

**AGENDA ITEM 18.25**

**MINUTES OF THE WEST NORFOLK  
PRIMARY AND COMMUNITY CARE STP LOCAL DELIVERY GROUP**

**Held on 7<sup>th</sup> August 2018 at 9.30am in the Council Chamber, Town Hall, Saturday Market Place,  
Kings Lynn PE30 5DQ**

**Present:**

|                          |                                                                                 |       |
|--------------------------|---------------------------------------------------------------------------------|-------|
| Dr Paul Williams (Chair) | Chair, WNCCG                                                                    | (PW)  |
| Dr Imran Ahmed           | GP Gov Body Member, WNCCG                                                       | (IA)  |
| John Webster             | Accountable Officer, WNCCG                                                      | (JBW) |
| Ross Collett             | Director of Operations, WNCCG                                                   | (RC)  |
| Steven Lloyd             | Head of Primary Care, WNCCG                                                     | (SL)  |
| Victoria Fear            | Comms & Engagement Manager, WNCCG                                               | (VF)  |
| Kate Lewis               | Head of Strategic Planning (STP Primary & Community Care)                       | (KL)  |
| Veno Sunghutee           | Associate Director of Operations, NSFT                                          | (VS)  |
| Sonia Kerrison           | Head of Operations, Integrated Care (West Locality), NCH&C and NCC              | (SK)  |
| Dr Nick Lyons            | Medical Director, QEHL                                                          | (NL)  |
| Alex Stewart             | CEO, Healthwatch Norfolk                                                        | (AS)  |
| David Brammer            | Director, WNH                                                                   | (DB)  |
| Jo Maule                 | Locality Manager, Community Action Norfolk                                      | (JM)  |
| Peter Brown              | Patient Representative (Acting Healthwatch representative)                      | (PB)  |
| Teresa Frost             | Head of Service and Partnerships (Early Help) West Norfolk Locality, Norfolk CC | (TF)  |

**In Attendance**

|                 |                                                   |       |
|-----------------|---------------------------------------------------|-------|
| Arlene Sheppard | Administrator (Minute taker), WNCCG               | (AMS) |
| Abi Betts       | Primary Care Commissioning Support Officer, WNCCG | (AB)  |
| Fran Rose-Smith | Interim QIPP Manager, WNCCG                       | (FRS) |

**Apologies:**

|                   |                                                            |         |
|-------------------|------------------------------------------------------------|---------|
| Sadie Parker      | Director of Primary Care, NHS GY&W CCG (STP rep)           | (SP)    |
| James Bullion     | Director for Health & Integration, NCC                     | (JB)    |
| Lorrayne Barrett  | Director of Norfolk Adult Operations and Integration NCH&C | (LB)    |
| Dr Venu Harilal   | Medical Director, NCH&C                                    | (VH)    |
| Jon Green         | Chief Executive, QEHL                                      | (JG)    |
| Julie Cave        | Managing Director, NSFT                                    | (JC)    |
| Ray Harding       | Leader, BCKLWN                                             | (RH)    |
| John Greenhalgh   | Environmental Health Manager, BCKLWN                       | (JGrnh) |
| Jo Russell        | Repairs and Adaptations Manager, BCKLWN                    | (JR)    |
| Kath Howell       | CEO, WNH                                                   | (KH)    |
| Dr Ian Haczaweski | GP Lead, WNH                                               | (IH)    |
| Dr Sally Hall     | Interim GP Chair, WNH                                      | (SH)    |

**ACTION**

**18/12 APOLOGIES & INTRODUCTIONS**

The Chair welcomed members to the meeting, apologies as above.

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### 18/13 CONFLICT OF INTEREST

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

### 18/14 MINUTES OF THE PREVIOUS MEETING

Members agreed the Minutes of the meeting held on 26<sup>th</sup> June 2018 were a true record of the meeting.

