

**Minutes of the Nottingham and Nottinghamshire
 Patient and Public Engagement Committee
 held virtually on Tuesday 23 February 2021
 from 2 pm to 4 pm**

Attendees;

Sue Clague, Chair
 Chitra Acharya, Patient Leader/Carer
 Teresa Burgoyne, Nottingham West
 Michael Conroy, My Sight Nottinghamshire (joined the meeting at 3 pm)
 Mike Deakin, Nottinghamshire County Council
 Kerry Devine, Improving Lives
 Gilly Hagen, Patient Leader/Sherwood Patient Participation Groups
 Amdani Juma, African Institute for Social Development
 Roland Malkin, Nottinghamshire Cardiac Support Group
 Paul Midgley, Rushcliffe
 Helen Miller, Healthwatch Nottingham and Nottinghamshire
 Daniel Robertson, Nottingham and Nottinghamshire Refugee Forum

In attendance (NHS Nottingham & Nottinghamshire Clinical Commissioning Group's Staff):

Julie Andrews, Engagement Manager
 Jane Hufton, Engagement Assistant (minute taker)
 Lynette Daws, Head of Primary Care Commissioning
 Lucy Dadge, Chief Commissioning Officer
 Tracy Lack, Engagement Officer

Apologies for absence were received from;

Alex Ball, Director of Communications & Engagement
 Colin Barnard, Patient Leader/Diabetes
 Trevor Clower, Patient Leader/Carer
 Lewis Etoria, Head of insights and Engagement
 Jasmin Howell, Vice Chair

NN/99/02/21	Welcome and introductions
	<p>Sue Clague welcomed everyone to the Nottingham and Nottinghamshire Patient and Public Engagement Committee (PPEC) meeting and extended a warm welcome to Lucy Dadge, Chief Commissioning Officer, representing the Executive team.</p> <p>Sue Clague also expressed her gratitude to Trevor Clower who announced he would be retiring from PPEC at the end of March 2021.</p>
NN/100/02/21	Declarations of interest
	<p>Sue Clague reminded PPEC members of their obligation to declare any interest they might have on any issues arising at the meeting which might conflict with the business of the CCG and any items on this agenda. No declarations were made.</p>
NN/101/02/21	Minutes of the last meeting
	<p>Following a review of the minutes it was agreed that an additional action would be added to page 7 as follows;</p> <p>Action; A PPEC member would be nominated to provide ongoing support to the</p>

	<p>Community Diagnostic Hubs programme of work by joining a working group to steer this service development.</p> <p>With the above mentioned amendment, the minutes of the last PPEC meeting held on 26 January 2021 were approved as an accurate record of the discussion that took place.</p>
<p>NN/102/02/21</p>	<p>Matters arising including Action Log</p>
	<p>An updated copy of the Action Log had been circulated to PPEC members prior to the meeting and was noted.</p> <p>PPEC members confirmed that the actions marked as completed accurately reflected their status.</p> <p>Julie Andrews provided an update on the outstanding actions as detailed below;</p> <p>NN/90/01/21 Informal drop-in sessions with the PPEC Chair and Vice-Chair would take place every other month as an interim arrangement until a face-to-face development session could take place. Dates would be confirmed for mid-March and mid-May.</p> <p>NN/92/01/21 The Recovery Engagement Action Plan had been presented to the CCG's Senior Leadership Team to review alignment with other CCG strategies and to confirm leadership of actions and timescales for completion. An updated version would be presented to PPEC in March prior to it being presented to the Governing Body in April. PPEC would receive a progress report in September.</p> <p>NN/93/01/21 Confirmation was provided that a generic letter and 2 page information leaflet had been commissioned in the 11 most spoken languages in Nottinghamshire and would be published with the toolkit and community briefing on the CCG website imminently.</p> <p>NN/93/01/21 Factual information about the Covid vaccination is included in FAQs and is regularly updated. The system is looking at options for better information and approaches to counter myths.</p> <p>NN/78/11/20 The latest Patient Experience Team report would be reviewed upon receipt to assess its suitability for providing updates to PPEC on trends and themes.</p> <p>NN/82/11/20 The first meeting of the Stakeholder Group for the transition and mobilisation of Platform One Practice would take place on 3 March and meet montly thereafter. The Stakeholder Group will be chaired by Healthwatch and its membership includes PPEC members.</p> <p>NN/82/11/20 PPEC effectiveness template would be presented upon completion of the Platform One Practice communication and engagement plan for review by PPEC.</p> <p>NN/70/11/20 Jasmin Howell would lead the review of PPEC's effectiveness in relation to two projects - Understanding experience of children and young people in the Mental Health Pathways and the Covid Recovery Engagement work. PPEC members were invited to express an interest in participating in this work.</p> <p>NN/19/06/20 Richard Brady, Nottingham City ICP would present to PPEC in March the work being undertaken to engage ethnically diverse communities.</p>

