

Minutes of the Patient and Public Engagement Committee

Date and time of Meeting:	Thursday 16 January 2020, 10am – 12noon
Venue:	Committee Room 3, Rochdale Town Hall, The Esplanade, Rochdale, OL16 1AB

Present:	Denise Dawson Karen Hurley Alison Mitchell Phil Burton Shabnam Sardar Sarah Hickman Samina Arfan Herbert McKenzie Holly Stevenson Alex Leach	Governing Body Lay Member for Patient and Public Engagement (Chair) HMR CCG Director of Operations / Executive Nurse, HMR CCG Head of Communication & Engagement, HMR CCG Engagement Lead, HMR CCG Quality & Safeguarding Manager, HMR CCG Primary Care Commissioning Manager, HMR CCG Equality and Diversity Strategic Lead, HMR CCG Rochdale Mind Rochdale Connections Trust Healthwatch Rochdale
In Attendance:	Sabrina Bennett Rob McDougall Aimee Linfield Kristy Wild	Administration and Committee Support Officer (Minutes) Patient Services Manager, HMR CCG Pride in Practice Manager, LGBT Foundation Deputy Head of Service, CHC/Complex Care HMR CCG (Observing)
Apologies:	Sarah Cross Karen Kenton Khadija Tily Mark Wynn Elaine Woodward Kate Jones	Rochdale and District Disability Action Group (RADDAG) Assistant Director of Commissioning Integrated Services, HMR CCG / Rochdale Borough Council BME Health Matters HMR Circle Barnardo's HealthWatch Rochdale

AGENDA ITEM	ITEM	ACTION
-------------	------	--------

1 - GOVERNANCE

16/01/2020/1.1	Apologies	
	1.1.1 Members were welcomed, introductions were made, and apologies were noted as above.	

16/01/2020/1.2	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.	
	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	
	1.2.3 The Chair requested any declarations of interests relating to today's agenda.	
	1.2.4 None were received.	
	1.2.5 The Patient and Public Engagement Committee agreed to note that there are no declarations of interest.	

16/01/2020/1.3	Minutes of the Patient and Public Engagement Committee on 7 October 2019	
	1.3.1 The minutes of the meeting held on 7 October 2019 were agreed as a true and accurate record with no amendments made.	

16/01/2020/1.4	Matters Arising / Action Log	
	1.4.1 The action log was reviewed and updated.	

16/01/2020/1.5	Chair's Actions	
	1.5.1 No chair's actions have taken place since the last meeting.	

PRESENTATION: Pride in Practice		
<p>A presentation was provided by Aimee Linfield from the LGBT Foundation regarding Pride in Practice, a quality assurance and social prescribing programme that strengthens and develops Primary Care Services' relationships with their lesbian, gay, bisexual and trans (LGBT) patients.</p> <p>The service has engaged with 85% of HMR practices and are currently in the process of engaging with dentists and pharmacists.</p> <p>Members commended the work being undertaken and it was stated that practices have reported good feedback from the training and ongoing support provided.</p>		

2.0 THIRD SECTOR MEMBERS UPDATES		
---	--	--

16/01/2020/2.1	Third Sector Members Update – Mind	
	Declaration of Interest: None	
	2.1.1 An overview of the paper was provided.	
	2.1.2 Following a question, it was confirmed that activities will continue to be available after the RED January event.	
	2.1.3 Members agreed to note the contents of the report.	

16/01/2020/2.2	Third Sector Members Update - RADDAG	
----------------	---	--

	Declaration of Interest: None	
	<p>2.2.1 The paper was shared with members prior to the meeting providing information about recent RADDAG activity.</p> <p>2.2.2 It was highlighted that the original set of papers did not include the diversity calendar which has since been circulated.</p> <p>2.2.3 Members agreed to note the contents of the report.</p>	

