

Minutes of the Patient and Public Engagement Committee

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| Date and time of Meeting: | Thursday 9 July 2020, 10am – 12noon |
| Venue: | StarLeaf |

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| Present: | Denise Dawson | Governing Body Lay Member for Patient and Public Engagement (Chair) HMR CCG |
| | Alison Mitchell | Head of Communication & Engagement, HMR CCG |
| | Phil Burton | Engagement Lead, HMR CCG |
| | Jacqui Woodall | Quality & Safeguarding Manager, HMR CCG |
| | Sarah Hickman | Primary Care Commissioning Manager, HMR CCG |
| | Samina Arfan | Equality, Diversity & Inclusion Strategic Lead, HMR CCG |
| | Nadia Baig | Assistant Director of Integrated Commissioning, HMR CCG/RBC |
| | Alex Leach | Healthwatch Rochdale |
| | Khadija Tily | KYP |
| | Mark Wynn | HMR Circle |
| | Karen Kelland | Patient Participation Groups Representative |
| Stephen Maden | Rochdale & District Mind Representative | |
| In Attendance: | Sabrina Bennett | Administration and Committee Support Officer (Minutes) |
| | Rob McDougall | Senior Patient Services Manager, HMR CCG |
| Apologies: | Karen Hurley | Director of Operations / Executive Nurse, HMR CCG |
| | Sarah Cross | Rochdale and District Disability Action Group (RADDAG) |
| | Rebecca Steele | Rochdale & District Mind |

| AGENDA ITEM | ITEM | ACTION |
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1.0 GOVERNANCE

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| 09/07/2020/1.1 | Apologies | |
| | 1.1.1 Members were welcomed, introductions were made, and apologies were noted as above. | |

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| 09/07/2020/1.2 | 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 | |

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| | <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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| 09/07/2020/1.3 | Minutes of the Patient and Public Engagement Committee on 16 January 2020 | |
| | <p>1.3.1 The minutes of the meeting held on 16 January 2020 were agreed as a true and accurate record with the following amendment:</p> <ul style="list-style-type: none"> • Amend job title of Rob McDougall to 'Senior' Patient Services Manager' <p>1.3.2 It was noted that the last meeting was cancelled due to the Covid 19 situation.</p> | |

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| 09/07/2020/1.4 | Matters Arising / Action Log | |
| | <p>1.4.1 The action log was reviewed and updated.</p> | |

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| 09/07/2020/1.5 | Chair's Actions | |
| | <p>1.5.1 One chair's action has taken place since the last meeting:</p> <ul style="list-style-type: none"> • Approval of the Committee Self-Assessment Submission | |

PRESENTATION: Action Together

No presentation took place due to the non-attendance of K Bertram.

2.0 THIRD SECTOR MEMBERS UPDATES

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| 09/07/2020/2.1 | Third Sector Members Update – Mind | |
| | Declaration of Interest: None | |
| | <p>2.1.1 A verbal update was provided.</p> <p>2.1.2 Steve Maden advised he was attending in place of Rebecca Steele who will be representing Mind going forward but could not make today's meeting.</p> <p>2.1.3 A comprehensive set of online services have been, and continue to be provided via WhatsApp, Zoom etc.</p> <p>2.1.4 Hard copy leaflets containing hints and tips for keeping well along with useful numbers have been distributed through the local</p> | |

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| | <p>response team who are delivering food parcels.</p> <p>2.1.5 Several funding streams for the organisation are coming to an end therefore there is currently a focus on funding applications to get through the pandemic.</p> <p>2.1.6 Members agreed to note the verbal update provided.</p> | |
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| 09/07/2020/2.2 | Third Sector Members Update - RADDAG | |
| | Declaration of Interest: None | |
| | 2.2.1 The RADDAG representative sent apologies to the meeting and no report was submitted. | |

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| 09/07/2020/2.3 | Third Sector Members Update – Healthwatch | PB |
| | Declaration of Interest: None | |
| | 2.3.1 An overview of the report was provided. | |
| | 2.3.2 It was mentioned that the annual report has been produced and can be accessed via the organisation’s website and highlights some of the work carried out by HealthWatch. | |
| | 2.3.3 The group’s Board meetings are now public, and links are being made with the CCG to reflect the same messages in answer to public questions. | |
| | 2.3.4 Healthwatch Rochdale has been gathering experiences of Rochdale borough residents in relation to accessing healthcare during Covid-19. The data has been shared with the local authority and CCG. | |
| | 2.3.5 Discussion took place regarding the survey data and it was agreed that a summary of the survey findings would be brought back to the next meeting. | |
| 2.3.6 A Leach was formally thanked for his contribution to the Committee as he moves on to HealthWatch Salford at the end of the month. | | |
| 2.3.7 Members agreed to note the content of the report and the verbal update provided. | | |

