



**Consult and Challenge Meeting**  
**19<sup>th</sup> February 2014**  
**10:30 – 12:30**

**Whitworth Suite, Unity 12, 9-19 Rose Rd, Southampton SO14 6TE**

**PRESENT:** Dawn Buck (CCG), Saq Yasin, Hilary Linssen, Clare Petrie, Jon Searle, Karla & Julia Huggins, Robert Droy, Ray Harris, Richard Allen, Chris Andrews, John & Margaret Russell, Julie Humphries (BSL Interpreter), Gordon Wade, Will Rosie

ITEM		ACTION
1.	<p><b><u>Apologies</u></b></p> <p>Sam Gould (Healthwatch), Paul Juan (SCC Transformation Board), Sarah Parker, Alison Elliott.</p>	
2.	<p><b><u>Minutes of the Last Meeting</u></b></p> <p>(a) Item 5. Mobile working: The question of ‘service users being intimidated in their own homes’. Robert clarified that his comment referred to service users being intimidated by the ‘technology’ in their own home and not by SCC staff, as could be interpreted.</p>	
3.	<p><b><u>Matters Arising</u></b></p> <p>(a) Item 3b. Will had met with Jon Searle about adding more diversity to the Consult and Challenge Group (C&amp;C) to include more people with Learning Difficulties. Involving Students to support Self-Advocates was being investigated.</p> <p>(b) Item 3c. Domiciliary Care Services: Robert met with Kirsten Killander of SCC Integrated Commissioning Unit to discuss changes to the Service.</p> <p>(c) Item 3e. Permission to Share Form (Hampshire County Council) Richard reported that approval of the Form had now passed through the Management Steering Group of the Council. Training for Staff in its use will be delivered in April to allow the pilot to go live in May. HCC will monitor its use and there will be a formal review of its use in October.  The final Permission to Share Form with an explanatory leaflet will be available in March.</p>	

	<p>It was hoped that having passed through the HCC Legal Department that this 'standard' form should be of interest to SCC and other Local Authorities to use.</p> <p>Robert spoke of a recent home visit from a health professional, whose knowledge of permission to share appeared very limited. Richard expressed a concern that for all the work on this subject by the C&amp;C whether it was getting through to the staff. There was a requirement for support and training about Information Governance.</p> <p>(d) There was a brief discussion about NHS England announcing a postponement on the introduction of sharing patient data information sharing. This following a nationwide leaflet drop asking people to opt in, or out of scheme. This would allow more time to explain the benefits and concerns of information sharing.</p> <p>(e) Item 3f. The Southern Daily Echo's Features Editor, Sally Churchward and a photographer, will arrive at the end of today's meeting to speak to members about their involvement with C&amp;C.</p>	
<p>4.</p>	<p><b><u>Information Governance – Preparation for March</u></b></p> <p>Angela Sumner will be attending the March C&amp;C Meeting to speak about Information Governance (IG) in the City and had asked in advance about specific items we wished speak about.</p> <p>There was a wide ranging discussion about items and questions to raise with Angela, from the current situation at SCC with IG and compliance, to getting an update 2 years on regarding the strong IG element of the CAF project– have any people been trained, and have SCC take account of what has now happened in with HCC and Permission to Share.</p> <p>It was accepted it would be unfair to bombard Angela with many random questions and the meeting agreed that <b>Robert, Will and Saq will meet in advance to agree the questions covering all the points raised and to establish where the city stands on IG.</b></p>	<p>RD / WR /SY</p>
<p>5.</p>	<p><b><u>Clinical Commissioning Group (CCG) Update</u></b></p> <p>1. CCG are holding a Stakeholder Conference at St Marys Stadium on March 11 and Dawn invited all members of C&amp;C to attend. Invitations will be forwarded to Will for distribution. It will be a long event into the evening. The aim of the meeting is to discuss the Commissioning strategy for the next 5 years. There will be workshops for Better Care and Coproduction. The evening section will include questions session.</p>	

