

**NOTES OF THE WEST NORFOLK COMMUNITY ENGAGEMENT FORUM  
30 MARCH 2016 10AM – 12NOON  
COMMITTEE SUITE, BOROUGH COUNCIL OF KINGS LYNN & WEST NORFOLK OFFICES,  
KINGS COURT, CHAPEL STREET, KINGS LYNN, NORFOLK PE30 1EX**

**Present:**

Cathy Gale (Chair)	(CG)	Lay Governing Body Member WNCCG
Dr Sue Crossman	(SC)	Chief Officer
Ann Stephens	(AS)	Healthwatch Norfolk, Engagement Manager
Brad Stein	(BS)	Development Officer, West Norfolk Community Transport
Jo Maule	(JM)	Locality Manager, Community Action Norfolk
Alison Webb	(AW)	Lead Nurse for Older People and Liaison Services, QEH
June Leamon	(JL)	West Norfolk Patient Partnership
Frances Singleterry	(FS)	West Norfolk Older Peoples Forum
Eddie West-Burnham	(EWB)	Chief Executive, West Norfolk MIND
Esmé Corner	(EC)	Lead Governor, Queen Elizabeth Hospital
Emma Harrison	(EH)	Patient Experience and Public Involvement Lead, QEH
Jane Evans	(JE)	West Norfolk Carers
Sheila Young	(SY)	West Norfolk Older Peoples Forum
Lynsey Martinez	(LM)	NCH&C
Sarah Day	(SD)	Smokefree Norfolk Team Lead/ NCH&C
David Price	(DP)	Chair, South Wootton Parish Council
Janet Elvin	(JE)	Parkinson's Support Group

**In Attendance:**

Shawn Haney	(SH)	Eclipse Project Manager
Sarah Johnson	(SJ)	Commissioning Manager
Prof. Paul Jenkins	(PJ)	Governing Body Member, Secondary Care Doctor
Aidan Fallon	(AF)	Interim Head of Strategic Planning
Emily Arbon	(EA)	Communications Manager
Cathy Hudson	(CH)	Engagement Support (Minutes)

**Apologies:**

Andy Peacock	(AP)	Alzheimer's Society
Jonathan Dossetor	(JD)	Governor QEH
Roger Smith	(RS)	Breathe Easy
Amanda Kenny	(AK)	West Norfolk Deaf Association
Anita Walker	(AW)	Extra Hands
Darren Barber	(DB)	UNISON Rep
Lindsey Tibble	(LT)	Gt Massingham & Docking PPG
Rachel Clarke	(RC)	Family Voice
Wendy Narducci	(WN)	Equal Lives
Pauline Davies	(PD)	NSFT
Mia West	(MW)	WNDiS

		Action
1	<p><b>WELCOME AND INTRODUCTIONS</b></p> <p>Chair welcomed the members to the meeting, briefly covered the housekeeping and safety points. Round table introductions were made.</p>	
2	<p><b>YOU SAID WE DID</b></p> <ul style="list-style-type: none"> <li>• Additional groups have been added to the attendee list in response to request at previous meeting.</li> <li>• Any member requiring details of forthcoming meetings by post can leave their address with CH.</li> <li>• This meeting will be the only community engagement forum. The annual stakeholder events will continue to be held along with the Annual General Meeting.</li> </ul>	
	<ul style="list-style-type: none"> <li>• Queries in regard to health care requirements for areas for new homes are being built can be addressed to NHS England, who currently commission Primary Care. <a href="mailto:england.contactus@nhs.net">england.contactus@nhs.net</a>. The query relating to South Wootton has been passed on to NHS England.</li> <li>• There are not many practices in West Norfolk with display screens in waiting rooms and reception areas. Any groups enquiring on the use of these screens to promote services should contact the practice directly.</li> <li>• A lot of work has been done with autism over the last year. SC can share a review of the autistic spectrum disorder pathway with the forum members. An early support service was established for children and their parents to provide support whilst awaiting diagnosis. An improvement plan is in place and is being monitored at the Norfolk Children's Network.</li> </ul>	<b>SC</b>
3	<p><b>FRAILITY: THE LOCAL PICTURE AND WHAT WORKS WELL ELSEWHERE</b></p> <p>AF and PJ introduced a presentation to describe the redesign of the frailty pathway. This work has been done to take into account the increasing aging population. AF highlighted issues with recruitment with West Norfolk and the importance of encouraging staff to work locally and keeping staff in post once there.</p> <p>The Department of Health have asked the CCG and other health bodies to submit plans on how services will be delivered by June 2016. Frailty is one of the key areas that will be looked at. The link for the presentation is below;</p> <div style="text-align: center;">  </div> <p>Frailty presentation v1 from Clare Hambl</p> <ul style="list-style-type: none"> <li>• Mind supply a service to the QEH to help direct patients away from the hospital.</li> <li>• Query raised as to whether an adequate amount of community care such as care homes and sheltered housing is available as an alternative to hospital care.</li> </ul>	

