

Minutes of the Patient and Public Engagement Committee

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

Ratified:	Monday 7 th October 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
	Juliette Lundergen	Designated Nurse for Cared for Children and Deputy Designated Nurse for Safeguarding Children
	Khadija Tily	Kashmir Youth Project
	Herbert McKenzie	Rochdale Mind
	Mark Wynn	HMR Circle
	Sarah Hickman	Primary Care Improvement Manager, HMR CCG
	Emma Radcliffe	Healthwatch Rochdale
In Attendance:	Sally Fisher	Administration and Committee Support Officer (minutes)
Apologies:	Kate Jones	Healthwatch Rochdale
	Elaine Gansler	Barnados
	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
	Alison Mitchell	Head of Communication & Engagement, HMR CCG
	Karen Hurley	Director of Operations / Executive Nurse, HMR CCG
	Jo Hodgkinson	Designated Nurse for Safeguarding Children and Quality Lead for Children, HMR CCG

AGENDA ITEM	ITEM	ACTION
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1 - GOVERNANCE

1/7/19/1.1	Apologies	
	1.1.1 Apologies as noted above	

1/7/19/1.2	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,	

	<p>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: 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 Patient and Public Engagement Committee agreed to note that there are no declarations of interest.</p>	
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1/7/19/1.3	Minutes of the Patient and Public Engagement Committee on 1 April 2019	SA
	<p>1.3.1 The minutes of the meeting held on 1st April 2019 were agreed as a true and accurate record with no amendments made.</p> <p>1.3.2 An update was provided on LGBT+ representation at PPEC. At the previous meeting it was agreed that the Equality Diversity and Inclusion (EDI) Lead and RADDAG representative would provide feedback on the local LGBT+ steering group to ensure input at PPEC. A new group, Rochdale in Rainbows has been set up to represent LGBT+ people in the borough and is attended by appropriate organisations, therefore feedback will be provided on this at future meetings.</p>	

1/7/19/1.4	Matters Arising / Action Log	
	<p>1.4.1 The action log was reviewed and updated. Please see below for discussions surrounding action points.</p> <p>Item 07/01/19/3.1.3 – Feedback on how many practices have responded to letter promoting sign up to Pride in Practice:</p> <p>1.4.2 All practices have been written to, of which:</p> <ul style="list-style-type: none"> • Four have not responded • 15 practices have had training and assessment. • Five dentists and one optician have had training and assessment • Nine practices have been awarded the next stage • Three practices have requested further training • Three practices have requested refresher training <p>1.4.3 The Primary Care Improvement Manager will be informed of the four practices who have not signed up and follow up on this. While sign up is not contractual, practices can be encouraged to do so. It was noted that Pride in Practice also now have an administrator who may be able to help follow up on those who have not signed up.</p> <p>1.4.4 The likelihood of including sign up to Pride in Practice in Core+3 was discussed. This could be problematic due to the large number of targets that already need to be covered in a relatively small number of indicators.</p>	

	1.4.5 The newly formed Primary Care networks could provide an opportunity for sign up to be encouraged.	SH / SA
	1.4.6 Members agreed it was positive that most practices had signed up. Peterloo have been awarded Gold Standard which is very encouraging, and approaching them to see if they can produce a video to promote Pride in Practice sign up was discussed.	
	01/04/19/4.5.4i – Feedback concerns regarding asylum seeker and refugee access to over the counter medications raised at the Engage2 conference to Medicines Optimisation Team.	
	1.4.7 This was discussed with the Head of Medicines Optimisation, who advised that while there is no exemption for asylum seekers GPs can choose to prescribe based on clinical judgement. However it was noted many GPs are reluctant to do so without clear guidance in place.	SA
	1.4.8 The EDI Lead agreed she will speak to GM to see what approach others are taking.	
	1.4.9 It was agreed that to some extent it would need to be seen how big an issue this becomes, and any further problems raised will need to be fed back to the Primary Care team for follow up.	
	1.4.10 A BAME workshop will be held in November, and it will be ensured that Primary Care are involved so that they are linked in with work.	SA
	1.4.11 Further Doctors of the World training could be made available to support this work, however several GPs would need to sign up for training to make running the course worthwhile.	SA
1.4.12 The possibility of including this on the Members Development Programme agenda was discussed. This will be followed up with Rochdale Health Alliance, who produce the training agenda.		

1/7/19/1.5	Chair's Actions	
	1.5.1 No chair's actions have taken place since the last meeting.	

