

## WEST NORFOLK COMMUNITY ENGAGEMENT FORUM

**Friday 21 September 2018**

**The Shakespeare Barn | St George's Courtyard  
King Street | King's Lynn | PE30 1EU**

### **Attendees**

Tim Bishop (Chair)	(TB)	Lay Governing Body Member WNCCG
Maggie McDermot	(MM)	Clinical Pharmacist, WNCCG
Fran Rose-Smith	(FRS)	Head of Urgent and Emergency Care, WNCCG
Shaun Wilson-Gotobed	(SWG)	Integrated Commissioning Manager WNCCG/NCC
Lucy Blood	(LB)	Clinical Pharmacist, AGEM CSU
Nigel Boldero	(NB)	Governor, Norfolk and Suffolk NHS Foundation Trust
Rachel Clarke	(RC)	Family Voice Norfolk
Lynn Cook	(LC)	NCC Children's Services - Community Capacity Co-ordinator
Jane Evans	(JE)	West Norfolk Carers
Hazel Fredericks	(HFr)	
Emma Harrison	(EH)	Queen Elizabeth Hospital (QEHL)
Andy Hudson	(AH)	West Norfolk CCG
Lynda Hilliard	(LH)	Extra Hands
June Leamon	(JL)	West Norfolk Patient Partnership
Klara Mack	(KM)	Integrated Commissioning Team
Sally Martin	(SM)	Age UK Norfolk, Care Navigator
Pippa May	(PM)	West Norfolk Befrienders
Freddy Sadeghi	(FS)	West Norfolk CCG
Michael Scott	(MS)	Terrington St Clement PPG
Roger Smith	(RS)	Breathe Easy
Anita Walter	(AW)	Extra Hands
Paul Williams	(PW)	Chair, West Norfolk CCG

### **In Attendance**

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

Sophie Bates	Freebridge
Erica Betts	Breckland Older Peoples Forum
Anne Biggar	Alzheimer's Society
Babs Carter-Rowlands	Southgates PPG
Robert Clarke	Freebridge
Liz Cross	Home-Start Swaffham
Pauline Davies	Norfolk & Suffolk Foundation Trust
Jonathan Dossetor	Governor, QEHL
Janet Elvin	King's Lynn & West Norfolk Parkinson's Support Group
Heather Farley	West Norfolk CCG
Gilly Foortse	Friends of Cranmer House
Sheila Goodman	King's Lynn & West Norfolk Parkinson's Support Group
Ian Hubbard	Opening Doors
Fiona Liew-Bedford	LGBT Project

Norfolk Autistic Society  
 Andy Peacock  
 Clare Peak  
 Jo Russell  
 Frances Singletery  
 Lindsay Tibble  
 Rose Waterman  
 Mia West  
 Revd Simon Wilson

West Norfolk Branch  
 Alzheimer's Society  
 Family Action Norfolk  
 Care and Repair  
 Older People's Forum  
 West Norfolk Patient Partnership  
 Adult Social Services  
 West Norfolk Disability Information Service  
 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.</p>	
2	<b>WEST NORFOLK CCG UPDATE</b>	
	<p>Fran Rose-Smith, Head of Urgent and Emergency Care, reported on developments within the Sustainability and Transformation Partnership (STP). She explained that the Norfolk and Waveney STP has been selected as one of six STPs nationally to participate in the Aspirant Integrated Care System (ICS) Development programme.</p> <p>She went on to mention a short-term financial recovery plan which has been developed by the STP System Financial Recovery Group, and a Demand and Capacity Review being conducted by the Boston Consulting Group (BCG), which is also assisting in the development of a long-term strategy for mental health.</p> <p>Members heard that the five local CCGs are investing £2.6 million, including funds from NHS England, in winter planning which is being led for the STP by a new Winter Room Director. Funding has also been secured from NHS England for elective care transformation to reduce long hospital stays and to help meet the 18-week referral to treatment target. Central funding is also available for the modernisation of digital technology use by NHS providers.</p> <p>A Prevention Workstream has developed five areas of priority: Infection prevention and control; respiratory and cardiovascular conditions; housing; and social prescribing.</p> <p>Members heard that Cancer care in Norfolk and Waveney is rated as 'good' and 'outstanding'.</p> <p>Finally, the key risks and challenges for system partners were highlighted to members.</p> <p>Following the presentation the item was opened to questions:</p> <p>Referring to the Demand and Capacity Review, a view was expressed that there may be too many consultants becoming involved; there was also a comment that using simpler language would aid engagement.</p> <p>A concern was raised regarding the governance around the Mental Health review, and it was suggested that there should be more dialogue with the public; this view would be fed back to the STP. In response it was noted that Norfolk and Suffolk Foundation Trust had requested different processes for Norfolk and Suffolk. There was comment that a system-wide review should be undertaken.</p>	<p><b>PW</b></p>

