

NOTES OF THE WEST NORFOLK COMMUNITY ENGAGEMENT FORUM
14 NOVEMBER 2017 2.00PM – 4.00PM
THE ASSEMBLY ROOMS,
13 MARKET PLACE, SWAFFHAM, NORFOLK PE37 7AB

Attendees


Tim Bishop (Chair)	(TB)	Lay Governing Body Member WNCCG
Heather Farley	(HF)	Head of Corporate Affairs WNCCG
Caroline Howarth	(CH)	Engagement Lead WNCCG
John Webster	(JW)	Accountable Officer WNCCG
Rob Jakeman	(RJ)	Integrated Commissioning Manager WNCCG
Jo Maule	(JM)	Community Action Norfolk
Michael Scott	(MS)	Terrington St Clement PPG
Emma Boore	(EB)	BCKLWN
Gilly Footse	(GF)	Friends of Cranmer House
Sally Martin	(SM)	Age UK Norfolk
Lindsey Tibble	(LT)	West Norfolk Patient Partnership
Mavis White	(MW)	Swaffham & Litcham Home Hospice Support
Steve Fuller	(SF)	Forward Day Centre, King's Lynn
Jonathan Toyne	(JT)	WNDiS
Shirley Matthews	(SM)	Town Councillor
Sarah Quick	(SQ)	Family Voice Norfolk
Kiley Holden	(KH)	Care & Repair, BCKLWN
Claire Peak	(CP)	Swaffham Well Family

In Attendance

Cathy Hudson	(CHu)	Communications and Engagement Support WNCCG
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Apologies

Andy Peacock	(AP)	Alzheimer's Society
Liz Cross	(LC)	Home start Swaffham
Rev Simon Wilson	(SW)	
Eddie West- Burnham	(EWB)	West Norfolk MIND
Pauline Davies	(PD)	NSFT
Ches Hankins	(CH)	NSFT
Janet Elvin	(JE)	Parkinsons Support Group KL
Andy Peacock	(AP)	Alzheimer's Society
Frances Singleterry	(FS)	

1	WELCOME AND INTRODUCTIONS	Action
	TB welcomed the members to the meeting. Round table introductions were made and apologies noted.	
2	COMMUNICATIONS & ENGAGEMENT UPDATE: CURRENT CONSULTATIONS	
	<p>CH updated the meeting on two consultations are currently on going.</p> <p>Over the counter medicines will be running until November 24th and Improved Access to GP Services running until November 30th. Both surveys are available on the West Norfolk CCG website;</p> <p>http://www.westnorfolkccg.nhs.uk/patient-public-involvement/consultations</p>	
3	YOUR LOCAL NHS: THE CHALLENGES WE FACE AND THE OPPORTUNITIES WE HAVE	
	<p>JW attended the meeting to present on the challenges being faced in West Norfolk.</p> <div style="text-align: center;">  <p>COMMUNITY ENGAGEMENT FORL</p> </div>	
4	INTEGRATED COMMISSIONING AND JOINT WORKING: IT'S MORE THAN JUST HEALTH AND SOCIAL CARE	
	<p>The presentation given by RJ can be found from slide 16 included with the presentation given by JW.</p> <p>See the below link for 'Sam's Story'</p> <p>https://www.kingsfund.org.uk/audio-video/joined-care-sams-story</p> <p>The meeting discussed the shortages of funds across the system and how this has an effect on the services that can be provided.</p>	
5	ROUND TABLE DISCUSSIONS – CHANGING THE WAY SERVICES ARE PROVIDED IN THE FUTURE	
	<p>At this point in the meeting, the forum members were asked to gather in groups and discuss the contents of both presentations by using the following questions and to write down feedback.</p> <p>Changing the way services are provided in the future:</p> <ul style="list-style-type: none"> • What are your views? <ul style="list-style-type: none"> <i>Discharge team a very good idea – Communication</i> <i>Better to look at person as a whole rather than being task oriented.</i> <i>Budgets still being split – need to have 'BLACK' – Acute, 'GREY' – Transitional to allow movement 'WHITE' – Primary Care.</i> <i>Won't get anywhere until someone is brave enough to make a change.</i> <i>Boundaries 5/6 considered as elastic so can be stretched/flexible.</i> <i>Services need to be physically closer, better communication needed, face to face helps.</i> <i>Loneliness is a major issue.</i> 	

	<p>Need to know more. Obviously early stages but need to make sure representatives from all organisations are involved.</p> <ul style="list-style-type: none"> What are the opportunities to do things differently? To avoid overuse of A&E put more resources into GP practices so that people get treated locally and quickly. <i>Use Community Hospitals a lot more for the above.</i> Can include more things within services for no extra money – expand roles to avoid duplication/overlap. <i>Education across board.</i> Education – schools should have more ‘life’ education as a whole – primary to secondary and beyond. <i>More sharing of staff e.g.NCC within IHAT.</i> New creative thinking/learning. <i>Closer working within health.</i> Joining up the dots! Housing and hospital – Can we be given current examples of where this model is working? What do you see as being the challenges? Pass ideas of good practice around. <i>Important to be able to treat people at home if they cannot get out. But, don't waste valuable emergency services.</i> Keep funding vital voluntary organisations – long term <i>Financial – Individual organisations trying to protect own funding so they become introverted – must work together properly EG. Advice Service and user has difficulty getting recognition from professionals.</i> Improved by networks – knowing each other and how each other works. <i>Need to think if involving NCSE organisations in agreement how can we subdivide the agreements to accommodate organisations that are only permitted to work to their agreed charitable objectives (by law) – i.e. they won't necessarily want to work to the whole overarching agreement.</i> Data protection/sharing of information between partners/organisations. <i>Capacity</i> <i>Technology</i> <i>Complex for voluntary organisations.</i> <p>On the issue of accountable care organisations (ACO), on balance the groups judged that any ACO should include acute NHS providers.</p> <p>This feedback will be given to the CCG's accountable officer and will inform the CCG's discussions around any proposed changes.</p>	
6	<p>UPDATES FROM FORUM MEMBERS</p>	
	<p>Family voice will be branching out with the EHCPs.</p> <p>CP, Family Action, told the meeting of the ESCAPE Community Gardening Project. The ESCAPE project has community allotments based at Tumbler Hill in Swaffham, including three large polytunnels. It also manages an adjacent community orchard on Orford Road playing field.</p> <p>The project is friendly and welcoming, with something for everyone. There are different growing spaces, an outdoor kitchen with a cob oven and activities for people of all ages and abilities. To get involved contact, katy.fullilove@family-action.org.uk or karen.bek@family-action.org.uk</p>	

	Loneliness has been identified as a big issue and yet day services has been reduced. Has any work been done to look at this?	
7	NEXT MEETING DATE AND VENUE	
	The next meeting will be arranged for early March 2018. Once a date and venue has been confirmed this will be shared with the Forum members.	