

## WEST NORFOLK COMMUNITY ENGAGEMENT FORUM

**Monday 18 June 2018**

**The Clock Room | Downham Market Town Hall  
6 Bridge Street | Downham Market | PE38 9DE**

### Attendees

Tim Bishop (Chair)	(TB)	Lay Governing Body Member WNCCG
Heather Farley	(HF)	Head of Corporate Affairs, WNCCG
Victoria Fear	(VF)	Communications and Engagement Manager WNCCG
Fran Rose-Smith	(FR-S)	Interim QIPP Manager, WNCCG
John Webster	(JBW)	Accountable Officer, WNCCG (part meeting)
Emma Boore	(EB)	Careline Community Service
Kylie Chambers	(KC)	Allied Health Professionals
Jonathan Dossetor	(JD)	Governor, Queen Elizabeth Hospital King's Lynn (QEHL)
Richard Ehlers	(RE)	Howdale PPG/U3A/Downham Dementia Support Association
Jane Evans	(JE)	West Norfolk Carers
Jannine Fage	(JF)	Allied Health Professionals
Alison Furniss	(AF)	Family Voice
Lynda Hilliard	(LH)	Extra Hands
June Leamon	(JL)	West Norfolk Patient Partnership
Sally Martin	(SM)	Age UK Norfolk, Care Navigator
Jo Maule	(JM)	Community Action Norfolk
Frances Singleterry	(FS)	Older People's Forum
Lindsey Tibble	(LT)	West Norfolk Patient Partnership
Rose Waterman	(RW)	NCC Adult Social Services
Leanne Williamson	(LW)	Norfolk Community Health & Care



### In Attendance

Joanne Mawson	(JM)	Communications and Engagement Officer WNCCG
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### Apologies

Anne Biggar	Alzheimer's Society
Nigel Boldero	Norfolk and Suffolk NHS Foundation Trust
Steve Clark	Service User Representative
Lynn Cook	NCC Children's Services - Community Capacity Co-ordinator
Liz Cross	Home-Start Swaffham
Janet Elvin	King's Lynn & West Norfolk Parkinson's Support Group
Hazel Fredericks	
Sheila Goodman	King's Lynn & West Norfolk Parkinson's Support Group
Pippa May	West Norfolk Befrienders
Norfolk Autistic Society	West Norfolk Branch
Andy Peacock	Alzheimer's Society
Clare Peak	Family Action Norfolk
Jo Russell	Care and Repair
Roger Smith	Breathe Easy
Les Thurlow	Community Health Involvement Panel
Revd Simon Wilson	Church of England

1	<b>WELCOME AND INTRODUCTIONS</b>	<b>Action</b>
	<p>Tim Bishop, Community Engagement Forum Chair and Lay Member for Patient and Public Involvement on the West Norfolk Clinical Commissioning Group (WNCCG) Governing Body, welcomed members to the meeting; introductions were made around the room.</p>	
2	<b>WEST NORFOLK CCG UPDATE</b>	
	<p>John Webster, West Norfolk CCG (WNCCG) Accountable Officer, presented a report on the CCG's current financial position, population and practice profiles, and some of the challenges facing the organisation.</p> <div data-bbox="746 622 810 683" data-label="Image"> </div> <p data-bbox="676 689 884 734" style="text-align: center;">JBW Presentation - CCG Update CEF Jur</p> <p>During the presentation a number of issues were raised by members of the Forum;</p> <p>There was concern that not enough people receive community-based care. In reply members were told that WNCCG agreed and is taking action to redress this situation; it was noted that such changes take time to establish.</p> <p>Referring to the Practice Progress Map there was discussion about the performance of local GP practices and the need to understand variations and to work with practices to achieve better outcomes.</p> <p>Concern was expressed at the cessation of the community chiropody service and the potential impact this might have on falls. In reply Mr Webster underlined the importance of preventative measures, such as strength and balance classes, and spoke about the 'falls' car which has been introduced.</p> <p>It was mentioned that sometimes a patient will only want a professional opinion rather than an appointment but there is currently no service providing this.</p> <p>Concerns were raised about the number of missed appointments. In reply members heard that some clinics are running at 130% on the basis that a number of patients would fail to attend.</p> <p>Norfolk Community Health and Care will be soon be trialling a scheme where patients will be reminded about upcoming appointments.</p> <p>In reply to a comment about availability of GP appointments, members heard that one potential way forward could be to group practices together so appointments could be made across the group where ever there is availability.</p> <p>Finally, Mr Webster proposed that the agenda for the next meeting should include an item on working across health and social care systems. It was noted that the voluntary sector were also important partners in these systems.</p> <p>The Chair suggested that members might like to share Mr Webster's presentation with their own networks.</p>	<p style="text-align: right;"><b>TB/JM</b></p> <p style="text-align: right;"><b>All</b></p>

3	<p><b>MUSCULOSKELETAL TRIAGE SERVICE</b></p>	
	<p>Jannine Fage and Kylie Chambers of Allied Health Professionals (AHP) shared information about the new Musculoskeletal Triage Service which started on 1 April 2018, providing a single-point-of-access and triage service for West Norfolk Patients. The service is initially a two-year pilot project.</p> <p style="text-align: center;">   MSK Triage and  SPoA Service.pdf </p> <p>The new service enables patients to self-refer online or to be referred by their GP; telephone referrals are not currently available in West Norfolk, an issue which the Chair agreed to raise with the CCG. Once assessed the patient may be given exercises and will be referred to an appropriate pathway; if non-musculoskeletal conditions are suspected the patient's GP will be contacted. Under 15s can only be referred via their GP.</p> <p>It was noted that if a patient is already on a waiting list for treatment, self-referring would not reduce waiting times.</p>	<b>TB</b>
4	<p><b>FRAILITY SERVICES</b></p>	
	<p>Fran Rose-Smith, Interim QIPP Manager at WNCCG, gave a summary of various admission avoidance initiatives for the frail and elderly in West Norfolk.</p> <p style="text-align: center;">   Frailty presentation  for WN Community I </p> <p>Following the presentation, concern was expressed that a lack of sufficient social care could impact on frailty services.</p> <p>Following a discussion about the language of 'frailty' and pejorative use of the term 'the elderly' there was a suggestion that care for older people could be described better as 'tender' care or 'gentle' care.</p>	
5	<p><b>INFORMATION SHARING</b></p>	
	<ol style="list-style-type: none"> <li>(1) The overnight road closures on the A10 near Hardwick were noted.</li> <li>(2) There will soon be a housing officer, from the Borough Council's Care and Repair team, based at the Queen Elizabeth Hospital; the officer will be able to advise on housing adaptations for disabilities and also on minor adjustments, such as installing grab rails.</li> <li>(3) Community Action Norfolk will be co-ordinating the Social Prescribing Service and undertaking social isolation work at Terrington, Tilney St Lawrence, Litcham, Mileham, Northwold, Syderstone and Creake.</li> <li>(4) Members were reminded that the CCG's Annual General Meeting takes place on Wednesday 4 July, from 9.00am to 11.00am, at the King's Lynn Town Hall.</li> </ol>	
6	<p><b>NEXT MEETING DATE AND VENUE</b></p>	
	<p>The next meeting will be arranged for mid-September 2018; once confirmed, details will be shared with the Forum members.</p>	