	<p>The conversation move to the Norfolk Escalation Avoidance Team (NEAT), a single access point for referrals for patients with urgent, unplanned health and social care needs. Views were expressed that referrals should not be limited to specific clinical roles but should be extended to other care professionals. In reply, members were told that it is hoped this will be incorporated later in the programme.</p> <p>Regarding the modernisation of digital technology, there was a view that the digital system should be divided into sections so in the event of an IT failure, not all parts of the system would fail at once.</p>	
3	<p><b>SOCIAL PRESCRIBING</b></p>	
	<p>Shaun Wilson-Gotobed, Integrated Commissioning Manager, West Norfolk CCG/ Norfolk County Council, gave an introduction to the newly commissioned Social Prescribing service.</p> <div style="text-align: center;">  <p>Social Prescribing West presentation 2</p> </div> <p>Following the presentation questions were taken from the floor.</p> <p>In reply to a query about outcomes, members were told that there are a number of Key Performance Indicators (KPIs) and a system for capturing outcomes but that as a new service there are no outcomes as yet.</p> <p>There was comment that hospital discharge teams should be permitted to refer to the scheme; this view will be taken back to the working group.</p> <p>Members heard that a number of voluntary sector organisations have been commissioned to give initial assistance to patients who have been referred to the scheme. Concerns were raised over whether the scheme might generate too much demand for the third sector to manage.</p> <p>Concern was expressed that the scheme does not currently fund the referral of under 18s; this concern will be raised with appropriate colleagues.</p>	<p><b>SW-G</b></p> <p><b>SW-G</b></p>
4	<p><b>SELF-CARE</b></p>	
	<p>Maggie McDermott, Clinical Pharmacist at West Norfolk CCG, gave a summary of the campaign to promote self-care for self-limiting minor conditions, underlining that pharmacists can offer advice on a number of minor ailments. She added that pharmacists throughout the UK can now access a patient's Summary Care Records with the patient's consent.</p> <div style="text-align: center;">  <p>Community engagement event 5</p> </div> <p>Following the presentation, the item was opened to questions.</p>	

	<p>There was concern that accessing patient records can take some time to arrange; in reply members were assured that though the use of smart cards, access for pharmacists is instant. In reply to a concern regarding the access of Summary Care Records for under 18s, members were told that a pharmacist would need to make a judgement on whether the child had the capacity to make that decision and, if not, then a responsible adult could give permission.</p> <p>It was noted that there is much to do in spreading the message about self-care and ideas on how best to publicise the campaign would be welcome; it was suggested that promoting through schools could be beneficial.</p>	<b>All</b>
<b>5</b>	<b>INFORMATION SHARING</b>	
	<p>(1) Roger Smith from Breathe Easy drew attention to a new heart support group which meeting monthly, between 2pm – 4pm, at the Gaywood Church Rooms.</p> <p>(2) Family Voice will be holding an event at the South Lynn Community Centre in November with a focus on Special Educational Needs.</p> <p>(3) Nigel Boldero, Governor – Norfolk &amp; Suffolk Foundation Trust shared details of an event being organised by the ‘Moving Forward’ group on 11 October at the South Lynn Community Centre; the topic will be loneliness. He also mentioned an event called ‘Mind, Body and Soul 2’ which will be held at the Ipswich Town Conference Centre on 2 November from 12pm – 4.30pm.</p> <p>(4) The recent announcement that the Queen Elizabeth Hospital King’s Lynn is in special measures was noted and briefly discussed.</p> <p>(5) The challenges of recruiting health workers locally was discussed and it was noted that the Sustainability and Transformation Partnership (STP) has a workstream focused on these issues. It was agreed that this should be an item for the next agenda.</p>	<b>TB/JM</b>
<b>6</b>	<b>NEXT MEETING DATE AND VENUE</b>	
	<p>Closing the meeting the Chair invited members to submit their suggestions for future topics; he added that the STP would remain a regular item.</p> <p>The next meeting will be arranged for January 2019; once confirmed, details will be shared with the Forum members.</p>	