

Minutes of the meeting and development session of the Patient and Public Engagement Committee (PPEC) held on Tuesday 2 October 2019, Meeting Rooms 2&3, Birch House, Southwell Road West, Rainworth NG21 0HJ

Present:

Julie McIntyre, Chair, Mansfield South Patient Participation Groups
 Mary Hodgeon, Vice-Chair, Newark Patient Participation Groups
 Jim Barrie, Newark Patient Participation Groups
 Maria de Giorgio, Newark and Sherwood CVS
 Pat Kelsey, Sherwood Patient Participation Groups
 Ann Mackie, Disability Groups
 Richard Haywood, Carers
 Colin Barnard, Diabetes Patient Groups
 Lesley Watkins, Mansfield CVS
 Cllr. David Walters, Ashfield District Council
 Cllr. Linda Dales, Newark and Sherwood District Council

In Attendance:

Julie Andrews, Engagement Manager
 Lewis Etoria, Head of Communications and Engagement
 Elaine Moss, Chief Nurse and Director of Nursing and Quality
 Helen Limb, Engagement Officer

<p>PPEC/97/10/19</p>	<p>Welcome and Introductions</p> <p>Julie McIntyre opened the meeting and led a round of introductions.</p> <p>A warm welcome was extended to Elaine Moss, Chief Nurse and Director of Nursing and Quality, who was attending from the CCGs Executive Team. PPEC members took the opportunity to wish Elaine Moss well for her forthcoming retirement and thanked her for her contribution to the NHS locally over many years.</p>
<p>PPEC/98/10/19</p>	<p>Apologies for Absence</p> <p>Apologies for absence were received from;</p> <ul style="list-style-type: none"> • Deb Morton, Healthwatch Nottingham and Nottinghamshire • Sarah Taylor, Ashfield Voluntary Action • Peter Robinson, Ashfield North Patient Participation Groups • Gilly Hagen, Sherwood PPGs
<p>PPEC/99/10/19</p>	<p>Declarations of Interest</p> <p>The Chair reminded PPEC members of their obligation to declare any interest they might have on any issues arising at the meeting which might conflict with the business of the CCG and any items on this agenda. No other declarations were made.</p>
<p>PPEC/100/10/19</p>	<p>Minutes of last meeting held on Tuesday 3 September 2019</p> <p>The minutes of the last meeting held on Tuesday 3 September 2019 were agreed as an accurate record of the discussion that took place at</p>

	<p>that meeting.</p>
<p>PPEC/101/10/19</p>	<p>Matters Arising & Issue Log</p> <p>PPEC/88/09/19 Local Issues It was noted that the action attributed to Sarah Taylor to provide further information regarding delays in accessing cancer test results was outstanding.</p> <p>An updated copy of the issues log had been circulated with the papers for the meeting.</p> <p>PPEC members confirmed that a satisfactory response had been received regarding issue 06/03/19 the budget allocation for mental health services in 2017/18 and 2018/19 and could be closed on the issue log. The year-end outturn would be added to the forward planner for follow up.</p> <p>Issue 01/06/19 related to performance issues for x-ray reporting at Sherwood Forest Hospitals Foundation Trust (SFHFT). Elaine Moss confirmed that a full review of x-ray reporting had been undertaken that had identified a very small number of delayed reports that is being monitored through SFHFT weekly internal review. PPEC members agreed to close the issue on the log.</p> <p>Issue 02/06/19 queried whether or not opportunities to make urgent referrals to x-ray from the Accident and Emergency Department are being missed. Elaine Moss responded that some x-rays may not be identified as urgent and non-urgent x-rays should be reported back to the GP. With regard to the specific patient query, Elaine Moss advised that more detail would be required to review this in relation to the patient pathway and individual issues should be progressed through the Patient Experience Team.</p> <p>In addition, Elaine Moss advised that if PPEC identify trends relating to communication issues about patients' understanding of treatment pathways then this it is important for this to be raised. This can then be followed up with clinicians and Trusts to improve provision of information to patients. A further facet is to empower patients to ask questions.</p> <p>PPEC members discussed issue 03/07/19 regarding the availability of ear syringing at a GP surgery. It was confirmed that ear syringing is available via the NHS a core service that GP surgeries have to provide. It was still unclear why a patient had been told that their surgery wasn't providing ear syringing and the PPEC was still waiting to hear whether new training guidelines had caused an interruption to the service for some surgeries.</p> <p>PPEC members requested a list of practices that are still able to provide this service and information about where patients are signposted to by practices who are not currently offering this core service.</p> <p>Lesley Watkins provided an update on issue 05/04/19 regarding access</p>

