

NOTES OF THE WEST NORFOLK COMMUNITY ENGAGEMENT FORUM
18 JULY 2017 2.00PM – 4.00PM
PROFESSIONAL DEVELOPMENT CENTRE,
KILHAMS WAY, KINGS LYNN, NORFOLK PE30 2HU

Attendees

Tim Bishop (Chair)	(TB)	Lay Governing Body Member WNCCG
Heather Farley	(HF)	Head of Corporate Affairs WNCCG
Caroline Howarth	(CH)	Engagement Lead WNCCG
Jo Maule	(JM)	Community Action Norfolk
Barbara Lock	(BL)	Age Concern Swaffham
Michael Scott	(MS)	Terrington St Clement PPG
Lynda Hilliard	(LH)	Extra Hands
Debbie White	(DW)	NSFT
Judith Berry	(JB)	Prescribing WNCCG
Pippa May	(PM)	West Norfolk Befriending
Rachel Clarke	(RC)	Family Voice
Chris Randall	(CR)	Chief Finance Officer WNCCG
Alirae Bunkle	(AB)	QEH
Emma Harrison	(EH)	QEH
Karen Robson	(KR)	BCKLWN
Emma Boore	(EB)	BCKLWN
Ches Hankins	(FH)	Modern Matron NSFT
Sally Martin	(SM)	Age UK Norfolk
Frances Singletery	(FS)	West Norfolk Older Peoples Forum
Kate Draycott	(KD)	Family Voice Norfolk
Lindsey Tibble	(LT)	West Norfolk Patient Partnership
Lyn Armitage	(LA)	West Norfolk Older People Forum
June Leamon	(JL)	West Norfolk Patient Partnership
Hannah Cooper	(HC)	One to One Project
Jane Evans	(JE)	West Norfolk Carers
Steve Clark	(SC)	Moving Forward
Dr Clare Hambling	(CHa)	Governing Body GP WNCCG
Michael Chenery of Horsbrugh	(MC)	Norfolk County councillor
In Attendance		
Cathy Hudson	(CHu)	Communications and Engagement Support WNCCG
Apologies		
Andy Peacock	(AP)	Alzheimer's Society
Liz Cross	(LC)	Home start Swaffham
Barbara Carter-Rowlands	(BCR)	
Julia Riseborough	(JR)	Saffron Housing
Rev Simon Wilson	(SW)	
Jonathon Dossetor	(JD)	
Gill Foortse	(GF)	

1	WELCOME AND INTRODUCTIONS	Action
1	<p>TB welcomed the members to the meeting. Round table introductions were made and apologies noted.</p> <p>TB reminded members this was not a public meeting but rather a meeting of representatives. Members are expected to bring information from and take information back to their groups. The minutes will be published on the West Norfolk CCG website.</p>	
2	DIABETES UPDATE: NATIONAL CHANGESTO PATHWAYS – THE LOCAL PERSPECTIVE	
	<p>Dr Clare Hambling attended the meeting to present planned changes for the diabetes pathway.</p>  <p>nati-diab-audi-rep2 .4.patients-pow-poi</p> <p>The Presentation highlights the National Diabetes Projects, structured education, foot care and achieving the three NICE treatment guidelines.</p> <p>Dr Hambling will come back to another meeting at a later date to update forum members on the progress.</p>	
3	WEST NORFOLK CCG'S OPERATIONAL PLAN FOR 2017-19	
	<p>Chris Randall presented the West Norfolk CCG operational plan to the group.</p> <p>The new director of operations, Ross Collett, will soon be in post. He will come to a future meeting to update on the plan.</p>	
4	DRAFT WNCCG COMMUNICATIONS AND ENGAGEMENT STRATEGY	
	<p>The draft communications and engagement strategy was sent out to forum members prior to the meeting by Caroline Howarth.</p> <p>CH asked for the members to read through the strategy and feedback to her by August 9th.</p> <p>Rob Jakeman will be asked to attend the next meeting to explain the connection between the County Council and West Norfolk CCG and how they work together. CH will look into the County Council engagement strategy.</p>	
5	TRANSFORMING MENTAL HEALTH CARE IN WEST NORFOLK	
	<p>Debbie White and Ches Hankins attended the meeting to describe the changes to the improvements to the acute pathways in West Norfolk including the move of in patient bed provision from Fermoy to Chatterton House.</p>  <p>NSFT West Norfolk Community Engagm</p> <p>The development of a local integrated assessment hub will be looked at as part of the redesign for West Norfolk. This will include third sector partners to prevent repeated assessments.</p>	