2 - ITEMS FOR DECISION – No items

3 - ITEMS FOR DISCUSSION

1/7/19/3.1	Easy Read Annual Report	
	Declaration of Interest: None	
	3.1.1 The contents of the report were outlined.	
	3.1.2 The report will be shared with PossAbilities for feedback on accessibility.	
3.1.3 The Engagement Lead hopes to access training regarding easy		

	<p>read documents, which will include access to standardised pictures to supplement documents. However there are funding implications and it is uncertain whether the CCG would agree this is the most effective use of resources, as the cost for the number of people who benefit is relatively high.</p> <p>3.1.4 Ensuring the document's accessibility was discussed. While translation is available for all documents, some work with non English speaking communities has found that printed translation is not beneficial for everyone as often families from established communities can translate where needed. Some older generation BAME community members may not be able to read in their own language and therefore spoken word CDs can be of benefit.</p> <p>3.1.5 The possibility of putting a sound file on the internet was suggested, as this would be a low cost way of making it more accessible to members of the public.</p> <p>3.1.6 Members agreed to note the contents of the report.</p>	
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1/7/19/3.2	Annual General Meeting (AGM) Update	
	Declaration of Interest: None	
	<p>3.2.1 A verbal update was provided.</p> <p>3.2.2 The AGM took place on 21st June 2019, and was attended by 50 year six pupils, their teachers, members of the public, Governing Body members and local counsellors.</p> <p>3.2.3 The presence of primary school children was reported to be very positive, and provided a good opportunity to challenge presenters to communicate in depth information in an accessible way. It was also noted to have been a positive way of putting equality and diversity work into practice.</p> <p>3.2.4 The theme of the meeting was 'inclusion', and the Engagement Lead carried out work with the pupils prior to the meeting around equality and diversity and human rights, which was further developed during sessions at the meeting.</p> <p>3.2.5 The school have expressed an interest in continuing to work with the CCG, and have suggested a focus on quality and safeguarding for future work.</p> <p>3.2.6 Members agreed to note the verbal update provided and the Chair congratulated the Engagement Lead on an innovative and successful piece of engagement.</p>	

1/7/19/3.3	Kirkholt Health Centre Update	
	Declaration of Interest: None	
	<p>3.3.1 A verbal update was provided.</p> <p>3.3.2 Work on the health centre is progressing, with all necessary permissions in place. Builders are also reported to be on site now.</p>	

	3.3.3 The Engagement Lead will circulate any further information as it becomes available.	PB
	3.3.4 Members agreed to note the verbal update provided.	

1/7/19/3.4	PALS / Patient Services Update	DD / KH
	Declaration of Interest: None	
	3.4.1 A verbal update was provided.	
	3.4.2 Patient Services, which includes Complaints, PALs, FOIs have transferred back to HMR CCG as of today, and will form part of an integrated team with the council, which will support the integration agenda. The service was previously commissioned from Greater Manchester Shared Services (GMSS). The Patient Services manager will attend future PPEC meetings.	
	3.4.3 Members agreed that the transition would be beneficial in providing key information about what patients are experiencing.	
	3.4.4 The Healthwatch representative made a request that some easily accessible information be collated around the different complaints services in the area, which could be shared with patients trying to navigate the complaints process. The Chair and Director of Operations / Executive Nurse agreed to follow this up with the Patient Services Manager.	
	3.4.5 Members agreed to note the verbal update provided.	

4 - COMMUNICATIONS

1/7/19/4.1	Task and Finish Group Update	PB
	Declaration of Interest: None	
	4.1.1 A verbal update was provided.	
	4.1.2 No new commissioning activity has taken place and therefore there was nothing to report on this.	
	4.1.3 A stakeholder engagement event regarding IThrive performance was held on 21 st June 2019. This is not yet at the appropriate stage for task and finish group input, however feedback from the event is being collated and will be fed back to PPEC at the next meeting.	
	4.1.4 Members agreed to note the verbal update provided.	

1/7/19/4.2	Commissioning Business Engagement Update	
	Declaration of Interest: None	
	4.2.1 The contents of the report were outlined and key areas highlighted.	
	4.2.2 A full day cancer event was held on 13 th June 2019, open to all primary care staff in HMR. Patients shared their stories at the event, which provided a good opportunity for clinicians to learn about a	

	<p>patient's whole journey, including those aspects not directly related to health.</p> <p>4.2.3 Members of the Communications and Engagement team have visited several local schools with clinicians to promote careers in the NHS as part of the NHS ambassadors scheme.</p> <p>4.2.4 Accessibility issues around Our Rochdale website were discussed. The most widely spoken languages in HMR are not available for translation on the website, and there are members of the public who do not use the internet.</p> <p>4.2.5 It was advised that the website is one of several ways to reach members of the public, and while it is useful in that it is a low cost way of reaching a large number of people, other means are available e.g. community connectors.</p> <p>4.2.6 Members agreed to note the contents of the report provided.</p>	
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1/7/19/4.3	Primary Care Business Engagement Update	
	Declaration of Interest: None	
	<p>4.3.1 This item was deferred.</p> <p>4.3.2 It was noted that in primary care, much of the activity relates to business as usual rather than new activity, and therefore relevant updates are limited. As the commissioning and primary care teams will merge going forward there may be more to feed back on.</p> <p>4.3.3 Members agreed to note the contents of the report.</p>	

