

Minutes of the Patient and Public Engagement Committee

Date and time of Meeting:	Monday 1 st April 2019 10.30 am to 12.30 pm
Venue:	Room G10, Number One Riverside

Ratified:	Monday 1 st July 2019
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Present:	Denise Dawson	Governing Body Lay Member for Patient and Public Engagement (Chair) HMR CCG
	Samina Arfan	Equality and Diversity Lead, HMR CCG
	Phil Burton	Engagement Lead, HMR CCG
	Sarah Cross	Rochdale and District Disability Action Group (RADDAG)
	Michael Dale	Rochdale Patient Participation Group (PPG)
	Karen Kenton	Assistant Director of Commissioning Integrated Services, HMR CCG / Rochdale Borough Council
	Karen Hurley	Director of Operations / Executive Nurse, HMR CCG
	Khadija Tily	Kashmir Youth Project
	Alison Mitchell	Head of Communication & Engagement, HMR CCG
	Emma Radcliffe	Healthwatch Rochdale
	Herbert McKenzie	Rochdale Mind
	Mark Wynn	HMR Circle
	Sarah Hickman	Primary Care Improvement Manager, HMR CCG
Jo Hodgkinson	Designated Nurse for Safeguarding Children and Quality Lead for Children, HMR CCG	
Kate Jones	Healthwatch Rochdale	
In Attendance:	Sally Fisher	Administration and Committee Support Officer (minutes)
Apologies:	Charlotte Booth	Joint Commissioning – Adult, HMR CCG
	Elaine Gansler	Barnados

AGENDA ITEM	ITEM	ACTION
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1 - GOVERNANCE

01/04/19/1.1	Apologies	
	1.1.1 Apologies as noted above	

01/04/19 /1.2	Declarations and Register of Interests	
	1.2.1 Members were reminded of their obligation to declare any interest they may have which might conflict with the business of Heywood, Middleton and Rochdale Clinical Commissioning Group.	

	<p>1.2.2 Declarations declared by members are listed in the CCG's Register of Interests. The Register is available either via the Corporate Affairs and Governance Manager or the CCG website at the following link: Declarations of Interest Register</p> <p>1.2.3 The Chair requested any declarations of interests relating to today's agenda.</p> <p>1.2.4 None were received.</p> <p>1.2.5 The Public and Patient Engagement Committee agreed to note that there were no declarations of interest.</p>	
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01/04/19/1.3	Minutes of the Patient and Public Engagement Committee on 7 January 2019	
	<p>1.3.1 The minutes of the meeting held on 7 January 2019 were agreed as a true and accurate record. A formatting error was highlighted and this will be amended. Members agreed to approve the minutes with this amendment made.</p>	

01/04/19/1.4	Matters Arising / Action Log Use of Chairs Actions	
	<p>1.4.1 The action log was reviewed and outstanding actions discussed. Please see action log for details.</p>	

01/04/19/1.5	Chair's Actions • Committee Self Assessment	
	<p>1.5.1 One Chair's action has taken place since the last meeting. The 2018/19 Committee Effectiveness Self Assessment was circulated to members for comments. No comments were received, and this was approved through Chair's actions.</p> <p>1.5.2 Members noted the approval of the above Chair's action.</p>	

2 - ITEMS FOR DECISION

01/04/19/2.1	PPEC Terms of Reference	
	Declaration of Interest: None	
	<p>2.1.1 The contents of the report were outlined.</p> <p>2.1.2 It was advised that the only change has been to remove the section stating that "the Committee will elect a Vice Chair from the membership" as Healthwatch have now been appointed.</p> <p>2.1.3 It was agreed that Voices for All will need to be removed from the membership as the organisation will cease on 26th April 2019.</p> <p>2.1.4 The membership of voluntary and third sector organisations representing older people was discussed. It was advised that Circle</p>	

