

## Minutes

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

<b>Date</b>	Wednesday 11th September 2019	<b>Time</b>	14:00- 16:00
<b>Venue</b>	Bourne Hall, Ewell		

### Members/ Attendees

Name (initials)	Title	Attendance (✓) or Apologies (A)		
		Guildford and Waverley	North West Surrey	Surrey Downs
<b>Chair</b>				
Liz Patroe (LPa)	Surrey Heartlands CCGs (Guildford and Waverley, Surrey Downs and North West Surrey CCGs) ✓			
<b>Voting Members</b>				
Sarah Linington (SL)	Adult Social Care Information and Engagement Team - Surrey County Council ✓			
Katharine Newman (KN)	Healthwatch Surrey ✓			
Dawn Feltham (DF)	Patient Representative ✓			
Eleanor Levy (EL)	Surrey Coalition of Disabled People ✓			
Anna Sartori (AS)	Surrey Coalition of Disabled People ✓			
Yasmin Broome (YB)	Surrey Coalition of Disabled People ✓			
Dorah May Hancock (DH)	Epsom and Ewell Age Concern ✓			
<b>Apologies</b>				
Tracey Wade (TW)	Sensory Inclusion Advisor Diocese A			
Rachel Kundasamy (RK)	Epsom & Ewell Borough Council A			
Christine Schauerman (CS)	Mary Frances Trust A			

### Working together as the Surrey Heartlands Clinical Commissioning Groups

Guildford and Waverley CCG | North West Surrey CCG | Surrey Downs CCG

Reviewed by: Chair (01/10/19); RR (25/09/19)

Name (initials)	Title	Attendance (✓) or Apologies (A)		
		Guildford and Waverley	North West Surrey	Surrey Downs
Sally Dubery (SD)	Voluntary Action Mid Surrey	A		
Angie Taylor (AT)	Surrey Coalition for Disabled People	A		
Clare Burgess (CB)	Surrey Coalition for Disabled People	A		
Karl Atreides (KA)	Surrey Coalition for Disabled People	A		
Jacky Oliver (JO)	Chair and Lay Member for Patient and Public Engagement, Surrey Downs CCG	A		
Jonathan Lees (JL)	Epsom and Ewell Foodbank	A		
Jamie Gault (JG)	Action for Carers	A		
Lisa Roberts (LG)	Action for Carers	A		
Lesley Gennoy (LG)	Action for Carers	A		
Heidi Dendy (HD)	Action for Carers	A		
Nicola Shepherd	Women and Children's Directorate, Epsom and St Helier University Hospitals NHS Trust	A		
Alison Barratt (AB)	Department for Work and Pensions	A		
Sue Monk (SM)	Department for Work and Pensions	A		
Mel Munro (MM)	Department for Work and Pensions	A		
Claire Boniface (CB)	Department for Work and Pensions	A		
Rebecca Brooker (RB)	Surrey County Council	A		
Sue Zirps (SZ)	Age UK Surrey	A		
Clare Moore (CM)	Age UK Surrey	A		
Diana Bignell (DB)	Age UK Surrey	A		
Di Cheeseman (DC)	Age UK Surrey	A		
Linda Cornelia	Alzheimer's Society	A		
Sue Rennie	Alzheimer's Society	A		

### Working together as the Surrey Heartlands Clinical Commissioning Groups

Guildford and Waverley CCG | North West Surrey CCG | Surrey Downs CCG

Name (initials)	Title	Attendance (✓) or Apologies (A)		
		Guildford and Waverley	North West Surrey	Surrey Downs
Monica Mason (MM)	Alzheimer's Society	A		
Lawrie Baker (LB)	Active Surrey	A		
Matthew Parris (MP)	Healthwatch Surrey	A		
Ian Cole (IC)	Surrey Sexual health outreach team Central and North West London NHS Foundation Trust (CNWL)	A		
<b>In Attendance</b>				
Zak Comber (ZC)	Graduate NHS Leadership Academy			✓
Alyson Smith (ASm)	Commissioning Manager			✓
Nina Austin (NA)	Team Administrator			✓
Rebekka Roberts (RR)	(Minute-taker) Patient Experience Coordinator			✓

