

NOTES OF THE WEST NORFOLK COMMUNITY ENGAGEMENT FORUM
18 OCTOBER 2016 2.00PM – 4.00PM
COMMITTEE SUITE, BOROUGH COUNCIL OF KINGS LYNN & WEST NORFOLK OFFICES,
KINGS COURT, CHAPEL STREET, KINGS LYNN, NORFOLK PE30 1EX

Attendees

Tim Bishop (Chair)	(TB)	Lay Governing Body Member WNCCG
Dr Sue Crossman	(SC)	Chief Officer WNCCG
Rachel Clarke	(RC)	Family Voice
Roger Smith	(RS)	Breathe Easy
Frances Singleterry	(FS)	West Norfolk Older Peoples Forum
Callum Brazzo	(CB)	
Christine Goddard	(CG)	Family Action
Dan O'Connor	(DO)	PPG (Vida)
Lindsey Tibble	(LT)	West Norfolk Patient Partnership
Lesley Workman	(LW)	NSFT
Steve Clark	(SCI)	Service User Representative
Tanya Mills	(TM)	Home Start KL&WN
Andy Hudson	(AH)	Norfolk Recovery Partnership
Janet Elvin	(JEL)	KLWN Parkinsons
Sharon Martin	(SM)	KLWN Parkinsons
Mike Carter-Rowlands	(MCR)	West Norfolk Befriending
David Price	(DP)	South Wootton Parish Council
Eddie West-Burnham	(EWB)	West Norfolk MIND
Jonathon Dossetor	(JD)	QEH FT Governor
Kiley Holden	(KH)	Care and Repair/Careline BCKLWN
Jane Evans	(JE)	West Norfolk Carers
Jackie Wrout	(JW)	One to One Project
June Leamon	(JL)	West Norfolk Patient Partnership
Emma Harrison	(EH)	QEHKL
Sheila Young	(SY)	
Debbie White	(DW)	NSFT

In Attendance

Emily Arbon	(EA)	Communications and Engagement Manager WNCCG
Cathy Hudson	(CHu)	Communications and Engagement Assistant WNCCG
Chris Humphris	(CH)	Director of Operations WNCCG

Apologies

Clare Peak	(CP)	Family Action
Andy Peacock	(AP)	Alzheimer's Society
Pippa May	(PM)	WN Befriending
Richard Ehlers	(RE)	
Liz Cross	(LC)	Home start Swaffham

		Action
1	<p>WELCOME AND INTRODUCTIONS</p> <p>The Chair introduced himself as a recent appointment to the CCG. TB welcomed the members to the meeting, briefly covered the housekeeping and safety points. Round table introductions were made.</p> <p>The minutes of the previous meeting on May 31st were accepted as an accurate record.</p>	

2 MENTAL HEALTH SERVICES IN WEST NORFOLK

DW attended the meeting to update the forum on Mental Health Services in West Norfolk.

Earlier in the year the Fermoy unit had been closed temporarily to new admissions. A project group have been working on the options for the future of the unit. These options include a full refurbishment, a refurbishment of Tennyson and Chase wards at Chatterton or a new build also on the Chatterton. A paper will be seen by both the NSFT and CCG board. DW told the meeting how NSFT are trying to tackle issues with recruitment.

EWB asked DW if we will see an increase in the resources for social care to help prevent admissions into the mental health unit. DW said there is a social worker who is part of the integrated team based at the unit who can now assist. More integration would be better and this will be looked at through the STP.

Older, frail patients with mental health concerns are currently looked after at The Julian Hospital. This is a journey for West Norfolk patients and therefore work is being done to keep patients closer to home. SC told the meeting that the feedback from families having to use the Julian Hospital has been very positive and the standard of care is very good.

CCTV is about to be installed at the Fermoy Unit to improve safety and the quality of care on the site.

A comprehensive review of the Dementia Intensive Support Team (DIST) service has been conducted and this showed that the quality of care is greatly enhanced by the new community model.

NSFT are keen for any new service to include a day care service to help give carers of people with dementia a break.


Post diagnostic services are available for people newly diagnosed with dementia. These are run alongside carers groups. Work is ongoing to look at how these services can be extended to be more accessible to all.

The new CQC report has been received by NSFT. This shows an improvement in the Trust and they have been removed from special measures. TB congratulated NSFT on their hard work to achieve this improvement.

DW told the group that there has been an increase in children and young people with eating disorders across the county. There has been investment and recruitment into this pathway. Plans to improve the way people accessed the service for children and young people were in place and these should prevent people waiting for too long for services.