16/01/2020/23	Third Sector Members Update – Healthwatch	
	Declaration of Interest: None	
	<p>2.3.1 In addition to the report a verbal update was provided as follows:</p> <p>2.3.2 A 360 Stakeholder Engagement Workshop was held in November with representation from the CCG included. The overall feedback was positive, with some areas of improvement identified. The full stakeholder report is available online including the action plan and stakeholder pledges.</p> <p>2.3.3 A 'Dementia Friends' information session is taking place today (16 January 2020) and following the session, Springhill Hospice will be talking about Advanced Care Planning.</p> <p>2.3.4 Enter and views of care homes continue to take place, details of which can be found on the HealthWatch Rochdale website.</p> <p>2.3.5 A draft report around accessing digital services for primary care has been sent to HMR CCG for comment and any recommendations will be published in February 2020.</p> <p>2.3.6 Discussion took place regarding the feedback from patients regarding digital access to services and it was confirmed the report has been circulated within the CCG and it was agreed it would be sent to the CCG Comms inbox and be brought back to the next PPEC meeting.</p> <p>2.3.7 A project carrying out a mystery shop exercise for the homeless is in progress, working with a homeless charity, to check what services can be accessed with no fixed address, which will be reported in April 2020.</p> <p>2.3.8 HealthWatch are carrying out an open consultation to shape their priorities for next year. The document will be circulated to members of the public and can be accessed via the website. Members were encouraged to complete and/or pass on to colleagues.</p> <p>2.3.9 A member suggested that the surveys mentioned in workstream eleven within the update report need an increased number of responses/people to reveal meaningful results. This will be raised with the Northern Care Alliance.</p> <p>2.3.10 Members agreed to note the content of the report and the verbal update provided.</p>	HealthWatch/ Admin

16/01/2020/2.4	Third Sector Members Update – KYP	
	Declaration of Interest: None	
	2.4.1 The KYP representative sent apologies to the meeting and no report was submitted.	

16/01/2020/2.5	Third Sector Members Update – Circle	
	Declaration of Interest: None	
	2.5.1 The Circle representative sent apologies to the meeting and no report was submitted.	

16/01/2020/2.6	Third Sector Members Update – PPG	
	Declaration of Interest: None	
	2.6.1 This role is currently vacant following the resignation of Michael Dale. A letter of thanks has been sent on behalf of the Committee.	

16/01/2020/2.7	Third Sector Members Update – Rochdale Connections Trust	
	Declaration of Interest: None	
	2.7.1 A verbal update was provided.	
	2.7.2 It was explained that the main focus of the service is to provide domestic violence and abuse programmes, support, and interventions for survivors, male perpetrators, and the children and young people affected.	
	2.7.3 In addition, there are ongoing programmes around youth support, mentoring, family focussed sessions, befriending and social isolation group support sessions and an in-house counselling service available to any service user with that level of emotional need.	
	2.7.4 It was confirmed that self-referral is accepted, although a professional referral was preferred in order to obtain background information.	
	2.7.5 Leaflets and details of courses available were tabled.	
2.7.6 Members agreed to note the verbal update provided.		

3 - ITEMS FOR DECISION

16/01/2020/3.1	2020/21 PPEC Business Schedule and Meeting Dates	
	Declaration of Interest: None	
	3.1.1 It was confirmed that the dates had been agreed at the last meeting and members were asked to pass any further comments	

	to S Bennett.	
	3.1.2 Members agreed to approve the recommendation.	

/16/01/2020/3.2	Committee Self-Assessment 2019/20	All Chair
	Declaration of Interest: None	
	3.2.1 The contents of the report were outlined.	
	3.2.2 Members were asked for any comments in relation to the self-assessment. None were received.	
	3.2.3 It was agreed that if further comments were received the checklist would be sent for approval via Chair's actions.	
	3.2.4 Members agreed to approve the recommendation via Chair actions.	

4 – ITEMS FOR DISCUSSION

16/01/2020/4.1	Draft Joint Equality, Diversity & Inclusion Strategy	
	Declaration of Interest: None	
	4.1.1 The contents of the report were summarised.	
	4.1.2 Members were asked for any comments/questions.	
	4.1.3 A suggestion was made to include the annual assessment of engagement within the strategy.	
	4.1.4 The strategy was well received by members and positive feedback was given around the detail contained whilst keeping the report short.	
	4.1.5 Members agreed to note the content of the report.	

16/01/2020/4.2	HealthWatch NHS Long Term Plan Engagement at GM Level	
	Declaration of Interest: None	
	4.2.1 This item was deferred.	

