

Minutes

Fareham and Gosport Community Engagement Committee (CEC) held on 12th January 2016

Attendees	
Dr Keith Barnard	Lay member of the F&G CCG Governing Body and Committee Chair
Councillor Roger Allen	Councillor, Gosport Borough Council/Hampshire CC
Councillor Brian Bayford	Councillor, Fareham Borough Council
Amy Castles	Learning Disabilities Strategic Health Facilitator, Southern Health NHS Foundation Trust
Yvonne Fisher	Complaints & Patient Experience Quality Officer
Raymond Hale	Diabetes UK Fareham and Gosport
Malcolm Heritage-Owen	Lay Member of the Governing Body for F&G CCG
Councillor Leslie Keeble	Councillor, Fareham Borough Council
Elizabeth Kerwood	Head of Communications & Engagement
Sue Martin	Chair, Fareham Locality Patient Group
Paul O'Beirne	Chief Executive, Community Action Fareham
Jill Sadler	Chair of the Friends of Fareham Community Hospital
Nicky Staveley	Chief Officer, Gosport Voluntary Action
Jon Piper	Community Outreach and Engagement Officer, Healthwatch
Mark Wagstaff	Co-Chair of the Gosport Locality Patient Group
Faye Prestleton	Gosport MCP Locality General Manager
1	Introduction
1.1	<u>Welcome and Apologies</u> The Chair welcomed Jon Piper who will now be representing Healthwatch Hampshire and Faye Prestleton from the Gosport MCP Locality. Apologies were received from Dr John Buchanan and Brenda Woon.
1.2	<u>Introductions</u> Members of the Committee introduced themselves.
1.3	<u>Requests for Any other Business</u> Requests were made by Raymond Hale and Jill Sadler.
1.4	<u>Conflict of Interest</u> No conflicts regarding agenda items due to be discussed were declared. Members who have not completed a form will ask Brenda for one to complete. Action: All members who need to complete a conflict of interest form

1.5 **Minutes from previous meeting on 10th November**

There is a typing mistake on page two.

The minutes were read and approved as an accurate record, subject to the above amendment.

Matters arising

Osborne House – Members asked if children’s services (CAMHS) were provided at Osborne House and other venues in Fareham. They also asked if Fareham Health Centre is one of the new venues for the adult mental health services relocated from Osborne House. Yvonne said she would be able to find this out for members.

Action: YF

POST MEETING NOTE: The CAMHS service is being provided from Osborne House and covers the Fareham and Gosport area.

Bereavement Service at Queen Alexandra Hospital – Keith has revisited the service which now has volunteers helping to answer the phones and provide a quicker response for families. This is helping the service to provide the support families need when a relative has died, however more volunteers are needed by the service.

Self-medication Policy review at Portsmouth Hospitals NHS Trust – Despite a delay, the Trust will undertake this review shortly and are keen to involve patients with long term conditions. The CCG has provided the Trust with details of representatives from voluntary groups who would like to be involved.

Phlebotomy Service at Fareham Community Hospital – Local patients are still being told that this is a drop-in service when they need to make an appointment and some are being sent to the hospital when they should be seen in their own practice. Elizabeth said she would work with the Primary Care Team to remind local practices.

Action: EK

Adult Mental Health Clinic at Fareham Community Hospital – This clinic is part of the Adult Mental Health service that has relocated from Osborne House to a number of local venues. Keith shared that feedback from the service is very positive and they are pleased with how well it has been received at the hospital. There is some frustration that the rooms the service uses are not together. The CCG is aware of this but the leases currently in place means that some of the arrangements around room usage cannot be currently changed.

Red Cross Service at Fareham Community Hospital – Jill updated the Committee that after further discussions the Red Cross were due to launch this service in the New Year however there has been a delay. The League of Friends recruited a number of volunteers to support the service but there have been issues around the requirements of the Red Cross. It is hoped that the service will launch shortly and the League of Friends will continue to help with recruiting further volunteers.

