

## Minutes

### Communications, Engagement and Involvement Forum

**Minutes of the meeting of the Communications, Engagement and Involvement Forum held on Friday 31<sup>st</sup> January 2020 10.00 to 12.00 in the Freeman Room, NHCCG, Central 40, Lime Tree Way, Chineham Business Park, Basingstoke, Hants, RG24 8GU**

<b>Present:</b>	Nick King (Chair)	CCG Governing Body Non-Executive Advisor, NHCCG	NK
	Alma Kilgarriff	Deputy Director Primary Care, Transformation and Medicines Management, NHCCG	AK
	Elizabeth Kerwood	Head of Communications and Engagement, NHCCG	EK
	Jess Berry	Senior Commissioning Manager, NHCCG	JB
	Anne Crampton	Hants Districts Forum	AC
	Cllr. Simon Bound	Council Member, Basingstoke and Deane Borough Council	SB
	Sue Rayden	Basingstoke and Deane Borough Council	SR
	Douglas Ralph	CCG Community Ambassador and Governor HHFT	DR
	Dennis Thomas	CCG Community Ambassador	DT
	Brian Simmonds	CCG Community Ambassador and Acorn PPG	BS
	Matt Sheehan	Senior Commissioning Manager Unplanned Care, NHCCG	MS
<b>Apologies:</b>	Julie Butler	Council Member, East Hampshire District Council	JBu
	Janie Millerchip	East Hants District Council	JM
	Liz Glenn	Health and Policy Officer, Hart District Council	LG
	Liz Ward	Deputy Director of Integrated Commissioning, NHCCG	LW
	Samantha Charlton	Basingstoke and Deane Borough Council	SC
	Cllr. Stuart Bailey	Hart District Council	SBa
<b>In Attendance:</b>	Ursula Boyd-Phillips	Business Services Administrator	UBP

<b>1</b>	<b>1. Introductions</b>
	The Chair welcomed everyone to the meeting and introductions were made. Apologies were given (see above table) There were no declarations made relating to the agenda items.
<b>2</b>	<b>Minutes from the previous meeting</b>
	<b>Minutes of last meeting</b> The minutes of the meeting held on 13 <sup>th</sup> September 2019 were reviewed and approved as an accurate record.
<b>3</b>	<b>NHCCG AGM - how best to feed back to the system</b>
	NK advised with the changes in the system and partnership the format of the local AGM needs

	<p>to change. EK noted the Hampshire and Isle of Wight Partnership of CCGs has one AGM which has attendees from each area and includes presentations on different topics.</p> <p>JB suggested a Market Place format to:</p> <ul style="list-style-type: none"> <li>• Share information on what is to come</li> <li>• Encourage more questions from AGM attendees</li> <li>• Share updates on new technology – people are not aware what is available i.e. EConsult</li> <li>• Provide information on self-management and illness prevention</li> </ul> <p>Members were invited to send further ideas or suggestions to Elizabeth Kerwood.</p>
<b>4</b>	<b>Primary Care Networks (PCNs) Update</b>
	<p>AK advised for the North and Mid System there are six PCNs in North Hampshire (based around Basingstoke Hospital) and four in mid Hampshire (based around Andover Hospital). GP Practices are coming together in PCNs to support a population of over 50,000 and by working together they are able to offer diverse services and support such as Mental Health, Social Care and Community Care.</p> <p>The North Hampshire PCNs are:</p> <ul style="list-style-type: none"> <li>• Gillies, Camrose and Hackwood</li> <li>• Mosaic</li> <li>• B Connected Care</li> <li>• Watership Down</li> <li>• Whitewater Loddon</li> <li>• A31.</li> </ul> <p>AK advised we are currently in year one of the five year PCN Plan. PCNs allow workforce etc to flow more easily. Although the public may not see the benefit yet providers are engaged. Five of the six North Hampshire PCNs now have Social Prescribers and by year two all of the PCNs will have them. The role of the Social Prescribers is to help connect people to local services such as the voluntary sector. Many of the practices now have a Clinical Pharmacist who assist with prescription queries/problems and support the surgery workforce.</p>
<b>5</b>	<b>Winter/Urgent Care Update</b>
	<p>MS advised his role is to support the local Emergency Department and Discharge Team to keep patients safe in the system for Basingstoke and Winchester. Making a decision to allow early discharge can make space for another patient, make space on an ambulance and/or release ambulances.</p> <p>Winter Planning: A new winter plan is developed each year based on learning from previous years, what might this winter look like and what can be done to reduce pressure on the system. Weather changes have a huge effect on hospital bed demand but can be planned for. Lower temperatures increase the amount of respiratory infections with more patients being admitted to hospital. Part of winter planning is for the system to temporarily purchase more beds for a certain amount of weeks. This happens throughout the year. The beds are located in nursing homes and can be different types. Adult Services update the CCG of where the beds are located. MS confirmed regarding viruses there is always a regularly tested emergency plan in place.</p> <p>Winter Comms: EK advised Winter Comms uses shared information discussed by a Comms Group comprising of CCGs, Hospitals and Councils. They look the needs of the public and review core items to decide what information is required. EK noted the use of Facebook for targeted communications and using texts from practices to remind patients of appointments etc.</p>

	Urgent Care Guide: EK advised the latest version is available on the website and printed copies are being distributed.
<b>6</b>	<b>Any Other Business</b>
<b>6.1</b>	<p>Coronavirus Communication:</p> <p>AK advised Public Health England is leading on the response and communications. A practice exercise was completed two months ago. There are a range of routes used to communicate information including the media. EK advised further information is available on the government website <a href="http://www.gov.uk">www.gov.uk</a>. This is a nationally led response, if a local response is needed it will be sent by Comms Team.</p>
<b>6.2</b>	<p>Suggested items for next agenda:</p> <ul style="list-style-type: none"> <li>• Health and Wellbeing Report</li> <li>• Communities and Families</li> <li>• Natural Environment</li> </ul>
	<b>DATE AND TIME OF NEXT MEETING</b>
<b>TBC</b>	