

## **WEST NORFOLK COMMUNITY ENGAGEMENT FORUM**

**Thursday 22 March 2018**

**South Lynn Community Centre  
St Michaels Road | King's Lynn | PE30 5HE**

### **Attendees**



Tim Bishop (Chair)	(TB)	Lay Governing Body Member WNCCG
John Webster	(JBW)	Accountable Officer WNCCG
Victoria Fear	(VF)	Communications and Engagement Manager WNCCG
Shawn Haney	(SH)	Eclipse Project Manager, WNCCG
Hazel Taylor	(HT)	Interim Primary Care Commissioning Manager, WNCCG
Emma Boore	(EB)	Careline Community Service
Rachel Clarke	(RC)	Family Voice Norfolk
Jonathan Dossetor	(JD)	Governor, Queen Elizabeth Hospital King's Lynn (QEHL)
Jane Evans	(JE)	West Norfolk Carers
Gilly Foortse	(GFo)	Friends of Cranmer House
Georgie Futter	(GF)	The Purfleet Trust
Emma Harrison	(EH)	Patient Experience and Public Involvement Lead, QEHL
Lynda Hilliard	(LH)	Extra Hands
Kiley Holden	(KH)	Care and Repair
June Leamon	(JL)	West Norfolk Patient Partnership
Barbara Lock	(BL)	Breckland Older Persons' Forum
Pippa May	(PM)	West Norfolk Befriending
Michael Scott	(MS)	Terrington St Clement Patient Participation Group
Lucy Shaw	(LS)	The Purfleet Trust
Frances Singletery	(FS)	Older People's Forum
Lindsey Tibble	(LT)	West Norfolk Patient Partnership
Mavis White	(MW)	Swaffham and Litcham Home Hospice Support
Sheila Young	(SY)	Older Person's Forum





### **In Attendance**

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

Nigel Boldero	Norfolk and Suffolk NHS Foundation Trust
Pauline Davies	Norfolk and Suffolk NHS Foundation Trust
Janet Elvin	King's Lynn & West Norfolk Parkinson's Support Group
Heather Farley	Head of Corporate Affairs WNCCG
Liz Cross	Homestart Swaffham
Hazel Fredericks	
Sheila Goodman	King's Lynn & West Norfolk Parkinson's Support Group
Ian Gutteridge	St James Medical Practice Patient Participation Group
Paula Hall	The Purfleet Trust
Francesca Hankins	Norfolk and Suffolk NHS Foundation Trust
Jo Maule	Community Action Norfolk
Karan McKerrow	Autistic Society
Andy Peacock	Alzheimer's Society
Clare Peak	Family Action Swaffham
Les Thurlow	Community Health Involvement Panel

1	<b>WELCOME AND INTRODUCTIONS</b>	<b>Action</b>
	<p>Tim Bishop, 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 and apologies tabled. He talked about having attended a NHS England national event for Public and Patient representatives the week before and that NHS England had titled the event Public and Patient Voice and suggested that local leads did the same.</p> <p>He also requested agenda items and topics for future meetings and asked about the venue moving. The general view was that having a meeting in Swaffham had worked and we should move the venues around.</p>	
2	<b>WEST NORFOLK CCG FINANCIAL UPDATE</b>	
	<p>John Webster, WNCCG Accountable Officer, presented a summary of the CCG's current financial challenges.</p> <div style="text-align: center;">  <p>CEF Report March 2018.ppt</p> </div>	
3	<b>NORFOLK AND WAVENEY JOINT STRATEGIC COMMISSIONING COMMITTEE TERMS OF REFERENCE</b>	
	<p>The Accountable Officer then presented a summary of the Terms of Reference for the Norfolk and Waveney Joint Strategic Commissioning Committee.</p> <div style="text-align: center;">  <p>CEF Report March 2018.ppt</p> </div> <p>Following the presentation the Accountable Officer apologised to voluntary sector organisations who had received a request for information with an unrealistic deadline; he undertook to re-issue the communication with a clear timeline.</p> <p>Responding to a query about the cutbacks requested by NHS England, the Accountable Officer explained that West Norfolk is an outlier with its Local Enhanced Services; he added that although these services represent good value, some funding which is currently assigned to them will be re-allocated towards services that will provide alternatives to hospital admission.</p> <p>There followed a brief discussion in which use of plain English in documents was requested, along with a plea for larger, more user-friendly, print on prescription forms. Regarding the latter, members were told that this matter has already been taken up with NHS Digital which had explained that local pharmacies choose the font-size for prescriptions.</p> <p>Finally, the Accountable Officer asked members to contact him with information about topics and themes they might like to discuss at future meetings.</p>	<b>JBW</b>

4	<p><b>DEVELOPMENT OF THE NORFOLK AND WAVENEY CARE RECORD: CONNECTING YOUR CARE</b></p>	
	<p>Shawn Haney, Eclipse Project Manager, gave a summary of the development of Care Records for Norfolk and Waveney patients.</p> <p style="text-align: center;">         Norwich and Waveney Care Record     </p> <p>Following the presentation members expressed their interest and support for the project but were concerned that access to Care Records might be compromised by slow local Broadband speeds. It was noted that the Care Record will only be available to specific health and care organisations in the Norfolk and Waveney region.</p>	
5	<p><b>PRIMARY CARE: GP FORWARD VIEW</b></p>	
	<p>Hazel Taylor, Interim Primary Care Commissioning Manager, summarised key features of the GP Five Year Forward View, a national strategy for General Practices.</p> <p style="text-align: center;">         GP Forward View Presentation - Commu     </p> <p>Following the presentation, members were asked to consider three questions:</p> <ol style="list-style-type: none"> <li>(1) What can the Community Engagement Forum do to help?</li> <li>(2) Do you have any views on how Primary Care services can be improved?</li> <li>(3) What about vulnerable groups?</li> </ol> <p>Members were invited to leave their comments at the end of the meeting or to contact the WNCCG with their thoughts.</p>	
6	<p><b>INFORMATION SHARING</b></p>	
	<p>Two forthcoming local events were highlighted:</p> <p>Thursday 10 May  <b>Don't be afraid of Cancer: Understanding modern management</b>        Inspire Centre, Queen Elizabeth Hospital, King's Lynn</p> <p style="text-align: center;">         Flyer for oncology evening.pdf     </p> <p>Tuesday 19 June  <b>Preparing for Adulthood: an event looking at the transition to adulthood for children and young people with special educational needs and/or disabilities</b>        South Lynn Community Centre, King's Lynn</p> <p style="text-align: center;">         FamilyVoiceFamilyCha        t June 2018 Transition     </p>	

<b>7</b>	<b>NEXT MEETING DATE AND VENUE</b>	
	The next meeting will be arranged for mid-June 2018; once confirmed, details will be shared with the Forum members.	