	<p>is not specifically named to give some flexibility around membership should other organisations wish to attend.</p> <p>2.1.5 It was also noted that Circle is membership only and therefore is not representative of all older people in the locality, which is a requirement of Patient and Public Engagement Committee (PPEC) membership. The Circle representative advised he also chairs the Aging Well Partnership, which is open to all older people and therefore fully inclusive.</p> <p>2.1.6 The closure of Voices for All was discussed. Their PPEC membership was to represent people with mental health diagnoses, and as Mind also attend in this capacity no replacement organisation will be necessary.</p> <p>2.1.7 The future of groups facilitated by Voices for All was discussed. The Asian lesbian, gay, bisexual, and transgender (LGBT) group will be handed over to Touchstones who will seek further support for the group.</p> <p>2.1.8 LGBT representation at PPEC was discussed. Whether the LGBT Foundation would attend was considered, however as a local organisation needs to fulfil this role they would not be appropriate.</p> <p>2.1.9 The Equality Diversity and Inclusion Lead and RADDAG representative attend the local LGBT partnership steering group, and it was agreed that they would provide feedback to PPEC in order to ensure this area is acknowledged and included in the meeting.</p> <p>2.1.10 A question was raised as to whether people attending the counselling service run by Voices for All will be able to access an alternative service was raised. The Mind representative and Commissioner for Mental Health agreed they would follow this up.</p> <p>2.1.11 Members agreed that the terms of reference needed to be more specific about LGBT representation on the task and finish group, and it was decided that this would be updated to include the LGBT Partnership Steering Group.</p> <p>2.1.12 Members agreed to note the contents of the report and approve the updated Terms of Reference with the removal of Voices for All and update to LGBT Partnership Steering Group in the membership. The updated Terms of Reference will go to Governing Body for ratification following these updates.</p>	<p>PS / RC</p> <p>SF</p> <p>DD</p>
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01/04/19/2.2	Annual Engagement Report	
	Declaration of Interest: None	
	<p>2.2.1 The contents of the report and work that has taken place were outlined.</p> <p>2.2.2 It was advised that a new approach has been taken to formatting the report in order to make it more accessible and user friendly to members of the public. The Chair commended the Engagement Lead on an excellent report, which she felt was more inviting to read.</p>	

	<p>2.2.3 Members were asked to provide any further feedback to the Engagement Lead for inclusion in the report. The finalised report will then go to Governing Body for approval.</p> <p>2.2.4 Members agreed to note the contents of the report.</p>	ALL
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3 - ITEMS FOR DISCUSSION

01/04/19/3.1	Kirkholt Health Centre Update	
	Declaration of Interest: None	
	<p>3.1.1 The contents of the paper were outlined.</p> <p>3.1.2 It was advised that the project is now progressing after some delays.</p> <p>3.1.3 Members agreed to note the contents of the report.</p>	

01/04/19/3.2	Improvement and Assessment Framework Score	PB
	Declaration of Interest: None	
	<p>3.2.1 A verbal update was provided.</p> <p>3.2.2 The CCG's self-assessment has now been submitted to NHS England for verification. They will do this based on information from the CCG's Annual Engagement Report and website.</p> <p>3.2.3 There are 40 key lines of enquiry to complete, and based on the CCG's assessment it is hoped that it will be scored either green or outstanding once verified. Results should be received in July 2019 and will be fed back to the Committee.</p> <p>3.2.4 Members agreed to note the verbal update provided.</p>	

4 - COMMUNICATIONS

01/04/19/4.1	Task and Finish Group Update	
	Declaration of Interest: None	
	<p>4.1.1 No activity has taken place and therefore there was no update.</p> <p>4.1.2 It was advised that some work around mental health services is planned, and PPEC involvement will be requested once the scope is known.</p> <p>4.1.3 Members agreed to note the verbal update provided.</p>	