1/7/19/4.4	Equality and Diversity Update	
	<ul style="list-style-type: none"> - Equality and Diversity Strategy - HIV Programme Update 	
	Declaration of Interest: None	
	<p>4.4.1 A verbal update was provided.</p> <p>4.4.2 A week of events and activities will be run by Rochdale in Rainbows in November 2019 to celebrate Pride week. The EDI lead is arranging a conference for that week, during which workshops around LGBT+ issues and HIV will take place. The event will be attended by Primary Care and health and social care staff and details will also be shared with PPEC members.</p> <p>4.4.3 Issues raised around HIV will be looked at with Public Health to see how they can be addressed to make local improvements.</p> <p>4.4.4 HMR currently have the lowest rates of HIV testing in GM, and it is agreed that more work needs to be done locally to raise awareness and address inequalities.</p> <p>4.4.5 Difficulties engaging GPs in HIV awareness work were discussed. As this work is not contractual uptake can be slow. It was noted that the George House trust have recently attended LEG meetings to promote their work.</p>	SA

	<p>4.4.6 A suggestion was made that Patient Participation Groups (PPG) be approached to see if they can support in raising awareness. This will be followed up.</p> <p>4.4.7 The EDI Lead has drafted a joint Equality and Diversity Strategy, which will be taken to Rochdale Borough Council's (RBC) inclusion steering group for feedback on 9th July 2019.</p> <p>4.4.8 Further sessions around advance equalities across the locality will be held following this and fed into the strategy. An updated version of the strategy will be brought back to the next PPEC meeting.</p> <p>4.4.9 Internal and external groups who can support this work have been identified: Rochdale in Rainbows, the Black History Group and a disability group, all of which take a partnership approach to bring groups and services across the borough together.</p> <p>4.4.10 The strategy will be ratified at the end of 2019, once it has been through the relevant governance processes.</p> <p>4.4.11 A black history event is planned for October 2019, details of this will be shared with members once available.</p> <p>4.4.12 Members agreed to note the verbal update provided.</p>	<p>SH</p> <p>SA</p> <p>SA</p>
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1/7/19/4.5i	Third Sector Members Update - Mind	
	<p>Declaration of Interest: None</p> <p>4.5.1.i The contents of the paper were summarised.</p> <p>4.5.2.i The Get Active 4 Life project is going well, with over 100 people currently engaging, meaning it is on target to have supported 270 people by September 2020.</p> <p>4.5.3.i Suicide prevention training has been very popular, with over 60 people on the waiting list for this. The training is Public Health funded, and it is uncertain whether further funding to support this will be available at this point. There are reported to be around 20 suicides a year in the borough, and the importance of prevention was noted by members.</p> <p>4.5.4.i The Engage 2 conference, which looks at ways to support refugees and asylum seekers to access primary care, has taken place. How to encourage practices to commit to supporting refugees and asylum seekers going forward will be considered.</p> <p>4.5.5.i Workshops were held, and key issues around poverty, transport, cost of medication, tackling stigma and socialising were discussed.</p> <p>4.5.6.i The vulnerability of this cohort was noted, not only due to refugee / asylum seeker status, but also due to stigmas surrounding BME communities.</p> <p>4.5.7.i It was agreed that findings from the conference would be shared with relevant people to discuss how to support refugees and asylum seekers more effectively. The EDI Lead will arrange to</p>	

	attend a commissioning team meeting to do so.	
	4.5.8.i Members agreed to note the contents of the report.	

1/7/19/4.5ii	Third Sector Members Update - RADDAG	All
	Declaration of Interest: None	
	<p>4.5.1.ii The RADDAG representative sent apologies to the meeting, and members were asked to forward any comments or questions to her via the CCG Administrator.</p> <p>4.5.2.ii Members agreed to note the contents of the report.</p>	

1/7/19/4.5iii	Third Sector Members Update – Barnados	
	Declaration of Interest: None	
	4.5.1.iii No report was provided.	