	<p>MNGN/32/20 Ongoing action to remind PPEC members to report any instances of vulnerable people being unable to access health and care services and to contact Patient Experience Team for any individual enquires.</p> <p>1.2 Virtual membership and diversity of PPEC membership to be reviewed by Chair and Vice Chair and Engagement Team.</p> <p>Action: PPEC members interested in being involved in the PPEC effectiveness review were asked to contact Julie Andrews.</p> <p>Action: Chair and Vice-Chair of PPEC to meet with Lewis Etoria and Julie Andrews to review PPEC Membership with a view to identifying and filling any gaps in representation and developing a virtual membership.</p>
NN/103/02/21	Platform One Practice Mobilisation/Transitional Arrangements
	<p>Copies of a briefing presented to the Health Scrutiny Committee at its meeting on 11 February 2021 and a draft terms of reference for a Stakeholder Group had been circulated to PPEC members prior to the meeting and were noted.</p> <p>Lynette Daws, Head of Primary Care Commissioning, reported that the Nottingham City GP Alliance had been confirmed as the new service provider following a procurement process. The new practice would be called Parliament Street Medical Centre based at Upper Parliament Street in Nottingham. A high percentage of Platform One Practice registered population would be familiar with the location as the GP+ service, extended access primary medical services, is provided from this location.</p> <p>Lynette Daws provided assurance that the Stakeholder Group would play a key role in informing communications approaches to ensure a smooth transition of patients between services and its first meeting would take place on 3 March 2021.</p> <p>Daniel Robertson welcomed the opportunity to contribute to the development of effective communications but queried whether stakeholders could have any input into how services would be delivered at the new practice. In response, it was confirmed that the core services within the APMS contract were specified nationally, however, the CCG would wish to engage service users in shaping how services are delivered.</p> <p>In response to a query regarding information provision to the 3,000 patients who will be allocated to practices nearer their home address, it was confirmed that this group of patients had received two letters to date, the most recent advising that they would remain registered with Platform One Practice until 30 June 2021. A further letter informing patients of their allocated practice would be issued in June 2021 following completion of a mapping exercise. Patients will be provided with the contact details of the CCG's Patient Experience Team who will be available to assist with any queries.</p> <p>Following the transition, Sue Clague requested clarification of the number of enquiries received by the Patient Experience Team to provide PPEC with reassurance and that the number is accessible.</p> <p>Sue Clague thanked Lynette Daws for providing an update and requested a further progress report at the end of April 2021.</p> <p>Action; Include Platform One Practice update on the PPEC forward programme for April 2021.</p>