	<p>to mental health services for children and young people at Meden School. NIDAS (Nottinghamshire Independent Domestic Abuse Services) are now working in the school as part of a pilot scheme. Each primary school now has mindfulness sessions. An update on the current waiting times for CAHMS is outstanding and this would be followed up with Nottinghamshire County Council who commission services for children and young people.</p> <p>Action; Update the issues log, closing issues as appropriate and obtaining further clarification in relation to outstanding issues particularly ear syringing and CAMHS waiting times.</p>
<p>PPEC/102/10/19</p>	<p>Patient and Public Engagement Committee Terms of Reference</p> <p>Copies of the revised PPEC Terms of Reference had been circulated prior to the meeting. The following amendments were proposed to Section 3 Membership; the core membership should include a CCG Executive Director; and the reference to Healthwatch should read Healthwatch Nottingham and Nottinghamshire.</p> <p>Following discussion, PPEC members approved the Terms of Reference with the above mentioned changes.</p> <p>Julie Andrews reminded members of the significant workload of the PPEC Chair who, in addition to Chairing PPEC would also be required to attend meetings of the Governing Body, Quality, Safeguarding and Performance Committee and the Remuneration and Terms of Service. PPEC members had agreed to monitor this over a six month period. Julie McIntyre agreed to highlight this at the Governing Body meeting when the Terms of Reference were reviewed.</p> <p>Lesley Watkins advised the CVS contracts were yet to be confirmed beyond 30 September 2019 and the decision may impact on representation of the sector at PPEC meetings. Julie McIntyre confirmed that if the CVS contracts were not taken forward, clarification would be requested on behalf of PPEC regarding how the work the sector undertakes would be picked up.</p> <p>Action; Section 3, Membership of PPEC Terms of Reference to be updated to include CCG Executive Director and Healthwatch Nottingham and Nottinghamshire.</p>
<p>PPEC/103/10/19</p>	<p>Improvement and Assessment Framework</p> <p>Copies of a paper providing background information about the Patient and Community Engagement Indicator of the CCGs Improvement and Assessment Framework (IAF) had been circulated to PPEC members prior to the meeting.</p> <p>Julie Andrews explained that the IAF is an annual assessment process that is undertaken by NHS England through a desktop website review. Both NHS Mansfield and Ashfield CCG and NHS Newark and Sherwood CCG have achieved improvement over the two year period the</p>

	<p>assessment has been undertaken.</p> <p>The outcome of the 2018/19 assessment had been reviewed and used to develop an action plan. PPEC members were asked to consider these initial thoughts on an action plan and contribute to its development.</p> <p>Following discussion, PPEC members requested the development of a tool that would enable PPEC members to clearly understand complete, current and planned programmes of work to help them to contribute to the development of an improvement plan.</p> <p>Elaine Moss referenced the changing NHS landscape in that the CCGs will be the strategic commissioner and the ICP and PCNs would be seeking to improve health at a place level. Moving forward the Long Term Plan and Governing Body thematic reviews should drive a substantial amount of the agenda for the PPEC and provide evidence of where a real difference can be made for the health of the population.</p> <p>Following lengthy discussion, representatives of PPEC agreed to form part of a task and finish group to support the development of a joint action plan with the Greater Nottingham PPEC. PPEC members who expressed an interest were Pat Kelsey, Mary Hodgeon, Lesley Watkins and Julie McIntyre.</p> <p>Action: Julie Andrews to organise a meeting of the IAF task & finish group.</p>
<p>PPEC/104/10/19</p>	<p>Proposal for thematic reviews</p> <p>Julie McIntyre presented the paper previously circulated which was a proposal for the PPEC to support the governing body thematic reviews.</p> <p>Julie McIntyre explained that the Governing Bodies would identify a series of thematic reviews to consider at each meeting. The themes will be quite broad and aligned to the Long Term Plan covering such areas as prevention, urgent care, mental health services. PPEC members would be provided with a briefing sheet two months in advance of the discussion at Governing Body. PPEC members would be asked to provide clear feedback from the groups, networks, organisations and localities they represent. Following the review by the Governing Body, a report would be provided to PPEC to enable members to understand the outcome of the review, providing feedback, outcome and next steps.</p> <p>PPEC members agreed that it was important for the thematic reviews to be undertaken in such a way that they factor in sufficient time to incorporate meaningful patient and public feedback.</p>
<p>PPEC/105/10/19</p>	<p>Local Issues</p> <p>All members were reminded about the process and feedback into the Committee by completing the patient feedback form and presenting it at the meeting. This will allow a log of any issues to be noted, recorded and also allow for information to be retained as an audit trail. Any members</p>