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| 09/07/2020/2.4 | Third Sector Members Update – Circle | |
| | Declaration of Interest: None | |
| | 2.4.1 An overview of the paper was provided. | |
| 2.4.2 Concerns were raised in relation to the digital divide as it was highlighted that half of Circle’s membership do not have an email address or mobile phone. | | |
| 2.4.3 Members were asked for any question or comments. | | |

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| | <p>2.4.4 Following a request for a breakdown of areas of the Borough requesting the volunteer driver service and script delivery it was confirmed that those requests are sent via the Hubs who would have that information.</p> <p>2.1.7 Members agreed to note the content of the report.</p> | |
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| 09/07/2020/2.5 | Third Sector Members Update – PPG | |
| | Declaration of Interest: None | |
| | <p>2.5.1 A verbal update was provided.</p> <p>2.5.2 It was reported that the Locality PPG took place via StarLeaf video with minimal attendance. It was felt that as many of the members are elderly this may have been an issue.</p> <p>2.5.3 Practice PPE supply has been adequate with one member of a practice PPG being involved in the national WI ‘Scrub Hub’ initiative making scrubs and bags.</p> <p>2.5.4 Funeral Directors have reported GP practices’ handling of the situations of high quality.</p> <p>2.5.5 Information has been shared with patients via practice websites with advice re Covid, isolation, bereavement, mental health support, how to talk to children about Covid, an app for mindfulness and requests for feedback.</p> <p>2.5.6 A discussion took place regarding the disappointing attendance for the Locality PPG and it was suggested to link in with Ashworth Street Surgery as they have good attendance.</p> <p>2.5.7 Members agreed to note the verbal update provided.</p> | |

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| 09/07/2020/2.6 | Third Sector Members Update – Rochdale Connections Trust | |
| | Declaration of Interest: None | |
| | <p>2.6.1 The Rochdale Connections Trust representative sent apologies to the meeting and no report was submitted.</p> | |

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| 09/07/2020/2.7 | Third Sector Members Update – KYP | |
| | Declaration of Interest: None | |
| | <p>2.7.1 A verbal update was provided.</p> <p>2.7.2 It was reported that the organisation has undergone significant internal changes over the last few months including IT infrastructure changes.</p> <p>2.7.3 The pandemic caused some major challenges for the organisation as a high proportion of clients are those most at risk.</p> <p>2.7.4 Staff were also affected by Covid and a case was shared with the Committee regarding a KYP member of staff’s family who sadly</p> | |

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| | <p>died from Covid and the struggle to get support for that staff member.</p> <p>2.7.5 The organisation established mutual food aid in March distributing food to those isolated, those who could not get through to the emergency hubs and food parcels for those individuals who follow a strict diet which is still ongoing.</p> <p>2.7.6 A WhatsApp group was established for clients to reach out and make contact.</p> <p>2.7.7 It was highlighted that not all people are online and digital inclusion is a key issue. It was felt that this should be addressed.</p> <p>2.7.8 Discussions were held regarding the need to understand what is not working in the hubs and how to convey messages more effectively.</p> <p>2.7.9 It was advised that some of these issues are being picked up by the Community Response and it was agreed that this information should be captured and shared with Dianne Gardner. D Gardner to be invited to the next meeting.</p> <p>2.7.10 Members agreed to note the verbal update provided.</p> | KT/SH/SA |
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3.0 ITEMS FOR DECISION

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| 09/07/2020/3.1 | PPEC Terms of Reference Annual Review | |
| | Declaration of Interest: None | |
| | <p>3.1.1 Due to time constraints members were asked to provide any comments within two weeks.</p> <p>3.1.2 Members agreed the ToR would be approved via Chairs actions</p> | <p>All</p> <p>DD</p> |

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| 09/07/2020/3.2 | Draft Annual Engagement Report | |
| | Declaration of Interest: None | |
| | <p>3.2.1 The report was summarised.</p> <p>3.2.2 It was highlighted that future engagement will be challenging but ways around this are being explored with recent contact taking place in a park.</p> <p>3.2.3 Due to time constraints members were asked to email any comments to the Engagement Lead by the 31 August 2020.</p> <p>3.2.4 Members agreed to provide comments prior to submission to Governing Body.</p> | All |
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| 09/07/2020/3.3 | Annual Engagement Report Easy Read Version | |
| | Declaration of Interest: None | |

