

Participation Action Network

Minutes

NHS Guildford and Waverley CCG	
NHS North West Surrey CCG	
NHS Surrey Downs CCG	✓

Date	Wednesday 5th June 2019	Time	14:00- 16:00
Venue	Bourne Hall, Ewell		

Members/ Attendees

Name (initials)	Title	Attendance (✓) or Apologies (A)		
		Guildford and Waverley	North West Surrey	Surrey Downs
Chair				
Jacky Oliver (JO)	Chair and Lay Member for Patient and Public Engagement, Surrey Downs CCG ✓			
Voting Members				
Katharine Newman (KN)	Healthwatch Surrey ✓			
Eleanor Levy (EL)	Surrey Coalition for Disabled People ✓			
Alyson Smith (AS)	Surrey County Council ✓			
Jonathan Lees (JL)	Epsom and Ewell Foodbank ✓			
Sarah Linington (SL)	Adult Social Care Information and Engagement Team - Surrey County Council ✓			
Monica Mason (MM)	Alzheimer's Society ✓			
Alison Barratt (AB)	Department for Work and Pensions ✓			
Dorah May Hancock (DH)	Epsom and Ewell Age Concern ✓			
Apologies				
Jane De la Rosa (JR)	Catalyst A			
Sally Dubery (SD)	Voluntary Action Mid Surrey A			

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Reviewed by: Chair JO (dd/mm/yy); LP (17/12/19)

Name (initials)	Title	Attendance (✓) or Apologies (A)		
		Guildford and Waverley	North West Surrey	Surrey Downs
Jamie Gault (JG)	Action for Carers A			
Tracey Wade (TW)	Sensory Inclusion Advisor Diocese A			
Dorothy Watson (DW)	Sunnybank Trust A			
Lynne Hartman (LH)	Sensory Services A			
Christine Schauerman (CS)	Mary Frances Trust A			
Lisa Roberts (LR)	Action for Carers A			
Bob Hughes (BH)	Sight for Surrey A			
Rachel Kundasamy (RK)	Epsom & Ewell Borough Council A			
Sandra Chenery (SC)	Sight for Surrey A			
Angie Taylor (AT)	Surrey Coalition for Disabled People A			
Dawn Feltham (DF)	Patient Representative A			
Anna Sartori (AS)	Surrey Coalition for Disabled People A			
Sue Monk (SM)	Partnership Adviser, Department for Work and Pensions A			
Mel Munro (MM)	Department for Work and Pensions A			
Lesley Gennoy (LG)	Action for Carers A			
Sue Zirps (SZ)	Age UK Surrey A			
Rebecca Brooker (RB)	Surrey County Council A			
Clare Moore (CM)	Age UK Surrey A			
Jacqui Maclean (JM)	Action for Carers A			
Clare Boniface (CB)	DWP A			
Nicola Shepherd	Epsom and St Helier University Hospitals NHS Trust A			
Rebekka Roberts (RR)	Patient Experience Coordinator A			

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Name (initials)	Title	Attendance (✓) or Apologies (A)		
		Guildford and Waverley	North West Surrey	Surrey Downs
Diana Bignell (DB)	Age UK Surrey	A		
Di Cheeseman (DC)	Age UK Surrey	A		
Linda Cornelia	Alzheimer's Society	A		
Sue Rennie (SR)	Alzheimer's Society	A		
Lawrie Baker (LB)	Active Surrey	A		
Matthew Parris (MP)	Healthwatch Surrey	A		
Heidi Dendy (HD)	Action for Carers	A		
Ian Cole (IC)	Surrey Sexual health outreach team Central and North West London NHS Foundation Trust (CNWL)	A		
In Attendance				
Adam Binnie (AB)	Planned Care Service Redesign Manager	✓	✓	✓
Liz Patroe (LP)	(Minute-taker) Head of Engagement, Diversity & Inclusion			✓

Item No.	Discussions and New Actions	Who	When
1	<p>Welcome, Introductions and Apologies</p> <p>The members confirmed JO as Convener for this meeting.</p> <p>The Chair welcomed members and attendees; apologies were received as detailed above.</p>		
2	<p>Declarations of Interest</p> <p>None</p>		
3	<p>Quorum</p> <p>The required quoracy was met, the Convener declared the meeting open.</p>		
4	<p>Minutes from last meeting on 06/03/19</p>		

