

Minutes

North Hampshire Clinical Commissioning Group – Communications, Engagement and Involvement Forum

Minutes of the meeting of the Communications, Engagement and Involvement Forum held on Friday 13th September 2019 09.30 to 11.30 in the Freeman Room, NHCCG, Central 40, Lime Tree Way, Chineham Business Park, Basingstoke, Hants, RG24 8GU

Present:	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
	Eira Morgan-Harrisskitt	Communications & Engagement Officer, NHCCG	EMH
	Jess Berry	Senior Commissioning Manager, NHCCG	JB
	Felicity Greene	NHUC	FG
	Anne Crampton	Hants Districts Forum	AC
	Janie Millerchip	East Hants District Council	JM
	Douglas Ralph	CCG Community Ambassador and Governor HHFT	DR
	Dennis Thomas	CCG Community Ambassador	DT
	Brian Simmonds	CCG Community Ambassador and Acorn PPG	BS
Apologies:	Liz Ward	Deputy Director of Integrated Commissioning, NHCCG	LW
	Julie Butler	Council Member, East Hampshire District Council	JBu
	Cllr. Simon Bound	Council Member, Basingstoke and Deane Borough Council	SB
	Liz Glenn	Health and Policy Officer, Hart District Council	LG
	Sue Rayden	Basingstoke and Deane Borough Council	SR
In Attendance:	Ursula Boyd-Phillips	Business Services Administrator	UBP

1	1. Introductions
	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.
2	Minutes from the previous meeting
	Minutes of last meeting The minutes of the meeting held on 14 th June 2019 were reviewed and approved as an accurate record.
3	Red Cross Project Update
	JB advised three Self Care Kiosks had been placed in Basingstoke in the Mental Health Wellbeing Centre, Acorn Reception and Westside Community Centre. JB provided an overview of the British Red Cross Community Connectors presentation. British Red Cross Community Connectors are not Social Prescribers. There will be one Community Connectors in Basingstoke and one in Alton. They are funded by the Red Cross and Hampshire County Council and fills the gap in community support. JB advised she provides the training for the Community Connectors. The Red Cross are commissioned until

	at least 2021. JB gave an overview of several Case Studies, all of which were powerful stories.
4	Primary Care Networks Update, including Engagement Events
	<p>AK advised Primary Care is undergoing lots of change with more partners. We want to do it well and do it once to provide a better service. There is good engagement with 1-2 PCN, engagement with all 6 PCNs would be better. Each PCN has a Clinical Director who is accountable for co-production, social prescribers, therapists etc.</p> <p>There was a successful Engagement Event with one PCN at Whitewater. EMH advised the event was a great success with an attendance of over 80. The event also included Diabetes UK, Weight Watchers, Red Cross etc. Dr Cooper gave a presentation on what a PCN is and where they will be in 5 years. Dr Cooper has confirmed he is happy to share his presentation so it can be used in future events. The next event will be for A31 on the 14th October 2019, location to be confirmed. Two more PCNs would like to hold events before Christmas.</p> <p>AK commented the issues Acorn are experiencing are an exception to the rule as the practices merged before PCNs were created. The CCG is working with them to rectify issues. More communication is needed with patients regarding the positive aspects of the PCNs. BS commented transport is always mentioned by patients in the PPG as they cannot use Dial a ride for GP appointments. AK advised there had been discussions with Uber and costs are being reviewed. Uber Health are able to transport people from home to their GP and back. NK noted Uber is limited to an app. BS queried why funding for transport does not come from the CCG. NK advised it is up to each PCN to arrange patient transport. The CCG would support the PCNs but would not provide funding as this is not the responsibility of the CCG.</p>
5	Winter Comms
	<p>EK advised planning is underway to understand where the pressures are. An overarching plan is being developed across the partnership, looking at the five systems to decide the best way to communicate. Self-Care weeks will be introduced with a different focus each week. There is an Urgent Care fold out guide advising people when to go to pharmacies etc. The guide will be available in GP Practices, Community Centres etc. The CCG has joined up with HHFT for winter planning to avoid duplication and to ensure consistency in messages being sent out.</p> <p>DT queried if there were any issues with the flu vaccine this year. EK advised there will be a national message advising when the vaccine is available. EK noted some practices have already starting their vaccinations.</p> <p>EK advised the NHS App has been launched where you can sign up with your practice. JM queried if there was marketing material available for the NHS App.</p> <p>Action: EMH to send marketing material for NHS App to all attendees</p>
6	Rooksdown and Beggarwood Surgeries Update
	<p>AK advised from 9th September 2019 Rooksdown has become a sub site of Bramblys Grange and Beggarwood has been taken over by NHUC.</p> <p>FG advised on their first day, 9th September 2019 the PPG came in with cakes for staff and patients. These were very well received and shows the positive attitude to NHUC. NHUC aims to turn Beggarwood into an outstanding practice but understands the practice need to be stable first. The first priority is recruiting permanent GPs and one has already been recruited. The role has been advertised on NHS Jobs and NHUC Clinicians have also been approached to see if they would be interested. There have been discussions with HHFT regarding what services they can provide at the practice as there is ample space to accommodate additional services. FG noted Beggarwood does not have GP Partners but has Clinical Leads. The contract term is 1 + 1; the</p>

	<p>first year is definite with an option to continue for a second year. AK noted NHUC are an open and transparent organisation, innovative and agile. FG advised they do not want to expand as NHUC is a non-profit making, clinically led organisation. Any profit made will go back into the business, not to shareholders. The practice needs to fulfil certain incentivised quality standards and achieve 100% QoF.</p>
7	Any Other Business
	<p>JM advised she will be meeting with JB and Zara Hyde-Peters to discuss how families can get their health care needs met. The Welfare and Wellbeing Action Plan which will focus on how people can improve their health is being finalised.</p>
	DATE AND TIME OF NEXT MEETING
<p>Friday 29th November 2019 at 09.30 in the Freeman Room, NHCCG, Central 40, Lime Tree Way, Chineham Business Park, Basingstoke RG24 8GU</p>	