	<p>unable to attend the meeting should send through their feedback form prior to the meeting to Julie Andrews, Helen Limb or Julie McIntyre only (not to all members of the group), in order that it may be collated and presented at the meeting.</p> <p>Julie McIntyre reported that some feedback forms had been received.</p> <p>Lesley Watkins reported on her recent attendance at the Mansfield and Ashfield Dementia Action Alliance meeting and the oversight group for the 'Undefeatable' campaign. The Undefeatable campaign aims to encourage people with a long term condition to move and keep active. A query had been raised regarding availability of resources to promote this in a hospital setting amongst staff.</p> <p>Action: Lesley Watkins to provide feedback paper to Julie Andrews</p> <p>Maria De Giorgio referred to a PPG meeting she had attended where a concern was raised about the difficulty in accessing the Nottinghamshire County Council 'Golden Number' for benefits advice.</p> <p>In response to a question, Julie Andrews advised that the Golden Number relates to the telephone number for Nottinghamshire County Council's Customer Service Centre.</p> <p>A number of issues were raised about individual patients who had experienced problems either registering with a GP practice or problems with their care and treatment.</p> <p>Elaine Moss asked that the individuals should be encouraged to raise their issues with the Patient Experience Team or register a complaint so they can be taken forward as an incident. If the patient doesn't want to complain to the organisation involved directly they can ask the CCG to take this forward. Elaine Moss noted the issues raised in relation to cancer and diagnostics and agreed to raise the Medical Director next week.</p> <p>Richard Hayward spoke about the pain management service which has recently been taken over by PICS (Primary Integrated Care Services) and agreed to provide further information via the feedback form.</p> <p>Action: Richard Hayward to provide feedback paper to Julie Andrews.</p> <p>Lesley Watkins then raised a concern about PICS using rooms within the Mansfield CVS building, the rooms are currently let to Insight Healthcare and concern is being raised that they are subsequently being used by PICS as a pain management clinic.</p> <p>Action: Lesley Watkins to make further enquiries and report back to PPEC at the next meeting.</p>
<p>PPEC/106/10/19</p>	<p>PPEC Workstream Updates</p> <p>a) Social Prescribing Meeting scheduled for 15 October 2019 with the Social Prescribing link workers attending as part of their induction. Venue to be confirmed.</p>

	<p>b) Mental Health Meeting scheduled for 11 October 2019 from 2 pm to 4 pm, venue to be confirmed.</p> <p>c) Cancer Meeting scheduled for 10 October 2019 from 1pm to 3 pm, venue to be confirmed.</p>
<p>PPEC/107/10/19</p>	<p>a) PPEC Chair’s Report from the Governing Body meeting held on 5 September 2019 and the Quality, Safeguarding and Performance Committee meeting held on 25 September 2019.PPEC</p> <p>b) PPEC Highlight Report – September 2019</p> <p>Copies of reports relating to the above mentioned meetings had been circulated to PPEC members prior to the meeting. The information contained within the reports was noted.</p> <p>In response to an invitation from Julie McIntyre, Elaine Moss provided a brief overview of the National Rehabilitation Centre (NRC) that is being developed as a centre of excellence in patient care, training and research. Serving patients across the East Midlands the NRC will be created on the Stanford Hall Rehabilitation Estate, which hosts the Defence Medical Rehabilitation Centre (DMRC).</p> <p>Engagement will be undertaken with patients who use or have used rehabilitation services in Nottingham and Nottinghamshire and their families to share information about the proposal and to find out their views and opinions. These conversations will inform the Pre-Consultation Business Case a copy of which is available on the CCGs’ website (from page 80).</p> <p>Julie McIntyre confirmed to the group that a joint extraordinary meeting of the Greater Nottingham and Mid Notts PPECs would be taking place mid October, with the date and venue still to be confirmed. The meeting was to cover the following topics that both PPEC had requested further information on;</p> <ul style="list-style-type: none"> • National Rehabilitation Centre • EU exit • Long Term Plan <p>The date and details would be circulated as soon as confirmation had been received and all PPEC members were encouraged to attend.</p> <p>Action; Circulate details of extraordinary PPEC meeting to all PPEC members.</p>
<p>PPEC/108/10/19</p>	<p>Key Messages</p> <p>a) Joint Meeting of CCGs’ Governing Bodies PPEC members agreed the key message to be shared at the meeting in</p>

	<p>common of the CCGs' Governing Bodies would be emphasise a preference for the thematic reviews to be undertaken in such a way that they factor in sufficient time to incorporate patient and public feedback.</p> <p>b) PPEC Members' Networks PPEC members to encourage patients to use the NHS App.</p>
PPEC/109/10/19	<p>Agenda items for next meeting</p> <p>The main agenda item is a discussion on Home First Integrated Discharge.</p>
PPEC/110/10/19	<p>Accountable Officer's Report</p> <p>A copy of the Accountable Officers Report as presented to the meeting in common of the Governing Bodies held on 2 October 2019 had been circulated to PPEC members prior to the meeting for information.</p> <p>PPEC members noted the report.</p>
PPEC/111/10/19	<p>ICS Board Summary</p> <p>A copy of the summary arising from the ICS Board meeting held on 12 September 2019 had been circulated to PPEC members prior to the meeting for information. The summary included further updates on the ICS Outcomes Framework, ICS Five Year Plan – Development, Engagement and Launch, People and Culture Strategy and Urgent and Emergency Care – Deep Dive and Drivers of Demand.</p> <p>PPEC members noted the report.</p>
PPEC/112/10/19	<p>Date of next meeting:</p> <p>The next meeting will take place on Tuesday 5 November 2019 from 2:00 pm to 4:30 pm in the CCG Meeting Room, Balderton Primary Care Centre, Lowfield Road, Balderton, Notts. NG24 3HJ.</p>