



Consult and Challenge Meeting
19th November 2014
10:30 – 12:30

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

PRESENT: Becky Clegg, Chris Andrews, Clare Petrie, Dawn Buck, Gill Fields, Hilary Linssen, Jon Searle, Karla Huggins, Julia Huggins, Margaret Russell, John Russell, Ray Harris, Richard Allen, Robert Droy, Sam Goold, Saqib Yasin, Steve Beal, Chris Beal, Alayne Kean (BSL Interpreter), Gordon Wade (Minutes), Will Rosie.

ITEM		ACTION
1.	<p><u>Introductions and Apologies for Absence</u> <u>Apologies:</u> Lise Marron, Sarah Parker, Claire Wilkinson.</p>	
2.	<p><u>Looking at the Minutes of the Last Meeting</u> Minutes agreed as an accurate record.</p>	
3.	<p><u>Matters to do with Last Meeting</u></p> <p>a. Item 5b: Will pointed out to Gill that the lack of representation from Carers referred to organisations, not to individuals. Gill agreed to she would also represent Carers Together. Will to contact other Carer organisations about being part of C&C in the near future.</p> <p>b. Item 5b: Action Point. Will had met Adam Wells and taken the opportunity to thank him for his great attitude to coproduction – negating the need to email it as per action point.</p> <p>c. Item 5b: Gordon to send the Welcome Pack out to all members was pending.</p> <p>d. Item 3c and the addition to the minutes: The CCG procurement evaluation training had been rearranged. Richard Allan, Chris Beal and Steve Beal would be attending the training day on behalf of C&C.</p>	GW

<p>4.</p> <p>a.</p> <p>b.</p> <p>c.</p>	<p><u>Clinical Commissioning Group (CCG) Update – Dawn Buck</u></p> <p>(Item 4b previous minutes). Dawn gave a summary of the events surrounding the proposal to temporarily close the Bitterne Walk in Centre (WIC) for 6 months over the winter period as part of a pilot scheme. Following adverse press publicity and the resulting political pressure, this part of the pilot will not now go ahead and the WIC will remain open.</p> <p>Dawn stated that the proposed pilot was to ensure that primary and community care is sufficiently resourced to prevent hospital admissions, support flow out of the hospital and provide onward care for people in their homes. Recent winters have exposed real weakness in this area, and practices are struggling to cope with meeting the needs of complex elderly patients being discharged from hospital. Practices have identified community nursing as a top priority for supporting them to delivery better care. Investment in community nurses and improved access to GPs would mean we could better manage patients who may otherwise go to the Emergency Department (ED), including frail and elderly patients and those with long term conditions. The pilot proposed that the urgent care nurse from the WIC would be redeployed to support primary care.</p> <p>Dawn made it clear the pilot was not a cost cutting exercise, but the best way of using resources. A review of the Bitterne WIC in May showed many people using it for minor ailments – with 30% of attendees living outside the City.</p> <p>At a recent meeting of the Health Overview and Scrutiny panel, the members did not support plans to temporarily close the WIC without full public consultation, although there was considerable support for the proposals to improve services. The CCG respects this view but will not begin consultation until after the forthcoming general election.</p> <p>Jon believed that behind people’s concerns about the closure of the WIC was not being able to gain access to a GP easily; having to wait 3 weeks for an appointment in some practices.</p> <p>Minor Injuries Unit (MIU)</p> <p>Dawn believed many people still do not know about the MIU services and facilities, as opposed to Walk in Centres and Accident & Emergency.</p> <p>To support this view, Robert spoke of a very recent personal experience.</p> <p>Having arrived at the A&E, with patients queued outside the doors</p>	
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	<p>on beds waiting to be seen; he was told he would have to wait for 8 hours or so to be seen! He therefore arranged transport to the MIU where he was seen and received treatment in approximately 2 hours!</p> <p>In Robert's opinion, it was about educating people and, patient experience.</p> <p>d. Dawn spoke of a leaflet drop by the CCG Publicity Team to every household in the city, explaining the services of the MIU.</p> <p>e. Citizens Panel The Citizens Panel is part of the (50) pledges made to mark the 50th anniversary of Southampton being granted city status in 1964. The Citizens Panel is a joint venture between the CCG and SCC. The idea is to produce a database of Southampton citizens interested in being consulted about various topics concerning health, housing social care, etc., to provide feedback to both Health and the Council to help improve the city. Over 800 people have already signed up from an SCC survey of resident's earlier in 2014. The demographics of the group will see the people put into their subjects of interest as indicated when they 'signed-up'. The Citizens Panel will be launched at the end of November and the system will be refined as the Panel develops. The meeting considered the Citizens Panel had the look of a coproduction network and could be a helpful resource for C&C to tap into for help with projects or work we may be involved with. Dawn spoke of the Panel not being an online survey, but a chance for representative discussion. She would provide further details about the Citizens Panel at the December meeting.</p>	
<p>5.</p> <p>a.</p> <p>b.</p>	<p><u>Healthwatch Update – Sam Goold</u></p> <p>Bitterne Walk-in Centre: As reported under item 4 will not now be closing 'without proper consultation' and certainly not until after the General election.</p> <p>Adult Social Care Consultation: The consultation period had come to an end with the majority of people being against the changes. A report will be available on 1st December for an SCC scrutiny meeting on 4th December (5:30 pm). The SCC Cabinet will make a decision at a meeting on 9th December (4:30 pm). Both meetings will be held in public and deputations can be made.</p>	

