

### Minutes of the Patient and Public Engagement Committee

<b>Date and time of Meeting:</b>	Thursday 8 October 2020, 10am – 12noon
<b>Venue:</b>	Microsoft Teams

<b>Present:</b>	Denise Dawson	Governing Body Lay Member for Patient and Public Engagement (Chair) HMR CCG
	Phil Burton	Engagement Lead, HMR CCG
	Karen Hurley	Director of Operations / Executive Nurse, HMR CCG
	Shabnam Sardar	Quality & Safeguarding Manager, HMR CCG
	Charlotte Mitchell	Head of Commissioning, Children's and Maternity, HMR CCG
	Samina Arfan	Equality, Diversity & Inclusion Strategic Lead, HMR CCG
	Tracey Coatman	Healthwatch Rochdale
	Kate Jones	Healthwatch Rochdale
	Sarah Cross	Rochdale and District Disability Action Group (RADDAG)
	Mark Wynn	Director, HMR Circle
	Karen Kelland	Patient Participation Groups Representative
	Rebecca Steele	Rochdale & District Mind Representative
<b>In Attendance:</b>	Sabrina Bennett	Administration and Committee Support Officer (Minutes)
	Kerry Bertram	Action Together
	Dianne Gardner	Public Health Specialist, Rochdale Borough Council
<b>Apologies:</b>	Rob McDougall	Senior Patient Services Manager, HMR CCG
	Alison Mitchell	Head of Communication & Engagement, HMR CCG
	Khadija Tily	KYP

AGENDA ITEM	ITEM	ACTION
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#### 1.0 GOVERNANCE

08/10/2020/1.1	<b>Apologies</b>	
	1.1.1 Members were welcomed, introductions were made, and apologies were noted as above.	

08/10/2020/1.2	<b>Declarations and Register of Interests</b>	
	<p>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> <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: <a href="#">Declarations of Interest Register</a></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 <b>The Patient and Public Engagement Committee agreed to note that there are no declarations of interest.</b></p>	
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08/10/2020/1.3	<b>Minutes of the Patient and Public Engagement Committee on 9 July 2020 2020</b>	
	1.3.1 The minutes of the meeting held on 9 July 2020 were agreed as a true and accurate record.	

08/10/2020/1.4	<b>Matters Arising / Action Log</b>	
	1.4.1 The action log was reviewed and updated.	

08/10/2020/1.5	<b>Chair's Actions</b>	
	<p><b>• Terms of Reference</b></p> <p>1.5.1 One chair's action has taken place since the last meeting:</p> <ul style="list-style-type: none"> <li>• Approval of the PPEC Terms of Reference – Further comments were received, and the title of the legislation the Committee works to (the Health &amp; Social Care Act) in the sections that Patient and Public Engagement relates to were added and the ToR were ratified at Governing Body with the inclusion of this.</li> <li>• In addition, it has been agreed to clarify further the objectives within the ToR at the next annual review.</li> </ul>	

## PRESENTATION 1: Action Together

A presentation was given providing an update on activity undertaken by Action Together including their pandemic response and key highlights were noted as follows:

- The organisation has over 200 voluntary sector members
- The core offer includes volunteering, development, partnership collaboration and investment.
- Set up a donation scheme
- Established a funding mentor scheme
- Assisted in set up and running of the Covid Response Hubs
  - Worked with many groups to connect the community response with the emergency response.
  - Received funding from GM & others to bolster the community response fund which currently has an equality focus and awarded grants to over 70 groups.
  - 36 groups contributing to food provision in the Borough.
  - Food Solutions group established connecting all groups offering food provision
  - Established other 'hot topics' collaboration groups e.g. Inclusive Messaging, Digital Inclusion Discussion group, Economic Support groups and a new Women's Network.
  - 5 Primary Mutual Aid groups linked to each hub providing community support.
- First Equalities Assembly held in July with Public Health
- Next Equalities Assembly is scheduled for 29 October at 10:30

Members were asked for any questions in relation to the presentation; none were received.

**ACTION: It was agreed the equalities assembly poster and today's presentation would be shared with members following the meeting.**

## PRESENTATION 2: Covid Hubs

A presentation was given regarding Rochdale Borough Councils local response to the Covid pandemic, specifically the Covid Hubs and key highlights were noted as follows:

- Joined up working with the local authority and the community and voluntary sector
- Good help vision – help that looks beyond people's health and social conditions
- Helpline was set up via a contact centre at the council
- All households received a leaflet promoting the service
- Five virtual Covid hubs established aligned with the Borough's Townships providing support and signposting
- Continuing to adapt the hubs to ensure the offer in the hubs reflects the needs of service users
- Summary of learning will be used to build on how the local authority work with the community and voluntary sector moving forward.
- Hubs currently scaled down and the helpline is being facilitated by the Community Connector team in Adult Care at the local authority

A question was raised regarding the Our Rochdale directory and if any timeframes have been established for this. It was explained that currently no timeframes have identified but this has been raised and a request to take this to Gold has been submitted.