### 18/15 ACTION LOG / MATTERS ARISING (not covered elsewhere on the agenda)

1. Primary & Community Care Workplan KL reported the Workplan was being developed and a draft document would be circulated in due course for members feedback. On Agenda for Sept 2018 meeting.
2. Primary & Community Care Workplan On Agenda for September 2018 meeting.
3. WNCCG Communications Action complete
4. NCC Childrens Services Action complete
5. Task & Finish Workforce group. RC reported this was being developed, partners are being identified and adopted. Action to remain on log.
6. Training Hub support enquiry KL briefly reported on progress. Agenda item for Sept 2018 meeting. Action closed
7. Population Health Management – Data & Funding RC reported this was being developed and would be circulated on completion. Agenda item for September 2018 meeting.
8. Meeting Attendance The Chair confirmed he had communicated with members. Action complete.
9. Workforce Information Invited to present Item on September 2018 Agenda. Action closed.
10. ECLIPSE September 2018 Agenda item
11. ECLIPSE September 2018 Agenda item. Action closed.
12. NEAT On Agenda at item 7. Action closed.
13. Social Prescribing On Agenda at item 8. Action closed.
14. Frailty Model On Agenda for September 2018 meeting.

### 18/16 APPOINTMENT OF VICE CHAIR

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The Chair informed the members that Dr Sally Hall (SH) had agreed to be put forward as Vice Chairperson of this Group. Members unanimously agreed the proposal and Dr Hall was accepted as Vice Chair.

**DECISION:** Members unanimously agreed the proposal that Dr Sally Hall be accepted as Vice Chair of this group.

## 18/17 STP PRIMARY AND COMMUNITY CARE UPDATE

KL updated members with the development of the STP workstreams and draft strategy contained in the circulated N&W STP Highlight Report. Members discussed the communications plans to keep the public informed during this process and noted that Healthwatch were keeping a close eye on developments through the various groups they attend. KL confirmed that the existing Communications and Engagement Plan was being refreshed. JW noted the importance of maintaining the dovetail between Regional and local plans and involvement at an early stage.

## 18/18 NEAT (Norwich Escalation Avoidance Team)

FRS talked to the circulated presentation of the NEAT model, highlighting the benefits and how it might be implemented in the West locality. Members discussed quantifying the impact of the current scheme and would be interested in seeing data when available. Noted the need to produce a fully co-ordinated and supportive scheme including mental health services for West Norfolk using ECLIPSE and that this Group should champion the development of the programme.

TF highlighted the benefits of inclusion of the Early Help hub currently hosted at the Police Station which is a multi-agency scheme which takes referrals from a variety of system partners and schools. VF to liaise with TF outside the meeting to raise the profile of the Early Help scheme with Primary Care.

JW welcomed this type of information on available initiatives in the area and encouraged members to focus on how the Local Delivery Group can collectively work to support system partners and improve services to patients.

NL queried whether the Acute Trust could use the NEAT model as part of discharge planning/admission avoidance to speed up the patient pathway. RC agreed and urged QEH staff to engage with community and primary care to clear blockages.

VS was supportive of the development and would notify NSFT their West Locality Manager of the initiative. DB commented on the levels of demand out-of-hours and how useful it would be to be able to include something to address this.

**Action:** TF to report to next meeting on Early Help profile progress and joint working

TF

RC reported the Task & Finish Group being developed would focus on challenging the barriers to joint working to develop a Community Rapid Response Model. Timelines, actions and lead members to be identified

The Chair thanked the members for their valuable input to the discussion and asked for this to be an Agenda item at the next meeting.

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**18/19 SOCIAL PRESCRIBING**

JM talked to the presentation and provided two informative sheets on how, and who, it helps and how to access the service. Training programme for co-ordinators is being run by Community Action Norfolk in the West – more shared training across Norfolk may be available. Programme commenced about 2 weeks ago and co-ordinators are reaching out to Practices across their designated patch over the coming weeks.

**Action:** VF to send out a briefing to GP's and investigate placing as an item on a West Norfolk Members Forum

**VF**

Members discussed the role of GP receptionists and Care Navigators in directing appropriate patients and what funding might be available to support the scheme. JM commented that each partnership agreement contains detailed direction on standards and delivery.

**18/20 WEST NORFOLK – INTEGRATED SYSTEM WORKING**

JW talked to the presentation on progress towards a single Norfolk & Waveney strategic commissioner. Members discussed the importance of system partner engagement and partnership and how to identify and implement the best of locality and Norfolk services for the West Norfolk population.

**18/21 AOB**

SK raised the Norfolk County Council Adaptation Service which was in the process of being scaled up to offer to GP Practices. Happy to provide more information to members upon request.

**18/22 DATE OF NEXT MEETING**

Next Meeting 25<sup>th</sup> September 2pm  
Zuckerberg Suite, YOURS Business Network, 18 Tuesday Market Place,  
Kings Lynn PE30 1JW

Further meeting dates will be identified and circulated.

Meeting closed 11.45am.

Please send apologies in advance to:

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