01/04/19/4.2	Integrated Commissioning and Primary Care Business Engagement	
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& 4.3	Update	
	Declaration of Interest: None	
	<p>4.2.1 The contents of the report were outlined and key areas highlighted.</p> <p>4.2.2 A GP survey on understanding of Improving Access to Psychological Therapies (IAPT) and mental health services revealed some lack of knowledge, and therefore GP training around this is being implemented.</p> <p>4.2.3 Care Quality Commission inspections for all practices in the locality have been reported as good, which was felt to be reassuring.</p> <p>4.2.4 A dementia strategy is being developed, and commissioners are working closely with Greater Manchester (GM) to ensure alignment to GM principles. Steering groups are being held and are attended by patients and carers, including those with early onset and rarer forms of dementia. Some people with dementia have also been interviewed about their experiences.</p> <p>4.2.5 Steering group members have been recruited through the Alzheimer’s Society, and it was noted that there are other local organisations who support people with dementia who may be interested in attending. Members were invited to share information about this work with any other members of the public who may wish to attend.</p> <p>4.2.6 Two transformation schemes are about to commence. The Safe Haven for mental health patients has recently soft launched and is open to patients. There will be an official public launch of the service later in the year. This provides an out of hours service for mental health patients in crisis, and Pennine Care NHS Foundation Trust (PCFT) communications team are producing some information about this.</p> <p>4.2.7 The Open Door Scheme is also about to launch and aims to support the wider mental health system by reducing pressure on IAPT waiting lists. Again, PCFT are leading on the communications around this service</p> <p>4.2.8 Strategic work around adult mental health services is taking place, with a proposal to base the adult model on the existing children’s Thrive model. Commissioners are currently exploring what services are already present within the locality and how these can be utilised.</p> <p>4.2.9 Members agreed to note the contents of the report provided.</p>	ALL

01/04/19/4.4	Equality and Diversity Update	
	Declaration of Interest: None	
	<p>4.4.1 A verbal update was provided on work done by the Equality and Diversity Lead for the CCG.</p> <p>4.4.2 HMR CCG and the local authority have signed up to the GM commitment to the Workforce Race Equality Standard (WRES), and the Equality and Diversity Lead has attended the wider leadership</p>	

	<p>team meeting in order to support colleagues in this area.</p> <p>4.4.3 The CCG's Equality and Diversity lead is the only WRES expert in a commissioning context within GM, and therefore also acts as a point of contact for other GM CCGs.</p> <p>4.4.4 A meeting has taken place with Pennine Care Foundation Trust regarding compliance with equality monitoring and the accessible information standard. There are reported to be system and capacity issues, however the board have advised they are committed to making improvements and are reporting progress back to the Mental Health Performance and Quality Group.</p> <p>4.4.5 Work around HIV is taking place with Public Health, issues are noted particularly around refugees and asylum seekers.</p> <p>4.4.6 Several engagement events have taken place, including two for black history month and two for LGBT history month, which were reported to be quite well attended. An outcome of the LGBT event was that a transgender policy is needed. Details of further engagement events advancing equalities across HMR will be shared with members.</p> <p>4.4.7 A joint equality strategy is being developed by the CCG and local authority, and staff and leadership engagement events are planned.</p> <p>4.4.8 RADDAG are supporting RBC around equality and diversity, and advised that there is some work to be done to ensure both organisations are performing at the required standard. The local authority have expressed commitment and enthusiasm for this work, and CCG areas of good practice will be shared with them. A steering group has also been set up to support in this area.</p> <p>4.4.9 A new leadership champion programme is being rolled out, and will be incorporated into the framework of excellence.</p> <p>4.4.10 A dementia workshop has been organised and will be attended by CCG and local authority staff. An Equality Impact Assessment will be developed during this.</p> <p>4.4.11 A transgender workshop is planned in order to develop a transgender policy. The GM policy will be closely referenced but tailored to meet local needs. The workshop will be attended by social care and health commissioners and the Local Care Organisation have also expressed an interest. Feedback will be provided to PPEC.</p> <p>4.4.12 Work around support for asylum seekers and refugees is also taking place to ensure that appropriate support is available and accessible. Feedback will be provided to PPEC.</p> <p>4.4.13 Members agreed to note the verbal update provided.</p>	<p>SA</p> <p>SA</p> <p>SA</p>
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01/04/19/4.5i	Third Sector Members Update - Mind	
	Declaration of Interest: None	