A request was made for data in relation to which cohorts of patients are accessing the helpline and services provided due to the reduction in patients accessing A&E, respiratory and stroke services. It was confirmed that data collection has been captured but the more robust gathering commenced after the peak use of the service. **ACTION: It was agreed D Gardner would share the available data with S Sardar.**

## 2.0 THIRD SECTOR MEMBERS UPDATES

08/10/2020/2.1	<b>Third Sector Members Update – Mind</b>	
	<b>Declaration of Interest:</b> None	
	2.1.1 An overview of the report was provided.	
	2.1.2 The mental health training offer- Connect 5 was highlighted, and members were invited to contact R Steele if interested.	
	2.1.3 Members were asked for any questions or comments in relation to the report; none were received.	
	<b>2.1.4 Members agreed to note the content of the report.</b>	
09/07/2020/2.2	<b>Third Sector Members Update - RADDAG</b>	
	<b>Declaration of Interest:</b> None	
	2.2.1 An outline of the report was provided.	
	2.2.2 Patient comments in relation to the radio's that had been provided to them by RADDAG were highlighted.	

	<p>2.2.3 Members were asked for any questions or comments.</p> <p>2.2.4 Following a question, it was reported that RADDAG do work with Rochdale Parent Carers Voice and other children’s organisations although it was noted that links with children with physical disabilities requires strengthening. Members were asked to share any opportunities/suggestions to this.</p> <p>2.2.5 <b>Members agreed to note the content of the report.</b></p>	All
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08/10/2020/2.3	<b>Third Sector Members Update – Healthwatch</b>	
	Declaration of Interest: None	
	<p>2.3.1 It was explained that the report circulated was a broad update of activity in the organisation and an additional verbal update was provided with the following key highlights noted:</p> <ul style="list-style-type: none"> <li>• Tracey Coatman has been recruited as the new Engagement Co-ordinator.</li> <li>• Recruitment and development of the new Advisory Group has commenced – Karen Kelland is Chair. Members were asked to share the recruitment opportunities across their groups.</li> <li>• The Together Rochdale Group has been established where partners and voluntary organisations are developing inclusive messaging and discuss communications across the Borough.</li> <li>• Several focus groups ran in September providing lived experience during the pandemic. The information is currently being analysed and a report will be submitted to the Equality Board.</li> <li>• Four reports have been created from the monthly Mental Health Forum, recommendations will be submitted to the Mental Health Partnership Board once the meetings restart.</li> <li>• A Youth Stakeholder Event took place in September as part of the Youth Watch Development work and an event will now be held quarterly for services to share good practice.</li> <li>• A lack of engagement with care homes has been identified and a virtual enter and view package is being created nationally and HealthWatch will be looking at how to provide a voice for care home residents.</li> <li>• Information, advice and signposting continues weekly for Rochdale residents, communications will be sent to ensure awareness.</li> <li>• Feedback from the focus groups surveys and report from the Equalities Assembly will be shared with members.</li> <li>• Looking at virtual engagement with volunteers, reviewing external websites and feeding in recommendations on accessibility and looking at mystery shopper projects via</li> </ul>	

KJ/TC

	<p>telephone.</p> <ul style="list-style-type: none"> <li>Signed up to Care Opinion and the main feedback received for that group is access to GPs, not getting follow up appointments and general communication issues across the health service.</li> </ul> <p>2.3.2 It was agreed that feedback from HealthWatch will be brought to the Committee quarterly to ensure links with appropriate services.</p> <p>2.3.3 <b>Members agreed to note the content of the report and the verbal update provided.</b></p>	
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08/10/2020/2.4	<b>Third Sector Members Update – Circle</b>	
	<b>Declaration of Interest:</b> None	
	<p>2.4.1 A summary of the report was provided, and key points highlighted.</p> <p>2.4.2 Members were asked for any questions or comments.</p> <p>2.4.3 A discussion took place in relation to the digital divide and it was noted that in addition to older people that this also affects children in relation to education.</p> <p>2.4.4 <b>Members agreed to note the content of the report.</b></p>	

08/10/2020/2.5	<b>Third Sector Members Update – PPG</b>	
	<b>Declaration of Interest:</b> None	
	<p>2.5.1 The report was summarised.</p> <p>2.5.2 A discussion took place in relation to the best approach for connecting patients to relevant organisations and a suggestion was made called Altogether Better, a programme that had been used by a member previously.</p> <p>2.5.3 It was agreed the Engagement Lead and the Action Together Representative would link in with the PPG Deputy Chair to assist in PPG development.</p> <p>2.5.4 <b>Members agreed to note the content of the report.</b></p>	

08/10/2020/2.6	<b>Third Sector Members Update – Rochdale Connections Trust</b>	
	<b>Declaration of Interest:</b> None	
	<p>2.6.1 The Rochdale Connections Trust representative sent apologies to the meeting and no report was submitted.</p>	

