Consult and Challenge Meeting
18ˢᵗ June 2014
10:30 – 12:30
Whitworth Suite, Unity 12, 9-19 Rose Rd, Southampton SO14 6TE

PRESENT: Clare Petrie, Robert Droy, Gill Fields, Hilary Linssen, Karla & Julia Huggins, Ray Harris, Sam Goold, Saq Yasin, Matt King, Becky Clegg, Emma Smith (BSL Interpreter), Gordon Wade, Will Rosie.

ITEM		ACTION
1. **a.**	**Introductions and Apologies for Absence** Chris Andrews, Dawn Buck, Sarah Parker, Chris & Steve Beal, John & Margaret Russell, Philip Stonehouse, Richard Allen. The meeting discussed inviting a guest from the Local Authority to meetings (perhaps on a Quarterly basis), the Group could challenge - in a positive way. Paul Juan was the Project Manager for transforming Adult Social Care and it was agreed to invite him to a meeting to give an update of the Southampton City Council (SCC) plans going forward. Will to send an invite out to Paul Juan and Claire Wilkinson	 **WR**
2.	**Looking at the Minutes of the Last Meeting** Agreed as accurate.	
3. **a.**	**Matters to do with Last Meeting** Item 3a. Will had exchanged emails with Angela Sumner regarding C&C involvement in Permission to Share and the Information Governance (IG) Framework. Angela had replied that the IG Framework is set for SCC by Health and Social Care and C&C could not influence this. She did state The Group could get involved in the action plan part of the framework. There are specific topics Angela will be able to pick up with C&C such as Permission to Share, joint training, Service User involvement, etc. She explained that the IG Framework was not part of transformation; but was a business as usual activity. Angela referred to actions that will fall into Transformation when they are	

	agreed and they were Mobile Working and using tablet for client assessment.	
	Saq further explained about the IG Framework being part of the Government's Statements of Compliance policies; of achieving a high level of security. The Council for instance have to show their closed computer networks were secure and could not be 'hacked' into by outside influences; that links to other organisations such as the NHS were secure. He mentioned SCC having a policy to protect people using its services. The Council also had to show continuous improvement in this area.	
	It was agreed to accept Angela's offer to attend a meeting to explain action plans regarding the IG Framework.	**WR**
b.	The meeting then discussed the inconsistent practices at Southampton City Council regarding the use of Permission to Share forms. It appeared there patching of forms was used to suit various departments. A known patient example of this practice was given! It was strongly agreed that SCC should using a standard Permission to Share Form, as having multiple versions floating around various services could leave SCC open to risk.	
c.	Item 3a. Clarification as to who Will represents at Implementation Board Meetings. In an exchange of emails, Alison Elliott (Head of SCC People Directorate) was comfortable that Will generally represents the Service User at these meetings.	
d.	Item 5a. CCG Patient Experience Form (complaints form): An accessible (easy read) version of this Form is being piloted. Hilary would bring a copy to the next meeting.	**HL**
e.	Item 6. The SCC Local Account report for 2014 will mention the work of Consult and Challenge.	
4.	**Healthwatch Update – Sam Goold** As mentioned briefly at the May meeting, Sam spoke about a work stream being carried out in the Autumn by Healthwatch about people's access to their GP and GP services across the City. A draft questionnaire will be produced to get people's views. Sam brought along a draft questionnaire which was distributed around the gathering. He pointed out that this was not the finished article and Heathwatch were consulting with various groups about issues and ideas which could be included. Various examples of questions were discussed, including; the 10 minute time limit on an appointment, health check reminders being sent out; the inconsistencies about appointment lead times between	

	practices; attitudes of receptionists; repeat prescription problems. It was asked if having a disability made any difference to getting GP appointments! Were practices/surgeries able to able to deal with people who have 'communication problems', i.e. speech impairments etc. Becky Clegg suggested that perhaps the survey be structured on the 'patient journey' using their GP practice and having various sections. This could start for example with say, a section on 'first contact' and appointment booking. Sam asked that people forward any other ideas via Will.	
5.	**Clinical Commissioning Group (CCG) Update** Ray gave a brief report of a meeting he attended recently at the CCG about a proposal for a TLAP Community Development Group; TLAP is an anachronism for, Think Local Act Personal. The object of TLAP is about making progress towards personalised, community based support. Ray found the terminology of the meeting hard to understand. He believed that doctors also attending had problems too and a remark was made, if they could not understand, how could the user!	
6.	**What's going on in the Council (People's Transformation Implementation Board Update)**	
6.1	**Our work on the council website (Online Portal)** Will spoke of developing 'decision trees' on the website. With the aid of a Flip Chart, he gave an outline of work the C&C sub Group want to achieve; the website user would be always left with an option to move from a webpage rather than being left stranded. SCC were pleased with the C&C progress so far on the work and Will had been asked to forward the progress to date for inclusion in Open Objects' (the company building the portal) 'Kick Start' Meeting. It was also recognised by the lead SCC officers, that C&C were playing a pivotal role with the work we are doing. Saq spoke of working directly with 'Open Objects'. Will explained that there were a number of people within SCC who were working on various aspects of the Web Refresh and Online Portal, but that there appeared to be a need for stronger communication between all involved. The group agreed that C&C taking the initiative to organise a workshop and invite all relevant stakeholders. Will would arrange a meeting with people with a Learning Disability	**Urgent WR**

	to explain what is being done.	
	The meeting spoke about phone recognition for people with Speech impairments or dialects when dealing through Customer Service. There was mention of the use of a 'Quick Button'.	
6.2	**The Council's four key messages for Transformation.** 1. SCC and its partners will work together to transform adult social care to be more flexible, clear, straightforward and easier to access. 2. Our vision is that people will be able to support themselves and others in their communities. 3. Safeguarding people in Southampton continues to be one of our top priorities. 4. We will listen to and learn from the people of Southampton and from our staff to shape and improve our future services.	
6.3	**Information Governance** – discussed earlier under Item 3b.	
6.4	**Internal Staffing Problems** SCC and its staff were facing the realities of government cuts. There was reorganisation going on within the council regarding changes to employment practice.	
6.5	**SCC Laptops, Smartphone's and Tablets (Mobile working)** SCC are extending the training for their staff rather than rush it through. Senior SCC staff did not want to underestimate the time it takes to train people properly.	
7.	**<u>Any Other Business</u>**	
a.	SCC Implementation Board has been dissolved by Alison Elliott, who is looking at a new structure of programme over view. However, regardless of how the new structure looks, there will still be the same level of involvement by Will representing Service Users.	
b.	Robert would provide links to two organisations to highlight and promote the work of the C&C Group. http://www.patientvoicesouth.co.uk/ Patient Voice South carry out engagement work across the Southern Region. Registration on the website would make contact with other like-minded groups around coproduction and NHS reforms.	**RD**

	www.streetlife.com A social network for local communities. The Group could post on the 'link' to widen the work and knowledge of Southampton C&C.	
c.	It was suggested that due to the congested nature of C&C meeting's Agenda items should be time limited.	**WR**
d.	Hilary mentioned keeping a log of the work the Group have done, and thought it would be helpful for members to share with the group, which other organisations and groups they were affiliated to.	**WR**
8.	**<u>Date of Next Meeting: Wednesday, 16th July 2014</u>**	