patient Reference Group on an interim basis to November 2017.

Following two recruitment events a number of applications have been received to join the Stakeholder Reference Group from Parish Councils and Patient Participation Groups. Meetings with the applicants are scheduled for 20 September 2017.

The SRG will reconvene its formal meetings from 26 September 2017.
Minutes of meeting of the
Mid-Nottinghamshire Patient Reference Group (MNPRG)
held on Wednesday 23 August 2017 in the Health Education Room,
Balderton Primary Care Centre.

Present:  Peter Robinson, Chair
          Marlene Ablewhite
          Celia Flinton
          Gilly Hagen
          Jean Lewis

In attendance:
          Julie Andrews, Communities and Engagement Manager

Attendees should note that the minutes of this meeting will be reviewed and
discussed at the Joint Public Governing Body Meeting of NHS Mansfield and Ashfield
CCG and NHS Newark and Sherwood CCG and will be available on the CCGs’
websites. Papers could also be released as part of a Freedom of Information request.

<table>
<thead>
<tr>
<th>Item No</th>
<th>Agenda Item</th>
<th>Actions</th>
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<tbody>
<tr>
<td>MNPRG/17/80</td>
<td>WELCOME AND INTRODUCTIONS</td>
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<td>Peter Robinson led a round of introductions and extended a warm welcome to Celia Flinton, Major Oak Medical Practice, Edwinstowe. Celia Flinton and Susie Crosby would represent the Stakeholder Reference Group (SRG) on the MNPRG on an interim basis for review in November 2017.</td>
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<td>MNPRG/17/81</td>
<td>DECLARATION OF INTERESTS</td>
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<td>Peter Robinson reminded members of their obligation to declare any interest they may have on any issues arising at the meeting which might conflict with the business of either NHS Mansfield and Ashfield CCG or NHS Newark and Sherwood CCG.</td>
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<td>It was affirmed there were no conflicts of interest in relation to any of the agenda items for the meeting.</td>
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<td>Declarations of members of the mid Nottinghamshire Patient Reference Group are listed in the CCG's Register of Interests. The Register is available via the following links: <a href="http://www.mansfieldandashfieldccg.nhs.uk/index.php/meet-the-board/declaration-of-interests">http://www.mansfieldandashfieldccg.nhs.uk/index.php/meet-the-board/declaration-of-interests</a> <a href="http://www.newarkandsherwoodccg.nhs.uk/aboutus/our-governing-body">http://www.newarkandsherwoodccg.nhs.uk/aboutus/our-governing-body</a></td>
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<tr>
<td>MNPRG/17/82</td>
<td>APOLOGIES FOR ABSENCE</td>
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Apologies for absence had been received from:
- Julie McIntyre
- Sarah Taylor

**MNPRG/17/83  MINUTES OF LAST MEETING**
The minutes of the last meeting held on 24 July 2017 were agreed as an accurate record of the discussion that took place.

**MNPRG/17/84  MATTERS ARISING**

a) **MNPRG/17/33 Joint Meeting of CCGs Governing Bodies: 16 February 2017**

*Policy for Procedures or Services that areRestricted or Not Routinely Funded*

MNPRG members suggested that the CCG’s websites needed to provide easier access in order to be more transparent about the policy for procedures or services that are restricted or not routinely funded.

MNPRG members agreed to continue to monitor this closely.

b) **MNPRG/17/74 Self Care Strategy Review**

Further to discussion at the last meeting, it was agreed that the section of Optum’s report relating to the self-care strategy review should be requested from the CCGs to share with members of the MNPRG.

Julie Andrews

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c) **MNPRG/17/75 Developing Patient Participation Groups (PPGs) & Supporting Self Care**

It was noted the outcome of the PPG Survey had highlighted development needs regarding recruitment of new members, understanding of CCG priorities and development of online groups. It was agreed that this would be discussed at meetings with PPG Chairs to be held on 21 September in Mansfield and Ashfield and towards end October in Newark and Sherwood. In addition, an agenda item would be included to consider how PPGs could support awareness raising of self-care.

Julie Andrews

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**MNPRG/17/85  PATIENT AND PUBLIC INVOLVEMENT IN COMMISSIONING: SELF ASSESSMENT ON THE PRINCIPLES**

Copies of the statutory guidance published by NHS England entitled ‘Patient and public participation in commissioning healthcare’ had been circulated to members previously. As agreed at the last meeting, a template had been recirculated to enable MNPRG members to provide their views on the ten principles of participation in respect of the two mid-North Nottinghamshire CCGs taking into consideration:

- Examples of activities that currently deliver the principles of participation
- Identification of gaps where the CCGs are not delivering the principles of participation either partially or fully
- Ideas that would realise improvement in meeting the principles of participation

Jean Lewis expressed concern about the guidance document in that the principles on pages 3 and 12 were different and it was suggested the document had not been put together in a very logical way.