<p>NN/104/02/21</p>	<p>Covid Vaccination Update</p>
	<p>Lucy Dudge provided an update on the Covid-19 vaccination programme including progress made in vaccinating the JCVI priority groups, approach to health inequalities and shared the latest data that confirmed 179,020 vaccinations had been administered across Nottingham and Nottinghamshire. Key messages were;</p> <ul style="list-style-type: none"> • The NHS is now urging people over the age of 65 years to book their vaccination using the national or local booking sites. • Work is continuing to encourage people in eligible priority groups to take up the vaccination offer. Local authorities are directly calling patients who have not yet come forward for their vaccination. • Pop up clinics are being set up in areas of low uptake including Islamic Centre, Eastwood and Ollerton. • A roving service is in place to deliver vaccinations to people who are housebound. • A process is in place to identify and communicate with marginalised and vulnerable groups to provide accurate information about the vaccination. • Information has been made available in the most used languages across Nottingham and Nottinghamshire <p>PPEC members provided suggestions regarding how communication could be enhanced further as follows;</p> <ul style="list-style-type: none"> • Communicate with ethnically diverse communities through trusted support organisations, community leaders and faith leaders. • Share accurate information via social media channels. • Ensure housebound patients are followed up by the roving team and be creative in the redeployment of vaccinators based at centres when they are closed. • Over the longer term public services need to build trust with communities. <p>Julie Andrews reminded PPEC members that the next community briefing would take place on 10 March 2021 at 3 pm via Zoom. Julie Andrews also reminded PPEC members of the offer to attend any community groups to cascade messaging about the vaccination.</p> <p>Paul Midgley suggested that the learning arising from the Covid-19 vaccination programme should be applied as part of service delivery moving forward particularly long term plan objectives relating to preventative health.</p> <p>Action: Julie Andrews to share suggestions for enhancing communication with vulnerable and marginalised groups with relevant CCG colleagues.</p>
<p>NN/105/02/21</p>	<p>NHS Oversight Framework; Patient and Community Engagement Indicator 2019/20</p>
	<p>Copies of a report providing an overview of the NHS Oversight Framework 2019/20; Patient and Community Engagement Indicator, assessment outcome and improvement plan had been circulated to PPEC members prior to the meeting and was noted.</p> <p>Julie Andrews explained that an annual assessment was undertaken by NHS England focusing on how the CCG deliver patient and community engagement. The CCG had submitted one template on behalf of the 6 predecessor CCGs in February 2020 signposting to evidence that was publicly available on the CCGs websites. The</p>

	<p>assessment covered 5 areas of work;</p> <ol style="list-style-type: none"> 1. Governance 2. Annual reporting 3. Day-to-day practice 4. Feedback and evaluation 5. Equalities and health inequalities <p>The assessment had rated the 6 predecessor CCGs as amber. It was noted that some of the areas identified for improvement had already been addressed during the intervening period between the assessment and feedback received. For example, the Effectiveness Framework developed by PPEC members would deliver improvement across a number of areas and an accessibility statement is available to include on all documents issued and translated into the most spoken languages across Nottingham and Nottinghamshire, providing options to text or email to request alternative formats. Julie Andrews highlighted the areas of improvement with PPEC members and indicated how these changes would be made during the year.</p> <p>PPEC members noted that the assessment for 2020/21 would be a light touch approach acknowledging the key challenges facing the NHS during the coronavirus pandemic. The revised approach will cover key lines of enquiry looking at leadership, finance and performance. The community engagement indicator will form part of the conversation of one of these key lines of enquiry.</p> <p>Sue Clague confirmed that the Engagement Team had made good progress. There was some excellent work completed last year and some exciting work scheduled for this coming year. This year is about learning and reflecting on work that has been completed.</p>
NN/106/02/21	Equality Diversity and Inclusion (EDI) Steering Group Feedback
	<p>Julie Andrews provided an update on the EDI Steering Group in Lewis Etoria and Jasmine Howell's absence as follows;</p> <ul style="list-style-type: none"> • EDI Steering Group had met on three occasions since October 2020. The frequency of its meetings has been impacted by staff availability in light of the CCG's required response to the COVID-19 pandemic. Meetings are taken place monthly but it is proposed that once fully established the Steering Group will meet on a quarterly basis. • The CCG is undertaking a baseline assessment of its current equality performance, as this will enable meaningful and evidence-based equality objectives and improvement plans to be identified and delivered. • Performance assessment process of CCG's equality performance during 2020/21 has commenced. Some structured conversations still to take place. • Draft baseline assessment to be produced. • Interim objectives to be published to provide early focus that will evolve to become longer term equality objectives using the outcome of the performance assessment process aligned to the ICS Health Inequalities Strategy. • March/April PPEC invited to be involved in the finalisation of the baseline equality performance assessment, development of equality objectives and equality improvement plan. <p>Lucy Branson, Associate Director of Governance had asked to attend a future PPEC meeting to share the baseline equality performance assessment, equality objectives</p>