Item No.	Discussions and New Actions	Who	When
1	<p><b>Welcome, Introductions and Apologies</b></p> <p>The members confirmed LP as Convener for this meeting.</p> <p>The Chair welcomed members and attendees; apologies were received as detailed above.</p>		
2	<p><b>Declarations of Interest</b></p> <p>None</p>		
3	<p><b>Quorum</b></p> <p>As the required quorum was met, the Convener declared the meeting open.</p>		
4	<p><b>Minutes from last meeting on 05/06/19</b></p> <p>The minutes from the previous meeting were not available for members to view and will be circulated following the meeting to confirm they are an accurate record of the meeting.</p>	LPa	27/09/19

### Working together as the Surrey Heartlands Clinical Commissioning Groups

Guildford and Waverley CCG | North West Surrey CCG | Surrey Downs CCG

Item No.	Discussions and New Actions	Who	When
5	<p><b>Action Log:</b></p> <p>Action log up to date with three ongoing actions open.</p> <p>10. Dates of next meeting as agreed to be published on CCG website.</p> <p>13. Members to be sent links to Surrey Downs, North West Surrey and Guildford and Waverley websites with a survey within 3 months of software going live that makes website more accessible is implemented, for review and feedback. However, due to a proposed merger of the three CCGs and East Surrey CCG, this work will not take place until 2020 as a new, single website would be developed should the merger go ahead.</p> <p>15. Minutes will be loaded on to the SDCCG website</p>		
6	<p><b>Updates from Stakeholders</b></p> <p><b>Independent Mental Health Network for Surrey and North East Hampshire:</b></p> <p>EL highlighted the current working group looking at the succession plan at Surrey County addressing the changes to the section 75 agreement. Explaining that the working group has met on several occasions now and notes will be available shortly. Where members have an interest in being involved they should contact Guy Hill - Independent Mental Health Network.</p> <p>AS confirmed Siobhan Abernathy Surrey County Council discussed the changes to Section 75 at recent Surrey Coalition of Disabled People meeting. EL clarified that the changes to Section 75 are in relation to social workers who were previously sited with Surrey and Borders Partnership NHS Foundation Trust being located in Surrey County Council sites, following decision made around the best way to utilise resources by bringing the source of care back into Surrey County Council. EL confirmed the changes should not be felt at user level, furthermore the changes should improve future services.</p>		

**Working together as the Surrey Heartlands Clinical Commissioning Groups**

Item No.	Discussions and New Actions	Who	When
	<p>EL raised concerns around the alcohol prevention policy and strategy, suggesting Surrey County Council could look at improvements at a local level including focusing on known Surrey Downs “hotspots”. EL raised concerns that the strategy for Surrey does not feel ambitious enough in this area, suggesting there should be a greater focus on early intervention and prevention.</p> <p>LPa requested clarification from EL regarding the specific points raised around Surrey Downs “hotspots” EL detailed a study completed, approximately a year ago on health statistics in Surrey Downs, the final paper of the study focused on hospital admissions and highlighted community interventions as a tool for preventing admissions. EL suggested that alcohol use is a symptom of other Mental Health conditions, as there is such prevalence in this co-existence, there should be more integration between these services to improve health outcomes and wellbeing for the local population.</p> <p>ASm Highlighted a current piece of work for the Urgent and Integrated Care team looking at why people attend A&amp;E locally; within this there will be a focus on alcohol. In addition Surrey Heartlands has included alcohol in its Prevention workstream.</p> <p><b>ACTION</b></p> <ul style="list-style-type: none"> <li>• <b>Representative from Surrey County Council attend next PAN to discuss Section 75 changes.</b></li> <li>• <b>Ask how Primary Care Networks will be incorporating prevention targeting links between mental health and alcohol into their plans.</b></li> <li>• <b>Next agenda to include SH update on the Alcohol Strategy and its implementation.</b></li> <li>• <b>ASm to provide high level data on frequent A&amp;E attendances to RR to share with PAN members.</b></li> </ul>	<p>RR</p> <p>RR</p> <p>RR</p> <p>RR</p> <p>ASm/RR</p>	<p>29/11/19</p> <p>29/11/19</p> <p>29/11/19</p> <p>29/11/19</p> <p>04/10/19</p>

