

## Community involvement group

Notes of meeting held on Tuesday 10 September 2019, The Salon Room, York House

Present:

Name	Organisation	Name	Organisation
Laura Fox	LGB&T Forum	Mike Derry	Healthwatch Richmond
Bruno Meekings	RCVS	Hilary Dodd	Alzheimer's Society
Bonnie Green	PPG network	Mary McNulty	Richmond Users & Carers group
Richard Poxton	Richmond Mencap	Bonnie Green	PPG network
Marian Jennings	RUILS	Siobhan Oktay	Richmond Council
Robin Chapman	HRCH		

Kingston & Richmond CCGs: Tonia Michaelides TM, Managing Director; Susan Smith (SS), PPI lay member (*chair*); Hannah Keates (HK) Patient and Public Engagement Manager; Rachael Swan (RS), Engagement Coordinator (*notes*).

### 1.0 Welcome and apologies

Apologies from: Caroline O'Neill, Senior Engagement Manager; Graham Lewis, Chair of Richmond CCG; Kathryn Williamson, RCVS; Lucy Byrne, Richmond AID; Cathy Maker, RUILS; Gavin Shand, Richmond INS; Ravi Arora, Multicultural Richmond.

### 2.0 Minutes of last meeting

2.1 Minutes recorded as accurate.

### 3.0 Matters arising

3.1 HK outlined that Richmond's 'you said, we did' document will be shared as part of feeding back to those who engaged with the plan.

3.2 HK stated that the timeline for delivery of the health and care plan will be shared once available.

### 4.0 Moving forward together in south west London

TM presented on the proposals to move to one CCG in south west London.

#### Questions and comments

- Highlighted the importance of strengthening patient voice in commissioning decisions.
- When will we be able to see the structure for matrix working in south west London (SWL)? TM to feedback this back.
- If this group is to be enhanced, there is a need to consider including representatives from groups who support health conditions which can be self-managed (e.g. diabetes).

- It was clarified that SWL Primary Care Commissioning Committee will be responsible for making statutory changes. Richmond's Primary Care Management Group will manage primary care services locally (including management of PCNs).
- MD highlighted [SPEAR London's](#) work on homelessness and primary care services and asked if this work would be included in workplan for Richmond's Primary Care Management Group.
- Need to consider how primary care networks (PCNs) can be supported and how they can help contribute to future engagement work.
- Notes from committee meetings need to be accessible to the public (i.e. available online).
- Commented on the need for patient voice/representation on the Richmond Place Committee.
- It was confirmed Richmond's local committees will be running by 1 April 2020. TM is looking to hold sessions before this date to review how committees will function.
- It was noted that the local authority has been involved with plans to sit on the Richmond Place Committee.
- Noted that the Richmond Place Committee is vital for integration.
- Need to invest in supporting transition if transforming existing forums.
- Suggestion for collaborating similar stakeholder forums and combining of agendas where relevant. Mapping exercise needs to be done.
- Need to what the terms of reference for Borough Community Engagement Reference Group would look like.

TM suggested a task and finish group which would help develop the Borough Community Engagement Reference Group and determine how this group would function locally. The group agreed with this. It was noted for interested members to contact the CCG.

#### **Action**

CIG to email RS if interested in being involved in the development of Richmond's Community Engagement Reference Group.

#### **5.0 Patient and Public Engagement (PPE) annual review 2018/19**

HK shared Richmond CCG's Patient and Public annual review 2018/19 with the group.

The group provided positive feedback on this work.

#### **6.0 Feedback from south west London Patient and Public Engagement Steering Group (PPESG)**

SS & BM feedback from the September PPESG which reviewed proposals to move to one CCG. Discussions involved reviewing the structures and governance at a SWL level including how voluntary sector organisations and Healthwatch are involved. Discussions also included reviewing the SWL reference group and the communications and engagement strategy for SWL.

Following the proposal to have one Healthwatch representative at SWL CCG, it was discussed for the representative to have knowledge on the health and care systems and local communities within SWL.

## **7.0 Early warning about local health services - feedback from CIG members**

7.1 BM highlighted that Community Independent Living Service (CiLS) is being integrated into Richmond's social prescribing model.

7.2 BG highlighted that she is a member of a steering group at Kingston Hospital which will review the outpatient's administrative system and e-referral process.

7.3 MD raised that they had previously meet with commissioners following reports about Richmond's mental health support team. Reports included concerns about the workforce and the contact centre for mental health trusts. Noted that reports have reduced since this meeting.

MD highlighted that Healthwatch has finished speaking to patients about urgent care at West Middlesex University. Results from this work can be shared when available.

## **8.0 Forward plan**

Members provided ideas for the CIG forward plan and suggested the following:

- Moving forward together – focusing on place.
- Primary Care Networks (PCNs) – an update on the development of PCNs and their approach to engagement.
- Children and young people's services.
- Understanding how local providers undertake public engagement.
- Health and care plan update.

## **9.0 Any other business**

9.1 MD highlighted that Healthwatch Richmond are recruiting committee members and asked the group to share this. Information can be found [here](#).

MD shared Healthwatch Richmond's annual report summary with the group.

9.2 RS shared details on Richmond's Annual General Meeting (AGM) on Monday 23 September 2019.

9.3 BG highlighted Kingston Hospital's AGM on Thursday 12 September 2019.

## **Date of next meeting**

Tuesday 29 October 2019, The Salon, York House                      11.30 am – 1.30 pm