Members of the mid-Nottinghamshire Patient Reference Group undertook an assessment of the 10 principles that feature on page 12 of the guidance and identified a number of areas that they considered would benefit from more clarity or a greater focus from a CCG perspective. It was suggested this would help the CCGs to better meet the principles of participation as follows:

- Work had been initiated by the Patient Reference Groups to develop a framework for patient experience to support integrated and relevant reporting to the Governing Body. This would enable the CCGs to achieve improvement in meeting the principles of participation
- There is a need to establish and communicate a budget for the communications and engagement function
- The budget should include a resource for training and development of volunteers and in addition, any organisational development plan should be inclusive of CCG volunteers to ensure they feel valued and supported
- Whilst it was acknowledged that work is taking place to be inclusive, promote equality and diversity and encourage and respect different beliefs and opinions, this wasn’t particularly visible and further work was required to improve this
- CCGs need to be more proactive in use of the media and social media
- Further investment in partnership working is required

It was agreed that the ideas generated above should be referenced within a refreshed Communication and Engagement Strategy and this would be suggested at the joint meeting of the Governing Bodies.

Jean Lewis referred to recent changes to benefits that had seen the Jobseekers Allowance become Universal Credit. The paperwork being used by dentists and pharmacists does not reflect these changes and it is causing problems for patients and service providers alike. Members agreed that an approach should be made to NHS England to ask how this situation could be improved and this should be raised at the next meeting of the Alliance Leadership Board.

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<td>Julie Andrews</td>
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**MNPRG/17/86  FRAMEWORK FOR PATIENT EXPERIENCE REPORTING TO GOVERNING BODIES**

Julie Andrews and Peter Robinson delivered a presentation outlining the current processes for reporting of patient experience to the Governing Bodies that include a patient story, patient and public involvement highlight report and activity based reports. The aim in developing a framework for patient experience reporting to the joint meeting of the Governing Bodies is to ensure reporting is co-ordinated and is:

- relevant and reflects CCG priorities identified in the Integrated Performance Report
- embedded within Governing Body reports
- supported by the CRP and SRG and the concept tested

It was agreed that a copy of the presentation would be circulated with the minutes of the meeting.

Following discussion, MNPRG members agreed to the following approach:

- MNPRG to drive forward this piece of work and initial work to focus on:
  - How can CRP and SRG members support this area of work?
  - What opportunities exist for PPGs and health interest groups to collect patient experience?
  - How could working in partnership with Healthwatch and other groups on a particular topic/area of interest support this area of work?
- Peter Robinson agreed to undertake a deep dive into some facets of patient experience
- Agree a mid-Nottinghamshire wide topic to focus on
- Clarify governance requirements and develop a protocol around gathering patient experience.
- Provide a template to ensure clarity and consistency of approach
- Develop SRG and CRP members' skills around presenting to small groups.
- Invite representative from Quality & Governance Team to next meeting of MNPRG to inform planning of the above.

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**MNPRG/17/87  UPDATE ARISING FROM SOCIAL PRESCRIBING EVENT**

Gilly Hagen provided an update arising from her attendance at a recent social prescribing event. It was explained that the purpose of the event had been to agree a way forward around sharing information. The outcome of the event had seen the establishment of a network of people who were interested in being involved in social prescribing and how this links into the STP.

Gilly Hagen reminded members that the Academic Health
Science Network provide a link between patient and public involvement and social prescribing. Gilly Hagen agreed to:
- share a link for a social prescribing network to enable members to receive notification of forthcoming training events
- provide a brief providing information about social prescribing

**MNPRG/17/88**

**JOINT MEETINGS OF CCG’S GOVERNING BODIES:**

a) **Chair’s report arising from meeting held on 27 July 2017**

Copies of the progress report arising from the meetings of the Patient Reference Groups had been circulated prior to the meeting and was noted.

Peter Robinson’s report highlighted key themes arising from patient stories reported to the Governing Bodies, CRP events and a recent community listening event. Discussion around these issues had led to a request from the Governing Bodies to develop an integrated approach to patient experience and subsequent meetings and discussions reported upon earlier.

Peter Robinson reported on the following:
- changes to the membership of the Governing Bodies to reflect the recent Executive Team restructure
- that the Governing Bodies would not act on the outcome of the original IVF consultation and would review at a later date

Members noted the updates arising from the joint meeting of the CCGs Governing Bodies held on 27 July 2017.

**MNPRG/17/89**

**KEY MESSAGES TO JOINT MEETING OF GOVERNING BODIES**

Members agreed the key messages for sharing at the next joint meeting of the Governing Bodies were:
- MNPRG will support the development of Patient Experience Framework so that reporting to the Governing Bodies and patient stories are integrated and relate to the key challenges facing the CCGs. A co-ordinated approach across mid-Nottinghamshire working in partnership with Healthwatch will ultimately provide a stronger voice.
- MNPRG members have undertaken an assessment of the CCGs progress against the 10 principles outlined in the statutory guidance entitled ‘Patient and public participation in commissioning healthcare’ and would like their feedback to inform the refreshed Communication and Engagement Strategy.

**MNPRG/17/90**

**Agenda items for next meeting**

Members agreed that agenda items for the next meeting...
would be:
- Patient Experience Framework
- Elective Care High Impact Interventions: Clinical Peer Review

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<tr>
<th>MNPRG/17/91</th>
<th>DATE OF NEXT MEETING</th>
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<tr>
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<td>Monday 25 September 2017 from 10 am to 12 noon in Meeting Room 3, Birch House.</td>
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