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	The minutes from the previous meeting were agreed as an accurate record of the meeting.		
5	<p>Action Log</p> <p>The action log was discussed and any outstanding actions will be circulated to the relevant parties.</p>		
6	<p>Updates from Stakeholders</p> <p>Epsom and Ewell Foodbank:</p> <p>Highlighted the launch of the Poverty Truth Commission – an 18-month project for the Community Commissioners to share their thoughts on ways of reducing poverty and for the civic and business commissioners to listen with care and empathy to see how they can effect positive change. The event this week comprised of 15 Community Commissioners and 15 Civic and Business Commissioners, with over 120 guests in attendance.</p> <p>Healthwatch Surrey</p> <p>Currently conducting a survey regarding Community Mental Health Recovery Services (CMHRS). Members are asked to share the survey with stakeholders.</p> <p>Age Concern Epsom & Ewell</p> <p>The reserves that they have received from legacies will last until 2023 so they are looking into statutory funding particularly for social prescribing referrals that are coming their way. Sustainability of services has been discussed with Surrey County Council. Mentioned that they receive not funding for their Hospital to Home service, which helps ensure people discharged from hospital are well cared for and should reduce readmissions.</p> <p>Department for Work and Pensions:</p> <p>Jobcentre now provide a mentoring service for young people, with support such as interview practice and financial support. Providing outreach into rural areas, in relation to Universal Credit, giving support and advice to</p>		

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	<p>clients. Seeking to connect better with BAME groups, the job centres will be starting coffee mornings for people with a diversity theme.</p> <p>Independent Mental Health Network:</p> <p>Developing integration plans for across Surrey.</p> <p>There is a need to examine in detail the self-harm element of suicide risk to inform suicide prevention interventions.</p> <p>Surrey Coalition of Disabled People (SCD)</p> <p>Technology enabled smart homes (TESH) – a pilot is running in Guildford and Waverley until the end of 2019 whereby the SCD office in Burpham has been equipped as a demonstration site for different technologies that can support people living at home with physical, sensory, mental health and learning disabilities. People can sample and then apply for a Disabled Facilities Grant.</p> <p>Coordination of the Disability Empowerment Networks has transferred from Surrey County Council to SCD. Funding is being sought to address needs relating to social isolation. Technology and physical activity.</p>		
7	<p>Primary Care Network Update</p> <p>The group discussed the emerging Primary Care Networks. Members requested materials and resources linked to Primary Care Networks locally such as maps and structures.</p>	LP	30/09/19
8	<p>Improving Healthcare Together 2020-2030</p> <p>Nothing significant to report.</p>		
9	<p>Local successes - maternity advice line</p> <p>The chair shared a local success with the group in relation to the maternity advice line, which launched in April 2018. Since the launch, the maternity advice line has been well received by the local population, and members of the group have been keen advocates of the</p>		

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	<p>service. The chair thanked the group for their continued support of the service.</p>		
10	<p>Experience Led Care (ELC)</p> <p>AB presented to the group information regarding a Transformational Funding Bid to develop Group Consultations in primary and secondary care settings.</p> <p>The programme of work is looking to deliver certain elements of care e.g. annual health check reviews, in group settings rather than individual appointments. Groups of no more than 12 patients; results are delivered to the individual within the group setting, allowing peer support to develop within the group. AB highlighted that this could be an option for a range of long-term conditions, including diabetes, COPD and asthma.</p> <p>Clinicians would work with patients to co-design the sessions. This approach has been proven beneficial to patients in other regions; as well as being well-received by patients it provides a significant saving (66%) in clinicians' time compared to 1:1 consultations.</p> <p>The group discussed the challenges of creating a balanced co-designed service, highlighting the importance, for patients involved in the co-design process, to be mindful of the bigger picture and not focused on individual issues. These challenges should be considered when choosing participants to support the co-design.</p> <p>A discussion took place around the areas to be considered, such as: a need to prioritise accessibility; concerns patient's privacy; the pressure some patients may feel in a group setting; the criteria applied in choosing group candidates; the challenges some patients may have in moving away from a one to one setting.</p> <p>AB took notes from members contributions to inform the development of this initiative.</p>		

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11	<p>Citizens Online digital inclusion</p> <p>SL described the Citizens Online digital inclusion programme, highlighting the objective to build a network of digital champions across Surrey, which involves volunteers supporting residents with poor digital skills.</p> <p>Members are directed to the contact information in the supporting documents.</p>		
	<p>AOB</p> <p>Following items to be shared with members following meeting close:</p> <ul style="list-style-type: none"> • Surrey Integrated Urgent Care Service. • Brexit update. 	RR	19/03/19
	<p>Meeting close</p> <p>Meeting closed at 16:00 hours 05/06/19</p>		
<p>Future meeting dates:</p> <ul style="list-style-type: none"> • Wednesday 11th September 2019 2pm to 4pm, Bourne Hall, Ewell 			
<p>Signed and agreed by:</p> <p style="text-align: right;">Date:</p> <p>Jacky Oliver (JO) Chair and Lay Member for Patient and Public Engagement, Surrey Downs CCG (Chair)</p>			
<p>Minutes agreed for publication by:</p> <p style="text-align: right;">Date:</p> <p>Liz Patroe, Head of Engagement, Diversity & Inclusion, NHS Guildford and Waverley Clinical Commissioning Group, NHS North West Surrey Clinical Commissioning Group, NHS Surrey Downs Clinical Commissioning Group</p>			

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