### Working together as the Surrey Heartlands Clinical Commissioning Groups

Item No.	Discussions and New Actions	Who	When
	<p><b>Healthwatch Surrey:</b></p> <p>KN highlighted the following reports recently released by Healthwatch Surrey: Care Homes Report, Care at Home Report, and the Learning Disabilities Insight Report. In addition to this two new reports will be released shortly, one regarding carers and community mental health services, and the other report focuses on LGBT.</p> <p><b>ACTION</b></p> <ul style="list-style-type: none"> <li>• <b>KN to share Healthwatch Surrey reports.</b></li> <li>• <b>RR to add Healthwatch Surrey reports to CCG websites.</b></li> </ul> <p><a href="https://www.healthwatchsurrey.co.uk/our-work/reports-and-papers/project-reports/">https://www.healthwatchsurrey.co.uk/our-work/reports-and-papers/project-reports/</a></p> <p><b>Patient Representative:</b></p> <p>DF raised concerns around EU Exit, particularly in connection with medication availability. Drawing attention to vulnerable patients feeling scared about the availability of their medication. DF queried what actions the CCG are taking to support GP practices. DF highlighted another concern around the withdrawal of some local GP services like micro suction, patients are being signposted to Specsavers where it's £35 per ear.</p> <p>YB commented that the removal of microsuction services is consistently mentioned at the hard of hearing forum, some GP practices are providing the service and charging.</p> <p>LPa addressed EU Exit concerns, confirming that the majority of communications are from central government rather than the CCG at this point in time. SL reiterated EU Exit plans had been discussed at a recent communications, there had been a toolkit expected however this was then not published due to concerns</p>	<p>KN</p> <p>RR</p>	<p>04/10/19</p> <p>11/10/19</p>

**Working together as the Surrey Heartlands Clinical Commissioning Groups**

Item No.	Discussions and New Actions	Who	When
	<p>around confusion due to the changing landscape of EU Exit.</p> <p>LPa advised that the clear message is ‘do not stock pile medications’ as this will cause distribution problems in and of itself.</p> <p><b>ACTION</b></p> <ul style="list-style-type: none"> <li>• <b>Share EU Exit communications when available with regards to medications.</b></li> <li>• <b>Provide clarification on ear irrigation and micro-suction services.</b></li> <li>• <b>KN will review reports to Healthwatch Surrey regarding micro-suction.</b></li> </ul> <p><b>Surrey Coalition of Disabled People:</b></p> <p>YB informed members that the Surrey Coalition of Disabled People AGM will be held in October at Dorking Halls. The AGM will look at supportive technologies, exercise for wellbeing such as rambling with ramblers in attendance. The Coalition aim to create an AGM this year that is interesting as well as business orientated. In addition to this YB raised awareness with members that the Surrey Coalition office has been set up with assistive technologies that people can come and try out. In addition to this Surrey Coalition is seeking 20 people to trial some assistive technologies in the Guildford and Waverley locality.</p> <p>ASm explained that Guildford and Waverley are leading on this, with other councils monitoring progress.</p> <p>KN asked if the Coalition was actively looking for 20 people. ASm confirmed applicants require a referral from an Occupational Therapist to be considered.</p> <p>AS announced the successful bidder for the new wheelchair service will be announced on 9<sup>th</sup> or 10<sup>th</sup> October. AS confirmed that the service specification is</p>	<p>LP</p> <p>LP</p> <p>KN</p>	<p>04/10/19</p> <p>04/10/19</p> <p>29/11/19</p>

### Working together as the Surrey Heartlands Clinical Commissioning Groups

Item No.	Discussions and New Actions	Who	When
	<p>different to the previous service specification, reflecting the engagement that took place.</p> <p><b>ACTION</b></p> <ul style="list-style-type: none"> <li>• <b>YB to share info with KN re AGM and request for 20 technology participants</b></li> </ul> <p><a href="https://surreycoalition.org.uk/surrey-coalition-agm/">https://surreycoalition.org.uk/surrey-coalition-agm/</a></p> <p><b>Adult Social Care Information and Engagement - Surrey County Council:</b></p> <p>SL announced that the new online professional referral form for Adult Social is now live on the Surrey County Council website:</p> <p><a href="https://adultsocialcareportal.surreycc.gov.uk/web/portal/pages/profreferral">https://adultsocialcareportal.surreycc.gov.uk/web/portal/pages/profreferral</a></p> <p>As the information is transferred directly into the ASC system, it is hoped that this will be a more efficient way of referring residents.</p> <p>At the beginning of July, SL held a workshop about Information and Advice about Care and Support in Surrey Downs. The workshop highlighted three key priorities: improving access to advocacy in Surrey Downs; agree how providers of information and advice are going to link in with Primary Care Networks; continuing to combat digital exclusion, ensuring residents have information provided in accessible formats.</p> <p>SL has also been looking at the role of information and advice concerning hospital discharge. As part of this, SL has also been working with Healthwatch Surrey about their hospital discharge checklist. Healthwatch Surrey had received feedback that the original version of their hospital discharge checklist was too cumbersome for staff to use. They have therefore amended it and are interested in gaining feedback as to where else it could be use in the discharge process e.g. (other than in hospital as the patient is about to be discharged) e.g. if it was a planned admission for example, could other services support the completion of this or raise awareness with our residents that this is some of the questions they may like to find out whilst in hospital.</p>	YB	04/10/19