1/7/19/4.5iv	Third Sector Members Update - Healthwatch	ER
	Declaration of Interest: None	
	4.5.1.iv A verbal update was provided.	
	4.5.2.iv Healthwatch have been speaking to people throughout Rochdale about how they would like to see the changes set out in the NHS Long Term Plan implemented. They have engaged with various groups and have held focus groups for people with learning disabilities and Alzheimers to gather their feedback.	
	4.5.3.iv Nearly 200 responses have been received which is very positive. It was noted that many people commented that they were not keen on the use of digital technology in healthcare e.g. making appointments online.	
	4.5.4.iv Nine care homes will be visited this year as part of the Enter and View programme. The second visit has just taken place and the final report will be available online once completed.	
	4.5.5.iv Home managers have been approached regarding experiences of residents being admitted to hospital to feed into work around the Red Bag Scheme.	
	4.5.6.iv The CAMHS report is not yet complete as it is in collaboration with five other GM Healthwatch, this will be shared with members once available.	
4.5.7.iv Members agreed to note the verbal update provided.		

1/7/19/4.5v	Third Sector Members Update - KYP	
	Declaration of Interest: None	

	<p>4.5.1.v A verbal update was provided.</p> <p>4.5.2.v The cancer project is now complete, and the report will be shared once available.</p> <p>4.5.3.v The KYP representative felt that a lot of the findings from events and projects have arisen repeatedly, and thought that there was more work to be done around tackling issues that keep on being identified. Consideration will be given to working collectively with the CCG around this issues.</p> <p>4.5.4.v The Ambition for Aging project, which focuses on engaging people who are 50+ to encouraging activity, is now in its final year. KYP are trying to link groups and volunteers involved with other activities to ensure continued engagement once the project ends.</p> <p>4.5.5.v An environmental project has been done in collaboration with Petrus. Participants were involved with Rochdale in Bloom, and are pleased to have been invited to the RHS flower show at Tatton Park.</p> <p>4.5.6.v Funding has been approved for projects around fuel poverty and energy saving, arts and heritage and smoking cessation.</p> <p>4.5.7.v Members agreed to note the verbal update provided.</p>	<p>KT</p> <p>KT</p>
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1/7/19/4.5vi	Third Sector Members Update - Circle	MW
	Declaration of Interest: None	
	<p>4.5.1.vi The contents of the paper were summarised.</p> <p>4.5.2.vi A second scoping exercise had been carried out with Public Health around making the borough more aging friendly. Two events have taken place and approximately 250 people attended. The major issue raised was transport.</p> <p>4.5.3.vi Ambition for Aging attended and were thanked for their input.</p> <p>4.5.4.vi A research project carried out by a PhD student on placement at Circle provided good evidence in support of the volunteer driver service. The service has now received over 4000 contacts, and get over 1500 contacts per month.</p> <p>4.5.5.vi The Chair requested that the report be shared in order to provide evidence at other meetings about the importance of transport for communities.</p> <p>4.5.6.vi A piece of work has been carried out with Mind to set up two groups for BAME residents, one for men with low mood and anxiety and another for those with low level dementia and their carers.</p> <p>4.5.7.vi Circle have taken over running of the Meadowfields lunch club, which now takes place at St Anns Belfield. A second lunch club will be opening at the new Kirkholt / The Strand health centre.</p>	

	<p>4.5.8.vi Circle franchises are being launched throughout the UK, with new versions of Circle going live in Haringey, Abingdon and Moston in the next few weeks.</p> <p>4.5.9.vi Links to South Korea continue, and a third delegation visited in June to look at the Circle model and how it could be transferred to South Korea.</p> <p>4.5.10.vi Circle were invited to present at a conference in Brussels regarding use of technology. While unusual for a social enterprise, Circle have found use of technology vital to managing with a small team.</p> <p>4.5.11.vi Circle will also be meeting with GM to present on how a wider service could be delivered across the area. The Chair asked to be linked in to this work and details of social care contacts to support in discussions around transport issues.</p> <p>4.5.12.vi Members agreed to note the contents of the report.</p>	MW
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1/7/19/4.vii	Third Sector Members Update - PPG	
	Declaration of Interest: None	
	4.5.1.vii This item was deferred.	

5.0 ITEMS FOR INFORMATION ONLY

1/7/19/5.1	Items for Information Only	
	5.1.1 No items were provided for information	

6 - ANY OTHER BUSINESS

1/7/19/6.1	AOB	
	6.1.1 It was agreed that for future meetings the agenda will be re-ordered so that third sector members present at the start of the meeting.	SF
	6.1.2 Healthwatch have now moved offices, and are now based 102 - 104 Drake Street in Rochdale.	
	6.1.3 Circle have received a lot of requests regarding befriending services since Making Space have ceased to provide a service. Circle operate a small scale service but do not currently have capacity to support more people. It was agreed that this would be followed up with a commissioner to see why the service has ceased and if any alternative options have been provided. It is thought likely the service was commissioned either by adult care or integrated commissioning.	SA

DATE AND TIME OF NEXT MEETING

Date: Monday 7th October 2019
10 am to 12 noon
Room G10, Number One Riverside