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| | <p>3.3.1 The contents of the report were outlined.</p> <p>3.3.2 Members were advised comments would be appreciated due to the new easy read format. Members were asked to email comments to the Engagement Lead by 31 August 2020.</p> <p>3.3.3 Members agreed to provide comments prior to submission to Governing Body.</p> | All |
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4.0 ITEMS FOR DISCUSSION – NO ITEMS

5.0 COMMUNICATIONS

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| 09/07/2020/5.1 | Task and Finish Groups Update | |
| | Declaration of Interest: None | |
| | 5.1.1 No activity has taken place since the last meeting. | |

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| 09/07/2020/5.2 | 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 Following a question regarding the impact on waiting lists and the plans to re-commence patient treatment, members were advised that there is a focus to manage things safely for patients and services and the CCG is awaiting national planning guidance. | |
| 5.2.3 A request was made to ensure patients are involved with any new services and links be made with the Engagement Lead. | 5.2.4 Members agreed to note the contents of the report. | |

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| 09/07/2020/5.3 | Communications and Engagement Update | |
| | Declaration of Interest: None | |
| | 5.3.1 The contents of the paper were summarised. No further questions were raised. | |
| 5.3.2 Members agreed to note the contents of the report. | | |

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| 09/07/2020/5.4 | Equality Diversity & Inclusion Update: Quarter 1 2020 | |
| | Declaration of Interest: None | |
| | 5.4.1 The contents of the paper were outlined, and members were asked for any comments or questions. | |
| 5.4.2 Concerns were raised regarding the lack of reference to older people in the Equalities Forum as the Covid impact report shows they are the group most affected. In addition, specific spend for | | |

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| | <p>that group does not exist. It was agreed that this is something that should be explored and an update regarding Older People funding to be brought back to the next meeting.</p> <p>5.4.3 No further questions were raised.</p> <p>5.4.4 Members agreed to note the contents of the report.</p> | NB |
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| 09/07/2020/5.5 | Annual General Meeting Update | |
| | Declaration of Interest: None | |
| | <p>5.4.1 A verbal update was provided.</p> <p>5.4.2 It was reported that the AGM would normally have happened in the third week of June and a meeting is scheduled to look at how to meet the legal obligation to publicly report the annual accounts by September.</p> <p>5.4.3 The engagement that usually happens will have to either be re-designed or done at a later point.</p> <p>5.4.4 No comments were received.</p> <p>5.4.5 Members agreed to note the verbal update provided.</p> | |

6.0 ITEMS FOR INFORMATION ONLY

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| 09/07/2020/6.1 | ERS (Electronic Referral System) Pop Up Survey Results | |
| | <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 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 Members agreed to note the verbal update provided.</p> | |

6 - ANY OTHER URGENT BUSINESS

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| 09/07/2020/7.1 | AOB | |
| | <ul style="list-style-type: none"> • New Ways of Working <p>7.1.1 Due to time constraints it was agreed to place 'New Ways of Working' on the October agenda.</p> <p>7.1.2 Following comments regarding the Terms of Reference it was explained that these are in place to ensure the Committee meets its</p> | |

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| | <p>statutory duties and any comments or suggestions can be submitted for review by the Chair before the final draft goes to Governing Body for ratification.</p> <p>7.1.3 A question was asked regarding the representation of patients' voice and how individuals' issues can be taken forward. It was confirmed that Patient Services and Complaints would be the route for these.</p> <p>7.1.4 Details were shared of a Good Health event being held by the Place Team on the afternoon of 28th July. The Team have requested details of good health examples in the Borough. The template will be sent to members following the meeting.</p> <p>7.1.5 Following a question from HealthWatch it was confirmed that the Equality, Diversity & Inclusion Lead usually runs Equality Grading Events and the best way to do this going forward will be explored and links will be made with HealthWatch.</p> <p>7.1.6 No other business was discussed.</p> <p>7.1.7 Members agreed to note the verbal updates provided.</p> | AM |
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| DATE AND TIME OF NEXT MEETING |
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| <p>Date: Thursday 8 October 2020 Time: 10am – 12noon Venue: MS Teams</p> |