16/01/2020/4.3	Annual Assessment of Engagement	
	Declaration of Interest: None	
	4.3.1 A summary of the report was provided.	
	4.3.2 Areas of improvement were highlighted, and it was stated that some of the issues around this will be raised at a scheduled GM workshop.	
	4.3.3 Members discussed the criterion that was not met regarding	

	<p>reviewing public involvement activity across its providers and it was proposed that providers are invited to future PPEC meetings to update on this area. This has been included in 2020/21 business schedule.</p> <p>4.3.4 It was highlighted that the deadline for submission of the evidence template is 1pm on 10 February 2020.</p> <p>4.3.5 Members discussed various ideas for the improvement areas and a suggestion was made for HealthWatch/Third Sector Members to provide comments regarding HMR CCG for inclusion in the Annual Report.</p> <p>4.3.6 The meeting was asked to pass any further comments to the Engagement Lead.</p> <p>4.3.7 Members agreed to note the contents of the report.</p>	P Burton / A Leach
--	--	-----------------------

5.0 COMMUNICATIONS

16/01/2020/5.1	Task and Finish Groups Update	
	Declaration of Interest: None	
	5.1.1 No activity has taken place since the last meeting.	

16/01/2020/5.2	Integrated Commissioning Business Engagement Update	
	Declaration of Interest: None	
	5.2.1 An overview of the report was provided, and key areas highlighted.	
	5.2.2 Members were advised a booklet regarding how to get the best service from GP practice has been sent to all households in the Borough via a leaflet drop.	
	5.2.3 It was reported that this was a suggestion at the CCG's Clinical and Professional Advisory Panel which was being explored but has since been produced by the local GP federation.	
	5.2.4 Following a question, it was confirmed that HealthWatch provided patient representation at the Planned Care workshop.	
	5.2.5 A discussion took place around the need for any commissioning engagement with patients to be evidenced. It was agreed that any patient engagement undertaken by Commissioners needs to be linked in with the CCG Engagement Lead and/or PPEC.	S Hickman / K Kenton
	5.2.6 The Equality & Diversity Lead offered to highlight this with colleagues undertaking their EIAs.	
	5.2.7 It was noted that no adult mental health work has been reported this month. The Committee requested an update be included in the report at the next meeting.	R Chambers / K Kenton
5.2.8 Members agreed to note the contents of the report.		

16/01/2020/5.3	Communications and Engagement Update	
	Declaration of Interest: None	
	<p>5.3.1 The contents of the paper were summarised. No further questions were raised.</p> <p>5.3.2 Members agreed to note the contents of the report.</p>	

16/01/2020/5.4	Equality Diversity and Inclusion Update	S Arfan
	Declaration of Interest: None	
	<p>5.4.1 A verbal update was provided.</p> <p>5.4.2 A Disability Conference will be taking place before the next PPEC meeting and an update will be provided.</p> <p>5.4.3 A review of the Equality, Diversity and Human Rights policy will be undertaken and brought back to the next meeting.</p> <p>5.4.4 Members agreed to note the verbal update.</p>	

6.0 ITEMS FOR INFORMATION ONLY

16/01/2020/6.1	ERS (Electronic Referral System) Pop Up Survey Results	
	6.1.1 A verbal update was provided.	
	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.	
	6.1.3 The survey results are reported quarterly, and the CCG are required to monitor these results therefore this will now be reported to PPEC.	
	6.1.4 Quarter 3 results average at 75% of HMR patients interviewed saying they were able to discuss choice and were happy with that discussion.	
	6.1.5 Members agreed to note the verbal update provided.	

6 - ANY OTHER URGENT BUSINESS

16/01/2020/7.1	AOB	
	7.1.1 An amended patient services information leaflet was tabled, and members were asked to provide any comments to the Patient Services Manager around the content by the end of January 2020.	
	7.1.2 'Safe Surgery' guidelines for patient registration was tabled.	
	7.1.3 No other business was discussed.	

	7.1.4 Members agreed to note the updates provided.	
--	--	--

DATE AND TIME OF NEXT MEETING
Date: Thursday 9 April 2020 Time: 10am – 12noon Venue: Committee Room 1, Rochdale Town Hall

DRAFT