	<p>4.5.1.i The contents of the paper were summarised.</p> <p>4.5.2.i Get Active For Life, which promotes activity to those with low incomes and sedentary lifestyles, launched in January 2019, and 132 people have accessed the programme since then. This will run until September 2020.</p> <p>4.5.3.i Public Health funding has been continued for suicide prevention work, and training courses are being made available for anyone who wishes to attend. Details of the courses will be shared on the CCG website.</p> <p>4.5.4.i The Engage 2 conference took place on 27th March 2019. Some issues were raised about asylum seekers and refugees access to over the counter medications that will no longer be prescribed, which will be fed back to the Medicines Optimisation team. Some concerns about some elements of GP services were also raised and these will be referred to the relevant team to consider.</p> <p>4.5.5.i Mind and HMR Circle are working in partnership to set up the Khushi Day Service for people from Black, Asian and Minority Ethnic (BAME) communities living with dementia or concerned about their memory.</p> <p>4.5.6.i Members agreed to note the contents of the report.</p>	<p>PS / AM</p> <p>PB</p> <p>SA</p>
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01/04/19/4.5ii	Third Sector Members Update – RADDAG	
	Declaration of Interest: None	
	<p>4.5.1.ii The contents of the paper were summarised and key points highlighted.</p> <p>4.5.2.ii The low response to the loneliness survey was discussed. The majority of responders were engaged in RADDAG activities and so did not report feeling lonely.</p> <p>4.5.3.ii How to reach a wider number of people, including those who did not generally engage in the community was considered. Suggestions were made about reaching people through district nurses, GPs and the postal service. The Lighthouse project hold a community services event on 17th May 2019 which may also be useful in attracting new people.</p>	
	4.5.4.ii Members agreed to note the contents of the report.	

01/04/19/4.5iii	Third Sector Members Update – Voices for All	
	Declaration of Interest: None	
	4.5.1.iii Voices for All did not attend and therefore no report was submitted.	

01/04/19/4.5iv	Third Sector Members Update - Healthwatch	
	Declaration of Interest: None	

	<p>4.5.1.iv A verbal update was provided.</p> <p>4.5.2.iv A press release regarding the 360 Stakeholder Review 2018 was published on Friday 29th March 2019 and will be shared with members.</p> <p>4.5.3.iv 19 responses were received, resulting in five recommendations that will be incorporated into the Healthwatch work plan going forward.</p> <p>4.5.4.iv A survey about the NHS England long term plan and use of £20b for NHS services in England will be carried out. Focus groups for people with dementia and learning disabilities will be held and fed into the survey.</p> <p>4.5.5.iv The CAMHS review is now complete, and over 100 responses were received from parents in Rochdale. The report will be finalised by the end of April 2019 and shared with members.</p> <p>4.5.6.iv A new updated Healthwatch website has now been launched.</p> <p>4.5.7.iv Nine Enter and View inspections took place in 2018/19, and a summary report will be available by the end of April 2019. This will be available on the Healthwatch website.</p> <p>4.5.8.iv Members agreed to note the verbal update provided.</p>	<p>ER / SF</p> <p>ER</p>
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01/04/19/4.5v	Third Sector Members Update - KYP	
	Declaration of Interest: None	
	4.5.1.v KYP did not attend and no report was submitted so no update was provided.	

01/04/19/4.5vi	Third Sector Members Update - Circle	
	Declaration of Interest: None	
	4.5.1.vi The contents of the report were summarised.	
	4.5.2.vi The Aging Well Partnership are working with Public Health to carry out a mapping exercise of older people's services in HMR with the aim of reaching and engaging with the as many older people in the areas as possible.	
	4.5.3.vi Two events have taken place to seek opinions from older people on services. Feedback will be collated to formulate a broader Aging Well strategy for the locality, with the aim of being awarded Aging Well status.	
	4.5.4.vi Circle have agreed for Voices for All to transfer running of a lunch club to them when they cease to operate, and while Circle are not able to facilitate this in the long term they propose to support the group to become self governing.	
4.5.5.vi New volunteer drivers are being sought, and information about		MW / SF

