

Community involvement group

Notes of meeting held on Tuesday 23 October 2018, The Salon Room, York House

Present:

Name	Organisation	Name	Organisation
Ravi Arora	EMAG	Laura Fox	LGB&T Forum
Gavin Shand	Age UK	Clare Taylor	Richmond AID
Rob Clark	Richmond INS	Heather Mathew	Richmond CVS
Bruno Meekings	RCVS	Melissa Wilks	Richmond Carers
Mike Derry	Healthwatch	Bonnie Green	PPG network
Val Farmer	Richmond MIND		

In attendance:

Kingston & Richmond CCGs: Caroline O'Neill (CON), Engagement Manager (*chair*); Rachael Swan (RS), Engagement Coordinator (*notes*).

Riana Horn (RH), London Regional Director, Vocare.

1.0 Welcome and apologies

Apologies from: Tonia Michaelides, Managing Director for Kingston & Richmond CCGs; Susan Smith (SS); Kathryn Williamson, RCVS; Hilary Dodd, Alzheimer's Society; Laura Turner, Richmond MENCAP, Cathy Maker, RUILS.

2.0 Minutes of last meeting

Minutes recorded as accurate

3.0 Matters arising

3.1 CON highlighted that CIG feedback on the engagement approach for local health and care plan has been shared with Kingston & Richmond Communications & Engagement group.

4.0 Patient experience and engagement update from Vocare (SWL NHS 111) provider

RH provided an overview on the south west London Integrated Urgent Care (SWL IUC)/NHS 111 service and shared performance indicators.

RH highlighted the video conferencing pilot in care homes, and warm transfer service for mental health. It was noted that warm transfer is a 24-hour service in Croydon provided by south west London and Maudsley (SLaM) and is currently provided between 5pm-9am across other boroughs in south west London. The service includes patients being treated in a safe place for e.g. at home by a mental health practitioner or at A&E.

Questions and comments

- It was noted that NHS 111 can book appointments directly into Teddington Walk in Centre, certain GP practices and the Hubs at Teddington Memorial Hospital and Sheen Lane Health Centre.
- RA questioned whether NHS 111 provides a translation service. RH confirmed that Language Line is used.
- It was noted that a patient experience survey was carried out to gather patient experience feedback. CIG members stated that information presented did not relate to patient engagement and experience as requested. RH explained that she was unable to locate data and will share with CIG members after the meeting.
- Members asked for more information on services included in the Directory of Services (DoS) and whether services included support for unpaid carers.
- Members questioned what proportion of callers are unpaid carers and how many call regarding a mental health issue.
- Members questioned what specific support and signposting NHS 111 provide an older person regarding a social and non-medical issue.
- It was noted that patients can make a complaint about the service online or via telephone.
- Members suggested including Healthwatch as a contact regarding complaints.
- It was noted that NHS 111 online will be launching in January 2019.
- VF questioned the person specification and training for an NHS 111 call handler. RH explained that having health background is not a requirement and that call handlers complete training including taking 500 audited calls.
- It was confirmed that NHS 111 have difficulty recruiting call handlers.

Actions:

RH to:

- Share patient experience survey results and provide feedback on how data is used.
- Provide data on profile of callers by protected groups and unpaid carers, including profile and number of calls regarding a mental health issue.
- Provide information on services listed in the Directory of Services (DoS).

CIG members interested in being involved in the next service specification for DoS.

5.0 Update on engagement for local health & care plan

CON highlighted the Richmond Health & Care Plan event on 19 November invites to local stakeholders and members of the public via on-street recruitment. The outcomes of the event will inform further engagement and community groups will be targeted to support implementing the plan.

6.0 Understanding how local providers undertake public engagement and use patient insight and experience

CON explained that there is an opportunity for the CIG to have a in providing feedback to providers on their patient and public engagement (PPE) as part of NHSE patient experience assessment action of holding providers to account. CON asked members which providers should be held into account regarding their PPE and what questions the CIG should ask to support them. A discussion followed on approach to consider.

Members suggested the following questions:

- How do providers use patient experience and engagement to inform their work?
- Does the provider have a local approach and is it specific?
- What is the impact of their engagement?
- Examples of current activity (who they are engaging with, why and impact)
- Does the provider work with local partners and how do they connect with their local community?

Members they would like to hear from the following providers: East London Foundation Trust (ELFT), Kingston Hospital, Hounslow & Richmond Community Healthcare (HRCH), Richmond General Practice Alliance (RGPA), South West London & St George's Mental Health NHS Trust (SWLSTG), Your Healthcare, Moorefields Eye Unit and Children's and Young People's services.

It was noted that if agreed this approach would need to link with the CCG's quality work and Clinical Quality Review Groups (CQRQ) with providers.

Action

CON to provide update on this idea before next meeting.

7.0 Feedback from south west London Patient and Public Engagement Steering Group (PPESG)

Post meeting note: Feedback from the October PPESG. Items included the following:

- Update on children and young people's emotional well-being - a pilot in Merton and Wandsworth to reduce self-harm in children and young people using a 'whole school approach'. Approach will be rolled out across south west London.
- The SWL branding guidelines were signed off by the SWL Programme Board.
- The group provided feedback on draft materials for Connecting Your Care – a digital system which allows sharing of patient information between health and social care professionals.
- Group received an update on winter campaign materials which are currently in development.

8.0 Early warning about local health services - feedback from CIG members

8.1 MW highlighted long waiting times for GP appointments and the inconsistency of GPs using GP online.

8.2 BG emphasised the need for clear communications to inform patients that the GP telephone triage service counts as a GP appointment.

8.3 RC highlighted that previously discharged patients are unhappy with the pathway of visiting a GP before having an appointment with a neurologist.

8.4 Members highlighted the importance of patient self-management/self-care and the increasing awareness of self-referrals to patients.

9.0 Any other business

9.1 CON outlined South West London's Winter Champions scheme for CCG staff to volunteer at local events/organisations to share winter messages. CON asked members for details of running any events/activities which winter champions could attend.

9.2 CON highlighted the GP patient survey 2018 results were now available.

Action

CIG members to contact RS regarding upcoming activities for winter champions to be involved in.

RS to share GP patient survey 2018 results with CIG members.

10.0 CIG forward plan

- Outpatient transformation programme
- Update on NHS 111/GP Out of Hours procurement
- Update on Richmond health and care plan event

Date of next meeting

12 February 2019, The Salon, York House

11.30 am – 1.30 pm