4	<p><b>FRAILITY: WHAT MODEL WOULD WORK BEST IN WEST NORFOLK</b></p> <p>The model suggests a more co-ordinated care pathway with a care co-ordinator and an expert generalist to reduce the need for multiple clinic appointments. This would require clinicians with a skill mix suitable for taking care of patients with complex medical needs.</p> <ul style="list-style-type: none"> <li>• Trainee clinicians need to be attracted to a role that involves general medicine.</li> <li>• Hubs positioned within the community to allow patients to be seen closer to home using multi-disciplinary working across all agencies, statutory and voluntary.</li> <li>• The model will be set up to ensure individual patient needs and circumstances to be taken into account.</li> <li>• The model will be developed to be given more detail and tested to ensure it will allow patients to be looked after appropriately, it can be staffed effectively and is affordable.</li> <li>• Prevention and self management will be included within the model.</li> <li>• This work is part of the Sustainability and Transformation Plan. A communication and engagement plan has been developed.</li> <li>• It is likely that a wider more formal consultation will take place.</li> </ul>	
5	<p><b>UPDATES FROM FORUM MEMBERS</b></p> <p>AP from Alzheimer's Association would like to remind the members that Dementia Awareness Week is from the 15<sup>th</sup> to 21<sup>st</sup> May and there will be local events being held.</p>	
6	<p><b>FUTURE TOPIC: THE FINANCIAL PICTURE &amp; DIFFICULT CHOICES AHEAD</b></p> <p>The next meeting will cover the financial picture in West Norfolk in regard to the local health economy and the difficult choices that lay ahead. Members have been given a copy of the CCG Newsletter which gives a brief explanation of the current financial situation.</p> <p>A future meeting will look into the issues the younger population of West Norfolk have to deal with.</p>	
7	<p><b>NEXT MEETING DATE AND VENUE</b></p> <p>To be arranged.</p> <p>Dates for future meetings will be set and the members informed of details including venues and topics.</p>	

**'PARK BOARD' ITEMS**

- The models rely heavily on GP's which CCG's currently don't commission – How have you ensured that the involvement of GP's and their commitment is established and built into the foundations.
- Frailty is not restricted to the older population.
- Access to every GP surgery should be addressed.
- Who is responsible for doing Health Impact Assessment (HIA)? Borough Council overview, Public Health at Norfolk County Council or NHS England?
- Why not replace the Expert Generalist with GP
- Where does sub acute fit in? The Fermoy Unit is going to close at some point. High end priority needs at Hellesdon - local beds where needed. All of this supported by community support delivered in a REAL partnership between various practices. Model in Joondalup in Western Australia.
- The best way to manage complexity is planning. Managing mental health crisis requires pre-crisis plans and long term light touch intervention. Right person, Right Place, Right Time.
- Updates Forum Members. West Norfolk Neurology Review. Response Please.