### 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** (JW) 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 (QEHKL)
- **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, QEHKL
- **Lynda Hilliard** (LH) Extra Hands
- **Kiley Holden** (KH) Care and Repair
- **June Leamson** (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 Singleterry** (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

#### 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** King’s Lynn & West Norfolk Parkinson’s Support Group
- **Sheila Goodman** St James Medical Practice Patient Participation Group
- **Ian Gutteridge** The Purfleet Trust
- **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 WELCOME AND INTRODUCTIONS

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.

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.

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## 2 WEST NORFOLK CCG FINANCIAL UPDATE

John Webster, WNCCG Accountable Officer, presented a summary of the CCG’s current financial challenges.

### CEF Report March 2018.ppt

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## 3 NORFOLK AND WAVENEY JOINT STRATEGIC COMMISSIONING COMMITTEE TERMS OF REFERENCE

The Accountable Officer then presented a summary of the Terms of Reference for the Norfolk and Waveney Joint Strategic Commissioning Committee.

### CEF Report March 2018.ppt

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.

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.

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.

Finally, the Accountable Officer asked members to contact him with information about topics and themes they might like to discuss at future meetings.

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### JBW
### DEVELOPMENT OF THE NORFOLK AND WAVENEY CARE RECORD: CONNECTING YOUR CARE

Shawn Haney, Eclipse Project Manager, gave a summary of the development of Care Records for Norfolk and Waveney patients.

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.

### PRIMARY CARE: GP FORWARD VIEW

Hazel Taylor, Interim Primary Care Commissioning Manager, summarised key features of the GP Five Year Forward View, a national strategy for General Practices.

Following the presentation, members were asked to consider three questions:

1. What can the Community Engagement Forum do to help?
2. Do you have any views on how Primary Care services can be improved?
3. What about vulnerable groups?

Members were invited to leave their comments at the end of the meeting or to contact the WNCCG with their thoughts.

### INFORMATION SHARING

Two forthcoming local events were highlighted:

**Thursday 10 May**
**Don't be afraid of Cancer: Understanding modern management**
Inspire Centre, Queen Elizabeth Hospital, King's Lynn

**Tuesday 19 June**
**Preparing for Adulthood: an event looking at the transition to adulthood for children and young people with special educational needs and/or disabilities**
South Lynn Community Centre, King’s Lynn
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<th>NEXT MEETING DATE AND VENUE</th>
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<td>The next meeting will be arranged for mid-June 2018; once confirmed, details will be shared with the Forum members.</td>
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