**Working together as the Surrey Heartlands Clinical Commissioning Groups**



Item No.	Discussions and New Actions	Who	When
	<p>SL has recently visited the ASC team at Epsom hospital and attended a Multi-Disciplinary Team meeting to understand how patients are being supported with information and advice about care and support at the discharge stage. SL also received some feedback from Epsom Hospital about how they are complying with the NHS Accessible Information Standard.</p> <p><b>Epsom and Ewell Age Concern</b></p> <p>DMH raised concerns regarding the available local infrastructure to 'service' the increase in referral through the social prescribing. She reported that VCF colleagues are feeling left behind in terms of adequate resourcing e.g. in Epsom ICP GP practice in Ewell and the supporting Primary Care Network. Local charities such as Citizens Advice Bureau, Age Concern, Central Surrey Voluntary Action and Mary Frances, are currently all receiving referrals but without additional funding. Questioning the logic of social prescribers being funded but not the organisations involved in receiving the referrals. DMH feels that the increase seems erratic rather than consistent, and seems to be from certain GPs and not others. DMH wondered if this would change once the funding sits with the Primary Care Networks. In addition to this DMH noted the VCF sector felt very involved at the beginning of the social prescribing processes being established, however they now feel there is limited communication.</p> <p>YB echoed the same points raised around social prescribing and VCF not feeling involved or communicated with.</p> <p>SL highlighted the Guildford and Waverley social prescribers' network forum as a potential model whereby social prescribing could be better supported and 'mainstreamed'. SL suggested contacting Carol Dunnett at Voluntary Action South West Surrey and suggested that perhaps one of the leads for social prescribing could help to facilitate a forum like this in Surrey Downs.</p>		

**Working together as the Surrey Heartlands Clinical Commissioning Groups**

Item No.	Discussions and New Actions	Who	When
	<p>DMH questioned whether setting up and managing a forum would be the role of Primary Care Network colleagues.</p> <p>LP noted that concerns around VCF support and social prescribing had been raised recently in other forums.</p> <p><b>ACTION</b></p> <ul style="list-style-type: none"> <li>• <b>Social prescribing concerns to be raised with Jason Gaskell as a member of the Surrey Heartlands Health and Care Partnership board representing the VCF sector.</b></li> <li>• <b>SL to share information with members regarding commissioning intentions</b></li> </ul>	<p>LP</p> <p>SL</p>	<p>29/11/19</p> <p>29/11/19</p>
7	<p><b>Falls Prevention Pack and Winter Planning:</b></p> <p>ASm discussed the Falls Prevention Project, explaining that the CCG commissions a falls prevention service, which works with people who have already fallen, with the CCG seeking to expand this service to have a greater focus on prevention. ASm highlighted the Falls Prevention Pack which is now available for anyone at risk. The pack is intended to be used as a tool for discussion with a practitioner rather than given as a hand-out. The information is currently broken down into the four boroughs for ease and includes a link to Active Surrey and Surrey Information Point due to the frequency that the information provided on local classes changes.</p> <p>ASm is seeking feedback from members regarding the content and presentation of the Falls Prevention Pack. In addition to this ASm is seeking feedback on the distribution list: do members feel this is up to date and reflects the relevant parties who would benefit from the packs.</p> <p>DMH confirmed the packs seem well presented. They often get queries on falls prevention, and have two</p>		