	<p>the service will be shared with members for them to disseminate. It was noted that Circle services are all self funded with the exception of volunteer drivers.</p> <p>4.5.6.vi Meadowfield lunch club has changed venue and will now be held at St Ann's church hall.</p> <p>4.5.7.vi Circle currently have a live bid for funding to support people experiencing social isolation.</p> <p>4.5.8.vi A piece of research work exploring the impact of the volunteer driver service will begin this year.</p> <p>4.5.9.vi Members agreed to note the contents of the report.</p>	
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01/04/19/4.5vii	Third Sector Members Update - PPG	
	Declaration of Interest: None	
	<p>4.5.1.vii A verbal update was provided, and it was advised that a paper report will be produced and shared via the Engagement Lead and Administration Officer.</p> <p>4.5.2.vii The Rochdale PPG meet every three months, and significant areas of recent discussion have covered DNAs (did not attend), Pain Management Solutions service, and how to attract more members to PPGs.</p> <p>4.5.3.vii The importance of Practice Manager (PM) support in the running of the PPGs was discussed. It was advised that core contracts state that it is advantageous and of benefit for PMs to help support PPGs, and CQC inspections also report on whether a practice has a PPG.</p> <p>4.5.4.vii The Rochdale PPG is running successfully, however the Heywood and Middleton (H&M) group has now ceased to exist. There has been an open invitation for H&M patients to attend the Rochdale group, however there has not been any uptake on this.</p> <p>4.5.5.vii The Chair of the H&M group has expressed an interest in restarting the group, and a meeting with the Chair of the Rochdale group and CCG's Engagement Lead has been planned to discuss this further. The outcome of this meeting will be shared with members.</p> <p>4.5.6.vii Members agreed to note the verbal update provided.</p>	<p>MD / SF</p> <p>MD</p>

01/04/19/4.5viii	Third Sector Members Update - Barnados	
	Declaration of Interest: None	
	<p>4.5.1.viii Barnados did not attend and did not submit a report, therefore no update was provided.</p> <p>4.5.2.viii The CCG's Engagement Lead has tried to contact Barnados to see whether they are able to attend meetings going forward, but no response has been received yet. This will be followed</p>	<p>PB</p>

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01/04/19/4.6	NES Clinical Strategy	
	Declaration of Interest: None	
	<p>4.6.1 A verbal update was provided.</p> <p>4.6.2 Clinical work on the strategy has paused and therefore communications and engagement work around this has not progressed. Further work will take place once clinical work recommences.</p> <p>4.6.3 Members noted the verbal update provided.</p>	

01/04/19/4.7	Transformation Programme Update	
	Declaration of Interest: None	
	<p>4.7.1 The contents of the report were outlined.</p> <p>4.7.2 Communications and engagement work around transformation is now reported to the Integrated Commissioning Board.</p> <p>4.7.3 The Communications and Engagement Team are carrying out promotional work around the Community Connectors, and will be doing some outdoor advertising.</p> <p>4.7.4 Members agreed to note the contents of the report.</p>	

01/04/19/4.8	Share for You Update	
	Declaration of Interest: None	
	<p>4.8.1 The contents of the report were outlined.</p> <p>4.8.2 Technology has now been enabled, and so the organisations involved are beginning to go live.</p> <p>4.8.3 The CCG continue to promote Share for You, and will attend the Rochdale Digital Festival on 8th June 2019.</p> <p>4.8.4 Members agreed to note the contents of the report.</p>	

5.0 ITEMS FOR INFORMATION ONLY

01/04/19/5.1	Items for Information Only	
	• Work with local schools	
	<p>5.1.1 A verbal update was provided.</p> <p>5.1.2 CCG work with Lower Place Primary School in Rochdale to support</p>	

	<p>education around NHS services has been reported to be a positive experience, and the CCG's Governing Body strategy session in February 2019 was held there.</p> <p>5.1.3 The Engagement Lead is also carrying out work in local schools around the NHS Ambassador Scheme, which aims to promote NHS careers to pupils.</p> <p>5.1.4 Members noted the verbal update provided.</p>	
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6 - ANY OTHER URGENT BUSINESS

01/04/19/6.1	AOB	
	6.1.1 No other business was raised.	

DATE AND TIME OF NEXT MEETING

1st July 2019
 10.30 am to 12.30 pm
 G10, Number One Riverside