

AGENDA ITEM 18.xx

**MINUTES OF THE WEST NORFOLK
PRIMARY AND COMMUNITY CARE STP LOCAL DELIVERY GROUP**
Held on 23rd October 2018 at 2pm in the Ground Floor Meeting Room, West Norfolk Deaf
Association, 32b Railway Road, Kings Lynn, PE30 1NF

Present:

Dr Sally Hall (Vice Chair)	Interim GP Chair, WNH	(SH)
Dr Imran Ahmed	GP Gov Body Member, WNCCG	(IA)
John Webster	Accountable Officer, WNCCG	(JBW)
Ross Collett (left at item 18.44)	Director of Operations, WNCCG	(RC)
Gina Titman	Primary care Transformation Manager, WNCCG STP	(GT)
Pauline Davies	Norfolk West Locality Manager, NSFT	(PD)
Sonia Kerrison	Head of Operations, Integrated Care (West Locality), NCH&C and NCC	(SK)
James Bullion	Director for Health & Integration, NCC	(JB)
Steve Holland	Primary and Community Transformation Lead, NCC	(SHld)
Dr Venu Harilal	Medical Director, NCH&C	(VH)
Kath Howell	CEO, WNH	(KH)
Alex Stewart	CEO, Healthwatch Norfolk	(AS)
Jonathan Clemo	CEO, Community Action Norfolk	(JC)
Peter Brown	Patient Representative (Acting Healthwatch representative)	(PB)
Teresa Frost	Head of Service and Partnerships (Early Help) West Norfolk Locality, NCC	(TF)

In Attendance

Arlene Sheppard	Administrator (Minute taker), WNCCG	(AMS)
Abi Betts-Brand	Primary Care Commissioning Support Officer, WNCCG	(ABB)

Apologies:

Dr Paul Williams	Chair, WNCCG	(PW)
Steven Lloyd	Head of Primary Care, WNCCG	(SL)
Sadie Parker	Director of Primary Care, NHS GY&W CCG (STP rep)	(SP)
Lorryayne Barrett	Director of Norfolk Adult Operations and Integration NCH&C	(LB)
Jo Fisher	Assistant Director for Integrated Services (West) NCH&C and NCC	(JF)
Jon Green	Chief Executive, QEHL	(JG)
Dr Nick Lyons	Medical Director, QEHL	(NL)
Julie Cave	Managing Director, NSFT	(JCve)
Ray Harding	Leader, BCKLWN	(RH)
John Greenhalgh	Environmental Health Manager, BCKLWN	(JGrnh)
Jo Russell	Repairs and Adaptations Manager, BCKLWN	(JR)
David Brammer	Director, WNH	(DB)
Dr Ian Haczaweski	GP Lead, WNH	(IH)

ACTION

18/38 APOLOGIES & INTRODUCTIONS

SH welcomed members to the meeting and explained that she would be chairing today's meeting in the absence of Dr Williams. Apologies were received as above.

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18/39 CONFLICT OF INTEREST

The Chair noted that there were no conflicts of interest recorded but members should highlight any items as the meeting progresses.

18/40 MINUTES OF THE PREVIOUS MEETING

Members agreed the Minutes of the meeting held on 25th September 2018 were a true record of the meeting.

18/41 ACTION LOG / MATTERS ARISING (not covered elsewhere on the agenda)

18/17 Early Help Hub. Progress update at November meeting.

18/18 West Norfolk NEAT. FRS confirmed details of postcode analysis had been received. Action complete.

18/42 URGENT TREATMENT CENTRE (UTC) UPDATE

RC explained that the current STP footprint lacked a UTC in the West and work was underway to establish an operational facility at the Fermoy Unit on the QEHLK site during late Q4 2018. This would enhance the current services offered by GPs and 111 and divert some of the minor injuries patients presenting at A&E. Stakeholder engagement in the project has been good, including West Norfolk Health, NHS England, QEHLK, EEAST, IC24 and the West Norfolk Borough Council. A site visit has taken place recently identifying some of the refurbishment work to bring the space up to clinical standards.

PB asked about the triage approach and RC replied that this would primarily be through the 111 service but there would be a walk in element. PB also highlighted the need to plan for accommodating patient groups with special requirements, which was currently lacking in existing ED facilities.

TF was keen to link to the Early Help Hub work to facilitate early intervention. RC reported that there were discussions taking place with the Borough Council to seek support and any appropriate capital resources. QEHLK were also considering whether paediatric service would remain in ED.