### Working together as the Surrey Heartlands Clinical Commissioning Groups

Item No.	Discussions and New Actions	Who	When
	<p>home visitors who could benefit from knowing about the packs.</p> <p>LP understood the logic of using a link to keep information as up to date as possible but also raised concerns around the need to be mindful of people who are not comfortable accessing information in this way.</p> <p>EL questioned the efficiency of joined up pathways for people highlighted as a risk. ASm confirmed this kind of pathway would be directed by the GP, to lead on a care plan with the district nursing team who would communicate with South East Coast Ambulance Service, and the falls team provided via Surrey Downs Health and Care Partnership. ASm confirmed this partnership is analysing frequent faller data. EN asked to see this data.</p> <p>ASm explained the Falls Prevention Project considers people of all ages with conditions such as Multiple sclerosis (MS) as well as older patients. KN commented that sharing the Falls Pack with specialist nurses would be beneficial. EL questioned how this project is responding to falls prevention in hospitals. ASm explained that would be a duty of care on the hospital to look at preventing these, for example NEECH uses a wrist band systems. DMH expressed how impressive the NEECH environment and system are.</p> <p><b>ACTION</b></p> <ul style="list-style-type: none"> <li>• <b>ASm to work with DMH regarding sharing the Falls Pack.</b></li> </ul> <p><b>Winter Messaging</b></p> <p>ASm highlighted that utilising the 111 service, the enhanced GP services available, and promoting flu vaccinations to eligible parties are priorities for communications over the winter period to help manage demand across all services, especially Emergency Departments .</p> <p><b>ACTION</b></p>	ASm	04/10/19

**Working together as the Surrey Heartlands Clinical Commissioning Groups**



Item No.	Discussions and New Actions	Who	When
	<p>SL suggested the merger would have both pros and cons, with a perceived benefit of consistency across the localities, with things such as the website, and saving on duplication.</p> <p>LPa commented that the potential merger should not impact at patient level. Noticeable changes would be seen in the CCGs having one consistent brand, name and website, which would reduce duplication.</p> <p>There was discussion in the room around the need to ensure primary care services are improved for the local population, and concerns regarding the potential merger impacting on these services. Members would like to have an understanding of what the guiding principles will be, and how this will translate into services that support quality of life and wellbeing. Members were keen to know how they can be involved and support the developing Integrated Care Partnerships.</p> <p>LPa explained that the developing Surrey Downs Integrated Care Partnership is where the involvement of patients, in the design and creation of services would be key and that how this important function would be incorporated is part of the developing arrangements for ICPs and Primary Care Networks.</p> <p><b>ACTION</b></p> <ul style="list-style-type: none"> <li>• <b>Request Surrey Downs Integrated Care Partnership Director attends next PAN to discuss patient and public engagement in the new structure.</b></li> </ul>	LP	29/11/19
9	<p><b>Improving Healthcare Together 2020-2030</b></p> <p>LPa described the developing IHT case, explaining engagement is continuing. Should capital funding be allocated to the programme a formal public consultation would take place; no date has been confirmed at this stage. Public consultation is a statutory process that usually runs for 12 weeks. All information about the</p>		

**Working together as the Surrey Heartlands Clinical Commissioning Groups**

Item No.	Discussions and New Actions	Who	When
	<p>programme can be found on the IHT website:  <a href="https://improvinghealthcaretogether.org.uk/">https://improvinghealthcaretogether.org.uk/</a></p> <p>LPa confirmed there is a dedicated team for this programme with CCG oversight, embedded .</p>		
10	<p><b>AOB</b></p> <p>No AOB</p>		
	<p><b>Meeting close</b></p> <p>Meeting closed at 16:00 hours 11/09/19</p>		
<p><b>Future meeting dates:</b></p> <ul style="list-style-type: none"> <li>Wednesday 4th December 2019 2pm to 4pm, Bourne Hall, Ewell</li> </ul>			
<p><b>Signed and agreed by: Liz Patroe, Head of Engagement, Diversity &amp; Inclusion, NHS Guildford and Waverley Clinical Commissioning Group, NHS North West Surrey Clinical Commissioning Group, NHS Surrey Downs Clinical Commissioning Group</b>  <b>Date: 21<sup>st</sup> November 2019</b></p>			
<p><b>Minutes agreed for publication by: Liz Patroe, Head of Engagement, Diversity &amp; Inclusion, NHS Guildford and Waverley Clinical Commissioning Group, NHS North West Surrey Clinical Commissioning Group, NHS Surrey Downs Clinical Commissioning Group</b>  <b>Date: 21st November 2019</b></p>			

**Working together as the Surrey Heartlands Clinical Commissioning Groups**

Guildford and Waverley CCG | North West Surrey CCG | Surrey Downs CCG