	<ol style="list-style-type: none"> <li>2. CCG are to repeat the Stakeholder survey they had in 2013. C&amp;C would be included.</li> <li>3. Complaints procedure: CCG were currently collating the information they had received from the various participating Groups.</li> <li>4. Minor Injuries Unit (MIU): CCG are reviewing the whole procurement process of interested 'companies' who could run the MIU best. Service Users were represented by Hilary, Richard and Will and were involved in the scoring process.</li> </ol>	
6.	<p><b><u>Better Care Fund</u></b> (formerly Integrated Transformation Fund - ITF)</p> <ol style="list-style-type: none"> <li>1. The Integrated Transformation Fund transformed into the Better Care Fund during December. It was therefore now considered not necessary for CCG Commissioner Jamie Schofield to attend a C&amp;C meeting to speak about the direction transformation was going.        Jamie had been involved in producing a draft specification plan for the Better Care Fund which had now been signed off Health &amp; Wellbeing Board. C&amp;C is mentioned in the Plans as an organisation that the CCG had been working with, although the word Coproduction was not mentioned.        The final Better Care Plan will be submitted (by the CCG) to the Health &amp; Wellbeing Board for sign-off in April.        Dawn would ask if tweaks could be made to the document before the final submission - with C&amp;C mentioned it was agreed to circulate the Plan to the Group outside the meeting. Any feedback for any considered changes should be directed to Will.</li> <li>2. There was a lengthy discussion about the definition of Coproduction that embraces both Health and Social Care.        Will had produced a list of coproduction definitions for his recent presentation to the SCC People Directorate, outlining the differences between them and (Patient) Engagement.        Robert was concerned of not wanting to see it used as some 'woolly words' because it was the latest jargon. He spoke of using words of consistency across the board as a general common principle of coproduction when people work together.  <b>It was agreed Will and Robert would get together to discuss the definitions and have a valid clearer statement of Coproduction for the City. They would report back to the Group.</b></li> </ol>	WR/RD

7.

### **Transformation Programme**

1. Will had attended the SCC Implementation Board about coproduction involvement on the Team Managers Project Team that sits under that Board.

Will gave a very positive round-up of his presentation to SCC including an example of C&C (CAF) work for SCC on the Online Portal.

The Project Team was identified as being ideal for C&C to sit. The Implementation Board's only concern was on the subject of diversity. They were satisfied that C&C needed to start somewhere and that targeting individuals for specific work will enable gradual diversification.

The Implementation Board wanted a direct line of communication with the Project Team so that nothing stopped coproduction.

2. Will had a follow-up meeting with Cy Baker – The People Directorate Transformation Manager.

They both agreed the Online Portal was a project C&C could become involved with due to past experience of the Group in this area – the market appraisal of web-site builders etc. They also spoke of service user input on the Web Refresh and Lagan Knowledge on the site.

Cy wanted a have a specification of what SCC require from C&C and other coproducer's. He also expressed that Service Users involved should have the capacity for the work.

3. Ray expressed some frustration about having done it all before. He wondered what had happened to C&C previous work. It was also mentioned that 'Online Portals' have been handed to SCC 4 times in the past 18 months.

Will pointed out that there was now a will to make it happen within the City Council and C&C are now in communication with the right people.

Robert understood the concerns, but stated we should "grab the bull by the horns", as it was the best opportunity in 10 years to really get involved with Southampton City Council. Robert went on to speak about expertise. C&C have a budget for mentoring and we should use it training other members. He believed the Group needs to work towards leading itself.

Will agreed and spoke of recruiting the right people to the project groups and diversifying across the core and about spreading the work-load around the wider talent.

Dawn also advised caution about the potential to over-commit the same group of people.

<p><b>8.</b></p>	<p><b><u>Growing Consult and Challenge</u></b></p> <p>The meeting had over-run, but Will briefly touched on that a Facebook page had been created and was already attracting interest. There was also a Linkedin account now for C&amp;C.</p> <p>Recruitment: Will had already contacted people to get involved in the Online Portal Project as well as to source new members.</p>	
<p><b>9.</b></p>	<p><b><u>AOB</u></b></p> <p>The Southern Daily Echo Features Editor, Alison Churchward spoke to Group members during the lunch-break. An 'Echo photographer was also on hand. An article would be compiled and published in the Daily Echo.</p> <p><b><u>Date of Next Meeting: 19<sup>th</sup> March 2014</u></b></p>	