Domestic Abuse Service – Keith reported that about the presentation given by this service at the Voluntary Sector Health Forum. To provide this service locally

	<p>would cost in the region of £70,000 and the CCG does not currently have this funding. However, the CCG would like to consider how it raises awareness of domestic abuse amongst local GPs. Nicky suggested that the service might be able to provide some support with this and Keith agreed to contact them.</p> <p>Action: KB</p> <p>POST MEETING NOTE: Domestic Abuse is a key focus area for the Public Health Team at Hampshire County Council and this includes working with perpetrators to understand the issues and future abuse cases can be prevented.</p>
<p>2</p> <p>2.1</p> <p>2.2</p> <p>2.3</p>	<p>Standing items</p> <p><u>Key issues from members</u> These were raised under matters arising.</p> <p><u>Quality report</u> Southern Health NHS Foundation Trust – All of the CCGs across Hampshire have been working with the Trust to implement the recommendations of the recently published Mazars report which reviewed how the Trust investigates deaths of patients with a mental health condition or learning disabilities.</p> <p>Portsmouth Hospitals NHS Trust – The Trust is under considerable pressure at the moment. These are not purely due to a high number of inappropriate attendances to the Emergency Department but are due to the flow of patients through the hospital. All of the system partners, including Hampshire County and Portsmouth City Councils, are working together to identify and resolve any issues. Paul recommended using the voluntary sector communications networks to share messages with local people which Elizabeth welcomed.</p> <p>Some members raised concerns that NHS 111 directs people to the Emergency Department when they could be seen elsewhere, such as a Minor Injuries Unit. Members were asked to share these concerns with the Complaints Team so they can look into these cases.</p> <p>Action: All Members explained that some local people are hesitant to share their concerns with the NHS as they are concerned about this reflecting on the care they receive. Yvonne assured members that this is not the case. It was suggested that Yvonne attend the Voluntary Sector Health Forum to explain the complaints process and why the NHS values this feedback. Nicky and Paul will happily invite Yvonne to a future meeting.</p> <p>Action: NS and POB</p> <p>Out of Hours Service – The CCG has some concerns about this service and is currently working with the provider to resolve these.</p> <p><u>Commissioning report</u> Urgent care – Discussions are underway with South Central Ambulance Foundation NHS Trust to move the NHS 111 contract with them onto a standard NHS contract.</p> <p>The nursing/residential home weekend support scheme continues with GPs in the Out of Hours Service pro-actively contacting the highest 25 homes that call 999 to see if they can support patients to stay in the home rather than being taken to</p>

hospital.

Planned care – The local CCGs are planning to hold two workshops focusing on end of life care. The first will be with patients and carers and is being facilitated by Carers Together. The aim of the workshop is to describe what good end of life care looks like from the perspective of patients and their families and carers. The second workshop will involve all providers and key stakeholders to discuss a baseline review for the current service and to discuss the next steps needed to ensure a seamless service.

The local CCGs have been asking the views of local people about the support they do or would like to receive with regards to their long term condition(s). We have had just over 700 responses to an online survey and are now planning focus groups with long term condition support groups to explore the themes from the survey results in more detail.

Following a recent review the local CCGs have updated the service specification for the podiatry service which places a greater focus on those with diabetes and aims to reduce waiting times. We are working with Solent NHS Trust to ensure all patients who need a routine appointment are seen within six weeks.

After receiving feedback from patients and clinicians we have worked with Southern Health NHS Foundation Trust over the last year to reduce waiting times for the physiotherapy service. All patients are now seen within four weeks with many waiting only three.

Out of hospital care – We are currently seeking the views of local people on community beds and out of hospital services. Anyone who would like to share their views is welcome to through our [online survey](#).

The CCG is now advertising for a Senior Commissioning Programme Manager to oversee Continuing Healthcare and Mental Health.

We are working with Portsmouth Hospitals NHS Trust, Solent NHS Trust and Southern Health NHS Foundation Trust to launch a frailty service at the hospital 'front door' with a core element being the Discharge to Assess service.

Maternity and Child Health – The CCG's Quality and Commissioning Teams are working together to scope a peer review following a number of incidents relating to maternal deaths.

University Hospitals Southampton NHS Foundation Trust is currently developing a public consultation process about redesigning the community element of their maternity service. The CCG is working closely with West Hampshire and Southampton CCGs to review the plans as patients from these areas use these services.