Members discussed how and when a wider group of agencies might be approached to provide input into the planning and join the Operational Group. Also recognised the importance of engaging GP's to support the system.

Action: RC to update on plans and timeline at next meeting.

18/43 FEEDBACK FROM STP PRIMARY AND COMMUNITY CARE WORKSHOP 9OCT2018

SH provided an update on the activity of the day which focused on the vision for provision of care in West Norfolk, working collaboratively on the opportunity to improve health outcomes for the population within our financial means.

Areas considered: Diabetes
Social and Mental Care
Lifestyle
Education
Infrastructure & Transport

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Facilities

Members discussed the difficulty of obtaining the correct level of content during the day to avoid an excess of theoretical discussion and little concrete actions. JBW confirmed that the West Norfolk group will progress with shaping and delivery of plans. SHld reported that most other LDG's are presenting their plans, with identified areas of focus and there is a piece of work ongoing to create an STP LDG reference tool. More workshops are in development and the feedback will be used to refine the events. Also important to identify the issues that need co-ordination at STP level rather than each locality in isolation.

Members discussed the pressing need to develop our West Norfolk LDG vision and strategic objectives. SH commented that she felt GP's need increased information and engagement to inform the development of services. SHld noted that the workplan agenda was really around promoting wellbeing and the GP burden would be reduced as a result. It was felt to be important to produce an action plan collaboratively with stakeholders and publish widely so that patients and health professionals are aware of the objectives. Members agreed that the next meeting would be largely devoted to preparing the vision.

Action: RC to draft Agenda with appropriate timing and content for Vision item.

18/44 SOCIAL PRESCRIBING UPDATE

JC talked to the presentation circulated in hard copy and this will be distributed electronically after the meeting. JC noted that there are currently 175 clients and that no recruitment vacancies exist. Projection of current levels of use would generate around 1300 users across the STP after 12 months. The referral form has been adjusted to include more information on patient risks for appropriate early triage and GP feedback is welcomed.

Members discussed the consistency of the outcome measures and the aspiration to track the wider demand and outcomes where possible, including demographic trackers but not a specific measure for carers. A follow up process at 3,6,9 and 12months will capture the outcomes of any referral to another agency. Training is divided into 4 tiers, self-help, welfare benefits, mental health first aid/motivational coaching and local support structure familiarisation. JC confirmed that the voluntary sector currently don't have access to NHS systems and communicate securely via encrypted emails with GP's who then have to add any entry to their records.

JB reported that the STP had provided a one-off £1m to support the project with tracking built in to identify the impact on healthcare savings. Once savings can be evidenced an application would be made the Social Impact Fund for further long-term funding.

Members discussed the concerns around sustainability of volunteers

18/45 WEST NORFOLK NEAT UPDATE

IA talked to the circulated update, noting the expected 'go live' date of 5th November and the key risk around staffing. PD explained the NSFT's initial arrangement to provide access to a dedicated phone line for support. SK commented that based on outcomes from the Norwich pilot, it was important that there was access to the right Mental Health professional to triage and they would be trialling linking up by skype. The Business Support post had already been recruited and was in post. The 6month pilot will operate Mon-Fri 9-5 only focusing on over-65s. Members queried whether referrals could be accepted from all clinical partners and SK confirmed that currently GP's only but would review at the end of the pilot. SH also commented that it might be very useful in the future to extend opening hours to 6.30pm.

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18/46 WEST NORFOLK HEALTH UPDATE

SH updated the members on:

- Improved Access now operational, hub selection in progress.
- Primary Care proposal roll out continues, Patient 500 focus
- Awaiting pathways on Prostate Cancer management and Discharge to Assess
- Clinical Pharmacist project is still developing – awaiting recruitment of Snr. Clinical pharmacist.
- CQC registration progresses
- GP Provider Organisation Meeting took place recently – developing Memorandum of Understanding around collaboration on large projects.

Members discussed initiatives to increase resilience for GP colleagues and agreed to create a discussion item on how we can support Innovation.

18/47 STP WORKPLAN DISCUSSION

Members agreed that this had already been covered in previous Agenda items.

18/48 AOB

SK reminded members that she would be happy to update them on Living Well progress and the developments in Adult Social Work at a future meeting.

SHld commented that he was working on a bid to access NHS England funding to support Primary Care Networks (50p per head) and more information would be issued by Sadie Parker.

18/49 DATE OF NEXT MEETING

Next Meeting 27th November 2pm
Council Chamber, KL Town Hall

Meeting closed 4.05pm.

Please send apologies in advance to:

Arlene Sheppard arlenesheppard@nhs.net 01553 666932