08/10/2020/2.7	<b>Third Sector Members Update – KYP</b>	
	<b>Declaration of Interest:</b> None	

	2.7.1 The KYP representative sent apologies to the meeting and no report was submitted.	
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**3.0 ITEMS FOR DECISION – NO ITEMS**

**4.0 ITEMS FOR DISCUSSION**

08/10/2020/4.1	<b>Impact of Engagement</b>	TC
	<b>Declaration of Interest: None</b>	
	4.1.1 A verbal update was provided.	
	4.1.2 Following submission of the Annual Engagement Report at Governing Body, an issue was raised by the Chair in relation to how the CCG measures the impact of any engagement undertaken.	
	4.1.3 Members were asked for any ideas or suggestions to strengthen measuring the impact of engagement.	
	4.1.4 A discussion took place regarding causality and the difficulty in accurately measuring any impact of engagement.	
	4.1.5 A suggestion was made to request contact details and permission to get back in touch on any surveys and/or engagement.	
	4.1.6 It was felt by some members that obtaining feedback from the same people is not necessarily required and that obtaining follow up feedback on the service itself may be all that is required to measure the difference.	
	4.1.7 An offer was made by HealthWatch to share with the Engagement Lead their checklist of organisations and groups meeting currently.	
4.1.8 <b>Members agreed to note the verbal update provided.</b>		

08/10/2020/4.1	<b>Easy Read Patient Leaflets</b>	ALL
	<b>Declaration of Interest: None</b>	
	4.1.1 Due to time constraints it was agreed that the easy read leaflet would be circulated after the meeting for comments and any updated version would be shared with members.	
	4.1.2 <b>Members agreed to provide comments outside of the meeting.</b>	

**5.0 COMMUNICATIONS**

08/10/2020/5.1	<b>Task and Finish Groups Update</b>	
	<b>Declaration of Interest: None</b>	
	5.1.1 No activity has taken place since the last meeting.	

08/10/2020/5.2	<b>Integrated Commissioning Business Engagement Update</b>	
	<b>Declaration of Interest:</b> None	
	<p>5.2.1 An overview of the report was provided, and key areas highlighted.</p> <p>5.2.2 Members were asked for any comments or questions.</p> <p>5.2.3 A discussion took place regarding the engagement in relation to the commissioning intentions and it was felt that longer timeframes should be given, and more detail should be included to gain more meaningful input</p> <p>5.2.4 A point was raised for the need to carry out a full equality impact assessment to ensure engagement with the correct cohort of patients. It was agreed that the Equality, Diversity &amp; Inclusion Lead would be invited to attend a future Commissioning Team meeting.</p> <p>5.2.5 <b>Members agreed to note the contents of the report.</b></p>	CM

08/10/2020/5.3	<b>Communications and Engagement Update</b>	
	<b>Declaration of Interest:</b> None	
	<p>5.3.1 The contents of the paper were summarised.</p> <p>5.3.2 Members were asked for any comments or questions.</p> <p>5.3.3 A discussion took place and it was agreed that any comms appropriate for the public domain can also be sent to Healthwatch.</p> <p>5.3.4 <b>Members agreed to note the contents of the report.</b></p>	

09/07/2020/5.4	<b>Equality Diversity &amp; Inclusion Update: Quarter 2 2020</b>	
	<b>Declaration of Interest:</b> None	
	<p>5.4.1 The contents of the report were outlined, and no questions or comments were received.</p> <p>5.4.2 It was suggested that Commissioners could link in with the Health and Care Working group in relation to engagement.</p> <p>5.4.3 <b>Members agreed to note the contents of the report.</b></p>	

<b>6.0 ITEMS FOR INFORMATION ONLY</b>
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09/07/2020/6.1	<b>ERS (Electronic Referral System) Pop Up Survey Results</b>	
	<p>6.1.1 A verbal update was provided.</p> <p>6.1.2 It was explained that patients who complete any NHS e referral transaction online are invited via a pop-up message to leave feedback on their referral experience.</p>	

	<p>6.1.3 The survey results are reported quarterly, and the CCG are required to monitor these results.</p> <p>6.1.4 Latest figures from Quarter 3 last year averaged at 75% of people responding to say they were able to discuss choice and were happy with that discussion.</p> <p>6.1.5 <b>Members agreed to note the verbal update provided.</b></p>	
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**6 - ANY OTHER URGENT BUSINESS**

09/07/2020/7.1	<p><b>AOB</b></p> <p>7.1.1 The Director of Operations/Executive Nurse felt the PPEC Committee has evolved immensely and commended the Committee and the PPEC Chair on the improvement and quality of the information shared which demonstrates the joint working across the Borough.</p>	
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<b>DATE AND TIME OF NEXT MEETING</b>	
Date: Thursday 14 January 2021 Time: 10am – 12noon Venue: MS Teams	

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