	<p>A model for day treatment will be investigated to allow some flexibility for treatment.</p> <p>Funding of £4m has been awarded for the improvements to be made to Chatterton House to allow the work to be undertaken. This will mean that in patients and community teams will be on the same site.</p>	
6	ROUND TABLE DISCUSSION – MENTAL HEALTH	
	<p>The forum members broke into three groups to discuss the following discussion points;</p> <ul style="list-style-type: none"> • What are your experiences of using these services? • Are there any gaps? • Are there any services that need further developing? <p>Group 1 Experiences</p> <ul style="list-style-type: none"> • Challenging • Cut-off at 18 – can be devastating. Need better transition to adult services • Gulf between ‘wellbeing services’ and other services • Access criteria so rigid people fall outside e.g. ASD • Services not working together • Need joined-up care • Need lead worker • Local charities being over-looked • West Norfolk has good local services but (Consortium) – not used or recognised <p>Gaps</p> <ul style="list-style-type: none"> • High staff turnover problem – care is not continuous • People get overlooked • Long waiting lists with no contact • Carers (both paid and unpaid) needing contact with the person’s worker (and training so know how to best deal with) • 24/7 cover in Queen Elizabeth Hospital • Does Norfolk & Norwich University Hospital have service for children and young people? • Need correct diagnosis early on – not when in crisis <p>Further development</p> <ul style="list-style-type: none"> • There are key referrers • Working in partnership • Sharing best practice • Pathways that include Voluntary and Community Sector • Take lid off everything and start again • Postcode lottery • More home support for older people • More person-centred <p>Group 2 Gaps</p> <ul style="list-style-type: none"> • Lack of specialist Mental Health staff in A&E to do assessments when patients first attend hospital. • Disadvantaged because of being a more rural area • Could prevention be improved? → issues that are picked-up early have a better chance of being resolved before reaching crisis • Need more support for carers → parents looking after a child with mental health issues is very stressful and there is not much support 	

	<ul style="list-style-type: none"> • If rurality is such a difficulty, could we have a mobile hub? <ul style="list-style-type: none"> → Support and prevention based around GP surgeries → Local familiar services could reduce anxiety → Less formal approach may engage more people <p>Group 3</p> <ul style="list-style-type: none"> • Is 16 beds enough? • Delay in community resources kicking in when patient discharged • Support/information for carers to ensure they can keep person at home • More on LILY – how to access services • In-patient provision for older people • Where is the local provision? (understood to be Swaffham and Norwich) • Better knowledge of West Norfolk services for NSFT, particularly if triage taking place in Norwich • Where are the alternatives to hospital beds in VCS + private in West Norfolk? Less than residential care • Support services in west – reduction in service due to closure of some together UK provision Not clear what is left for organisations like West Norfolk MIND • Reduction in other community services and poor knowledge in locality from NSFT staff of a variety of community services – not using everything • Support for non-mental health specialist services with training for their staff to assist them with working with mental health clients. Know where to refer 	
7	UPDATES FROM FORUM MEMBERS	
	<p>Family Voice are in the process of changing their approach to engagement with parent carers. From the autumn there will be a series of coffee mornings for parent carers from across West Norfolk to attend. RC can send information on the coffee mornings to PPG's and WNCCG and this will be shared with GP practices.</p> <p>West Norfolk Older Peoples Forum are hosting a workshop for professionals on hoarding in September.</p> <p>West Norfolk Patient Partnership are contactable through JL and LT to discuss both physical and mental health issues and can feedback through the Community Engagement Forum.</p> <p>The West Norfolk Disability Forum have discussed disbanding the committee and looking to have a disability champion. They would be responsible for dealing with any disability issues from the public. A final decision is yet to be made.</p>	
8	NEXT MEETING DATE AND VENUE	
	<p>The next meeting planned for October will be moved to November to avoid the Stakeholder events planned for around the same time. Once this has been arranged the details will be shared with forum members.</p> <p>The WNCCG stakeholder events have been arranged for; Monday October 2nd, King's Lynn Town Hall, 6pm Monday October 6th, Hunstanton Town Hall, 9.30am Wednesday October 11th, Downham Market Town Hall, 2pm Wednesday October 18th, Swaffham Assemble Rooms, 2pm.</p>	