2.4 **Update from the Locality Patient Groups**

Fareham Locality Patient Group – Sue updated the Committee about the group's last meeting held on November 5. It received an update on the Surgery Signposters pilot which has launched successfully but needs continual promotion to the GP practices. Consideration is also being given to how the volunteers can be given other roles to complete so their valuable time is used effectively. Nicky and Elizabeth will discuss this.

Action: NS and EK

The group also received an update about the Dementia Services at Fareham

	<p>Community Hospital. Group members have attended a carers event at Portsmouth Hospitals NHS Trust and some will be attending a follow-up event due to be held shortly. In addition members of Patient Participation Groups have supported their practices to run flu clinics and have attended Dementia Friendly training.</p> <p>Gosport Locality Patient Group – Mark reported that the Group has not met since the last Committee meeting.</p>
2.5	<p><u>Voluntary Sector Health Forum report</u></p> <p>Paul and Nicky updated the Committee on the last Forum meeting which was attended by over 40 people representing over 20 groups. Four groups presented including ARC, a new drug and alcohol support group.</p> <p>The next meeting will review the priorities for change which have been raised since the group started, including progress and any changes to these priorities. The meeting will also consider the Got It Right Scheme as a way of increasing confidence in GPs to recommend groups they don't know to their patients. Raymond thanked Keith and the Forum organisers for their support to this successful group. He did raise concerns that the Got It Right Scheme is too governance focussed and needs adapting to include health focussed issues, such as training. Paul responded that this has been added to the local version and the CCG and Hampshire County council are also reviewing the scheme with a view to potential support/endorse it. Raymond would like voluntary groups to help develop the local scheme and Paul said they would be through the next Forum meeting.</p>
2.6	<p><u>Healthwatch Hampshire report</u></p> <p>Jon reported that Steve Taylor has left Healthwatch Hampshire and Steve Maneley is the acting manager. Jon will now represent Healthwatch on this Committee.</p> <p>Jon updated the Committee on Healthwatch's work with local people using the Child and Adolescent Mental Health Service (CAMHS). The key themes from their feedback were around the referral process, waiting times, the service itself and future plans for related services such as the Youth Service. The report and video from this project are now available online.</p> <p>Healthwatch has also produced a video of feedback from patients who lip read and the problems they encounter.</p> <p>Healthwatch is currently looking at potential projects focussing on adult mental health and talking to local people about their experiences. They would like to work with the voluntary sector and Nicky said she would be interested in discussing this further.</p> <p>Action: JP and NS</p> <p>There is a project underway seeking the experiences of local people with learning disabilities. Healthwatch is attending art therapy groups to have discussions with local people.</p>
2.7	<p><u>Learning Disabilities update</u></p> <p>Keith invited Amy to give an update on her service which provides support and training to local GPs providing the enhanced health check service to those with learning disabilities.</p>

	Some GP practices have had issues providing this service and Amy's team is working with them to resolve these. The service is now going to focus on promoting health checks to those with learning disabilities and their families and carers to increase awareness of the value of having this check carried out annually.
3	Any other business
3.1	Raymond talked through a paper he has drafted about using the voluntary sector far more to support local people. This would help to reduce costs to the NHS in the short-term. Raymond asked the Voluntary Sector Health Forum to consider this paper and would like to Committee to encourage them to do this. Keith responded that the CCG recognises that the Forum is an independent group and sets its own agenda. Paul responded that he fully supports the ethos of Raymond's paper and suggested that the Forum initially needs to discuss and agree some priorities that would help achieve this. Now that it is likely that most local voluntary groups have had the opportunity to present at the Forum there should be time at a future meeting to discuss how the local voluntary sector thinks it can help reduce NHS costs.
3.2	The future meetings detailed on the agenda were incorrect and have been corrected in the list below.
4	Potential agenda items for future meetings
	<ul style="list-style-type: none"> • Dementia Volunteers – Caroline O'Connor will arrange for a volunteer to attend
5	Dates of future meetings Please note the change of venue and time All meetings are held in the ComsCen Building, Fort Southwick from 12.30 to 2.30pm.
	<ul style="list-style-type: none"> • [BRENDA – please add dates of future meetings, please can you also amend the agenda to have the right start time and check the meeting requests we have sent out have been altered to the correct time and venue] • Xxx • Xxx • Xxx

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