The reduction in social care provision will should be addressed in the STP. These reductions have had an impact on prevention and therefore more young people do not get support until they are at a later stage requiring more help. A bid of £4m has been made to the Department of Education to enable NSFT to work in partnership with five local authorities to look at early intervention and prevention.

NSFT are working on new strategies. There are three main strategies; improving quality and achieving financial sustainability, work as one trust and focus on prevention, early intervention and promoting recovery. This will be in alignment with the STP. There is also a more detailed clinical strategy. NSFT are investing in their staff.

	<p>SCI told the meeting how Wellbeing and other mental health services are separate. This can be disastrous for service users when moving from one service to another. CB volunteered his skills as a performance poet in any future workshops aimed at recovery.</p> <p>RS remarked on the communication from the Wellbeing Service on services available and how this needs to be worked on to ensure services are promoted effectively.</p>	
3	<p>SUSTAINABILITY AND TRANSFORMATION PLAN: UPDATE</p> <p>CH attended the meeting to update the forum on the progress of the STP. The update came in the form of a presentation which can be accessed below.</p> <p> Norfolk and Waveney STP.pdf</p> <p>Over the next two to three months a more detailed plan will be distributed to the wider public. At present, the contents of the STP are not being shared with the public. In the meantime stakeholder and patients can go to; www.healthwatchnorfolk.co.uk/ingoodhealth as part of the engagement process. There are a number of questions to allow views and comments to be shared.</p> <p>DO expressed his concerns that there has been a lack of public consultation on the STP and the amount of money that is expected to be saved in the health service. DO also referred to a slide within the presentation on reducing the length of stay in hospital and asked if the reduction in bed days should have been sorted by now and not in the plan.</p> <p>TB responded to say the consultation arrangements are not a local responsibility but are set by NHS England and the Department of Health.</p> <p>In West Norfolk we are keen to engage and hear the views of the public using our stakeholder events and forums such as this. The plan that will be submitted in October is not the full plan, but more of a progress report. There will be opportunity over the next three months in which to engage. CH told the meeting that there are no new areas to be added to the plan and that its contents are included with the current submission. West Norfolk CCG are very keen to include the local priorities and focus are part of the plan.</p> <p>The members of the forum expressed their interest in being part of the plans and representing the patients of West Norfolk.</p> <p>CH told the forum that work has been ongoing to look at ways of identifying ways to minimise the number days patients spend in hospital unnecessarily. Significant progress has been made over the last three months in reducing these numbers. This work is across the whole system and involves our partners. The CCG had invested in additional beds in an intermediate care setting. He said there is much more to do.</p> <p>DO reiterated his concerns on the lack of consultation and the ability to make the required savings.</p> <p>SC thanked DO for his comments and told the forum of the importance to WNCCG of the views on the public and patients of West Norfolk. SC has asked for versions of the document that are public friendly to be made available.</p> <p>JL commented on the amount of papers that are produced and asked if they can be produced in a public friendly way reducing the use of NHS jargon.</p>	

	<p>The forum would like it known that they do not feel that coproduction of the STP has taken place and they wish to be more involved.</p> <p>UPDATE</p> <ul style="list-style-type: none"> • In Good Health - www.healthwatchnorfolk.co.uk/ingoodhealth • Norfolk and Waveney STP – October Submission - 	
4	<p>DEVELOPMENT OF THE CCG WEBSITE</p> <p>EA asked for the forum members to review the lay out and the content of the West Norfolk CCG website. In particular the ease of use and the language used.</p> <p>DOC asked if improvements could be made to the news and events section including publicising the meeting dates more widely.</p> <p>Feedback can be sent to EA e.arbon@nhs.net or CHu Catherine.hudson@nhs.net</p> <p>Specific feedback would be helpful along with any suggestions.</p>	
5	<p>UPDATES FROM FORUM MEMBERS</p> <p>RS told the forum of some focus groups that NCH&C have organised. These are for empowerment for carers and patients will be held across Norfolk. There will be one in King's Lynn on November 2nd in the Gaywood Church Rooms.</p>	
6	<p>FUTURE TOPIC</p> <p>Recommendations for future meetings could be on children and families and learning disabilities. Forum members are asked to pass on their suggestion.</p>	
7	<p>NEXT MEETING DATE AND VENUE</p> <p>The dates for the 2017 community Engagement forum meetings are;</p> <ul style="list-style-type: none"> • Wednesday, January 18th 2017 – 10am –12pm • Wednesday, March 29th 2017 – 2pm – 4pm • Tuesday, July 25th 2017 - 2pm – 4pm • Wednesday, October 25th 2017 - 10am – 12pm. <p>These will all be held in the Committee Suite at the Borough Council offices.</p>	