<p>c.</p> <p>d.</p> <p>e.</p> <p>f.</p> <p>g.</p> <p>h.</p>	<p>Healthwatch had met with Southampton GP Practice Managers at their monthly forum to explain there was no requirement to ask for ID and proof of address when people register. It is hoped a way forward has been found with a sub group being formed to draw up best practice for Southampton.</p> <p>Sam had produced a report from the Healthwatch survey, 'One change that would improve my health'. Over 300 people replied. The report concluded that the majority of people wanted to improve their health through changes to diet and exercise. The main question was how to overcome the barriers to achieving these aims – why people don't do the things they want to do?</p> <p>World Mental Health Day: Sam facilitated an event at the Open House Drop-in Centre at the Baptist Church, Devonshire Road. The theme for this year was getting help and living with schizophrenia.</p> <p>Sam was interviewed live recently on community radio station, Unity 101, in their community hour. He answered questions on aspects of his work and that of Healthwatch. Sam raised the question of perhaps C&C using this medium to publicise the work they do!</p> <p>Sam had given a talk about Healthwatch to (15) Level 3 Social Care Group students at the City College. He also conducted some research by asking various health questions. In answer to 'One change that would improve your health'? Ten answers included more exercise and healthier eating. One person was found not to be registered with a GP!</p> <p>The Care Quality Commission is holding a public listening event from their inspection to the University Hospital Southampton NHS Foundation trust. They would like C&C members to attend. This will be held on Tuesday 9th December at the Dolphin Hotel at 6:30 pm. Register via the website: http://www.cqc.org.uk/content/listening-event-university-hospital-southampton-nhs-foundation-trust or call: 03000 616161 Robert has registered, but will question the accessibility of the venue, which may not be suitable. Steve would also attend.</p>	
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<p>6.</p> <p>a.</p> <p>b.</p> <p>c.</p>	<p><u>What's going on in the Council (Transformation and Change Update)</u></p> <p>Will reported on the resumption of the meeting after the break that Clare Wilkinson from SCC had emailed her apologies that she was not able to attend as intended. It was suggested a small delegation from C&C could make an appointment to meet her outside the meeting.</p> <p>Will had received a letter from Alison Elliott and went through the key points with the Group. There was a mixed reaction from members.</p> <p>Alison's letter mentioned working together with C&C to have a joint approach to delivering services. It was agreed SCC and C&C should work together to discuss the cuts and produce a joint statement on how to tackle the problem with the cuts.</p> <p>Much of Alison's letter was about the difficult situation resulting from budgets cuts from central government. It mentioned reducing the SCC budget by some £14 million next year.</p> <p>Steve was very concerned about the cuts to sensory services. The three trained social workers had been absorbed into general duties. Robert pointed out that when the Care Bill comes into force in April 2015, a wide range of people will be able to carry out an assessment on behalf of the local authority. There is a concern that the assessment could turn into a tick box exercise and be inappropriate for people with multiple impairments.</p> <p>There was also concern about the impact of any budget proposals, which SCC have to agree by Feb 2015. The savings of 'today' could cost more 'tomorrow'.</p> <p>Online Portal</p> <p>There was a view that, despite the great coproductive start, the portal project was now only consulting with C&C and had missed taking advantage of many of the real coproduction opportunities available.</p> <p>Members expressed disappointment that more could have been done and some questioned the continued involvement of C&C on this project</p> <p>Will explained that Becky Davis had emailed a plan of work and was keen to meet up with the C&C portal team to talk through the next steps. He had emailed the team and was awaiting feedback.</p> <p>Robert suggested that Open Objects be at the meeting to describe the functionality of the portal in regards to the navigation. Will would undertake at this late stage to arrange this workshop between SCC</p>	
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	<p>and C&C with Open Objects in attendance to enable an understanding of what has transpired.</p> <p>Members who attended the portal coproduction workshop felt that it came across as a PR exercise and was labelling and patronising to service users.</p> <p>There was strong support for Will from the Group who they saw as having an ambassadorial role for the C&C. It would be easy to let things slip, but he was keeping things going and sometimes in difficult circumstances.</p> <p>d. Permission to Share (P2S). Will had a meeting planned with John Dyer-Slade, the lead officer for Transformation in the People Directorate. This was arranged due to difficulties in making progress on the project with C&C's previous Information Governance contact.</p> <p>Richard stated that this should be titled 'My Permission to Share' (which should also head any form) because that is what it was – it covers what the individual person wants to share.</p>	
<p>7.</p> <p>a.</p> <p>b.</p> <p>c.</p> <p>d.</p> <p>e.</p> <p>f.</p> <p>g.</p> <p>8.</p>	<p><u>Any Other Business</u></p> <p>The Social Care Research Ethics Committee is looking for new members based in England. One identified priority group are users of social care. These are voluntary positions with expenses paid. Richard left details of the specification and an application form with Will for those interested.</p> <p>Hilary brought copies of a DVD produced by Care UK entitled, "The Patient Journey" through the Southampton Treatment Centre. These can be obtained by contacting Will.</p> <p>Jon reported that the three working groups around the recent SCC Adult Services Consultation had now merged into one group. The wanted to retain the chance to keep an interest in the process.</p> <p>Jon spoke of the need of Coproduction training. Will agreed and mentioned the various stages of the process.</p> <p>Governance. Robert is happy to share PEP governance notes. Look at doing this work in January / February.</p> <p>Gill left details of events being organised by Carers Together.</p> <p>Link for CCG Comms and Engagement Meeting Minutes:- http://www.england.nhs.uk/ourwork/patients/accessibleinfo-2/</p> <p><u>Date of Next Meeting: Wednesday, 21st January 2015</u></p>	