	<p>and equality improvement plan.</p> <p>Action: Julie Andrews to confirm Lucy Branson’s attendance at the PPEC meeting on 25 May 2021 to discuss the equality performance assessment, equality objectives and equality improvement plan.</p>
<p>NN/107/02/21</p>	<p>Voluntary Sector Alliance Contract update</p>
	<p>Copies of a report providing an update on the Voluntary Sector Alliance (VSA) contract had been circulated to PPEC members prior to the meeting. The report confirmed the decision of the CCGs Prioritisation and Investment Committee to extend the VSA contract to 31 March 2023.</p> <p>Julie Andrews advised that the contract had initially been awarded to the VSA on 1 April 2020 for 1 year with an option to extend for a further 2 years subject to a formal service review. A review had been completed and the CCGs Prioritisation and Investment Committee had approved the contract for a further 2 years to 31 March 2023. The key changes to the contract related to;</p> <ul style="list-style-type: none"> • the addition of Nottingham CVS and Rushcliffe CVS as equal partners in Memorandum of Understanding alongside existing partners Ashfield Voluntary Action, Mansfield CVS, Newark & Sherwood CVS • an equitable split of funding for each Integrated Care Partnership (ICP) • a local CVS organisation aligned to each ICP. <p>During discussion PPEC members requested updates from each ICP area on key programmes of work. In addition, it was suggested that the key performance indicators would benefit from further clarity and focus on outcomes rather than activity.</p> <p>Sue Clague praised the positive progress made and the alignment to ICPs. Arrangements were already in place for City ICP to present work taking place regarding effective communication and engagement with ethnically diverse communities at the next PPEC meeting. It was suggested invitations be extended to the South Nottinghamshire and Mid Nottinghamshire ICPs to provide updates on specific work programmes at future PPEC meetings.</p> <p>Action: Julie Andrews to schedule key VSA programmes of work taking place in South Nottinghamshire and Mid Nottinghamshire ICPs into the PPEC Forward Programme.</p> <p>Action: Julie Andrews to review and strengthen KPIs to be more outcome focused.</p>
<p>NN/108/02/21</p>	<p>Governing Body Feedback & Key Messages from PPEC</p>
	<p>The PPEC Highlight report that had been presented to the Governing Body on 3 February 2021 had been circulated to PPEC members prior to the meeting and was noted.</p> <p>Sue Clague shared the key messages arising from the Governing Body meeting held on 3 February 2021 as follows;</p> <ul style="list-style-type: none"> • There is a system financial deficit of £100 million, a reduction on the previous month. • Financial allocations for next year would continue on the emergency regime and would be clarified by April 2021.

	<ul style="list-style-type: none"> • Debate had taken place about over 2,000 patients who had been on a waiting list for over 52 weeks. It had been confirmed that patients were being managed through clinical prioritisation. Sue Clague confirmed that she had requested further clarity and transparency about this. • Concerns had been raised about vaccination uptake of staff working in care homes. • Discussion had taken place regarding a sustainable model for primary care that would have a much greater focus on mental health needs. <p>Key messages PPEC members agreed to raise with the Governing Body were;</p> <ol style="list-style-type: none"> 1. PPEC members found the mobilisation update for the Platform One Practice encouraging and a further update would be received in April 2021. 2. The need to improve efficiency and speed of vaccinating housebound patients. 3. Work undertaken in relation to Covid-19 had led to a much better understanding around the hesitancy across ethnically diverse communities to access services. PPEC members highlighted the importance of using the learning to inform delivery of future health care and preventative care to ethnically diverse communities. 4. PPEC will schedule updates on delivery of key programmes of work delivered through the Voluntary Sector Alliance contract within each ICP area. 5. PPEC members noted the outcome of the NHS Oversight Framework, Patient and Community Engagement Indicator 2019/20 and were encouraged to learn of projects and plans for the future.
NN/109/02/21	Any Other Business
	<p>Julie Andrews confirmed that information about PPEC was ready to be uploaded to the CCG website. PPEC members were reminded to submit their pen profiles for inclusion on the website.</p> <p>With regard to Covid-19, members confirmed they would like to continue to receive a monthly update and that this should be added to the PPEC forward programme. In addition, PPEC members highlighted that information about second vaccinations should be included within the next community briefing.</p> <p>Action: Julie Andrews to include a monthly Covid-19 update on the PPEC forward programme.</p> <p>Action: Julie Andrews to request that information is shared about second Covid vaccinations during the next community briefing.</p>
NN/110/02/21	Date of Next Virtual Meeting
	<p>The next PPEC meeting will be held virtually on Tuesday 30th March 2021 from 2 pm to 4 pm.</p>