

**Minutes of the Nottingham and Nottinghamshire
Patient and Public Engagement Committee
held virtually on Tuesday 27 April 2021
2 pm to 4 pm**

Attendees;

Sue Clague, Chair
 Jasmin Howell, Vice Chair
 Chitra Acharya, Patient Leader/Carer
 Teresa Burgoyne, Nottingham West
 Colin Barnard, Patient Leader/Diabetes
 Michael Conroy, My Sight Nottinghamshire
 Mike Deakin, Nottinghamshire County Council
 Kerry Devine, Improving Lives
 Gilly Hagen, Patient Leader/Sherwood Patient Participation Groups
 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
 Alex Ball, Executive Representative
 Lewis Etoria, Head of insights and Engagement
 Sarah Fleming, Head of Joint Commissioning
 Jane Hufton, Engagement Assistant (minute taker)
 Simon Oliver, Senior Cancer Manager
 Nichola Reed, Public Health and Commissioning Manager, Children's Integrated Commissioning Hub

Apologies for absence were received from;

Paul Midgley, Rushcliffe
 Amdani Juma, African Institute for Social Development
 Roland Malkin, Nottinghamshire Cardiac Support Group

NN/124/04/21	Welcome and introductions
	Sue Clague welcomed everyone to the Nottingham and Nottinghamshire Patient and Public Engagement Committee (PPEC) meeting and extended a warm welcome to Alex Ball, Director of Communications and Engagement, representing the Executive team, Simon Oliver, Senior Cancer Manager and Sarah Fleming, Head of Joint Commissioning for the CCG.
NN/125/04/21	Declarations of interest
	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.
NN/126/04/21	Minutes of the last meeting
	The minutes of the last PPEC meeting held on 30 March 2021 were agreed as an accurate record of the discussion that took place at that meeting.
NN/127/04/21	Matters arising including Action Log
	An updated copy of the Action Log had been circulated to PPEC members prior to the meeting and was noted.

PPEC members confirmed that the actions marked as completed accurately reflected their status.

Julie Andrews provided an update on the outstanding actions as detailed below:

NN/118/03/21 Helen Miller reported that after careful consideration Healthwatch would be unlikely to include 'preferred method of digital communication' as a Question of the Month (QOM) for the following reasons;

- The communication landscape has become too fragmented, services will have to communicate over a broad spectrum of media.
- National surveys should be available to help inform the CCG, so access to information is out there that can be quickly obtained.

However, in the process of focussing on how well the system is communicating and engaging with local people, Healthwatch's current QOM is "let us know your thoughts on digital technology in helping people keep well" and an ongoing dialogue with Connected Nottingham means that Healthwatch are likely to be able to offer helpful feedback and input to CCG plans.

NN/115/03/21 Julie Andrews explained that this was a work in progress but an update had been provided by the Rosa Waddingham, Chief Nurse. There is clear shared Nottingham and Nottinghamshire guidance around Female Genital Mutilation (FGM) which all partners have signed up to using Nottinghamshire & Nottingham City Safeguarding Children's Partnership website. This recognises that FGM is a complex and sensitive issue and good communication is essential. However in managing the complex and sensitive issues around FGM and increasing the openness of these conversations partners are committed to listening and respecting dignity.

The CCG also works with our Maternity Voices Partnership (MVP) through the local maternity system to identify and address issues that cause concern to women. Whilst this is not an issue that has been raised through that engagement the CCG have asked that the concern highlighted be considered both by our MVP, but also in safeguarding training. However the CCG is committed to asking regularly about FGM in the same way that we ask about domestic violence and other difficult to discuss topics.

Daniel Robertson agreed to share contact details of the specialist midwifery team supporting asylum seekers and refugees to facilitate a dialogue with the PPEC member who raised this issue. It was also noted that concerns could be raised through MVP and the CCG's Patient Experience Team.

Post meeting note; The website link for further information is;
https://nottinghamshirescb.proceduresonline.com/p_fem_gen_mutil.html

NN/72/11/20 NHS Oversight Framework – Patient and Community Engagement Indicator. A bespoke workshop had taken place to identify opportunities to improve alignment of engagement and equality, diversity and inclusion and to inform the strategic commissioning function of the CCG and beyond thinking about the reforms arising from the White Paper. The outcomes of the workshop will be incorporated within a paper describing how engagement will be integral to and embedded in the work of the ICS, ICPs and PCNs.

	<p>1.2 Establish a virtual membership for PPEC. A discussion had taken place involving the PPEC Chair and representatives of the Engagement Team to consider options to fill any gaps in PPEC membership. Interim steps were agreed to invite a CVS representative from each ICP area and request a nomination from Nottingham City Council community cohesion or engagement team. Further consideration would be required to consider how PPEC adapts to its strategic advisory role during the transition to the ICS and develops relationships with partners across the system. In support of this transition it was agreed that the reach of the current PPEC membership should be mapped.</p> <p>Action; Julie Andrews to co-ordinate a mapping of the current PPEC membership to understand the reach of its current membership.</p>
NN/128/04/21	PPEC Effectiveness Framework
	<p>Copies of the first two reviews completed using the PPEC Effectiveness Framework had been circulated to PPEC members prior to the meeting. The two reviews covered programmes of engagement as follows;</p> <ul style="list-style-type: none"> • Understanding experiences of the children and young people's emotional wellbeing and mental health early intervention and training pathway • Recovery engagement and action plan <p>Both programmes of work had been reviewed by a small PPEC sub-group, that included the Chair and Vice-Chair. PPEC members agreed that the reviews had provided an excellent opportunity to;</p> <ul style="list-style-type: none"> • reflect on PPEC's contribution to the programmes of work and assess PPEC's impact using the impact dimensions • identify any learning • follow up on outcomes of the programmes of work noting that in the short term it would be possible to demonstrate early influence of informing strategic commissioning intentions and decisions. It would be over the longer term that it would be possible to assess how outcomes had been influenced by engagement. <p>Jasmin Howell, Vice Chair confirmed that the Effectiveness Framework had proved valuable in reviewing both projects.</p> <p>Nichola Reed, Public Health and Commissioning Manager, Children's Integrated Commissioning Hub advised PPEC members that a 'You Said, We Did' document was in development but was pending sign off of proposals by the CCG's Prioritisation and Investment Committee. Due to the impact of Covid, the go live date for the new service had been delayed from October 2021 to April 2022. Engagement had been used to develop the service specification. 'I' statements had been included in service specification and would be monitored going forward. Nichola Reid offered to return to PPEC to share the 'You Said, We Did' document and more information about the service model in June 2021.</p> <p>Sue Clague commented that the PPEC Effectiveness Framework had provided valuable reflection on the impact of PPEC and showed the maturity of the group.</p> <p>Action: Julie Andrews to circulate slides developed on the PPEC Effectiveness Framework to PPEC members.</p>

	<p>Action: Julie Andrews to include a further update on the children and young people's emotional wellbeing and mental health early intervention and training pathway in the PPEC forward programme for June 2021.</p>
<p>NN/129/04/21</p>	<p>Patient and Public Engagement Annual Report</p>
	<p>Copies of the draft Patient and Public Engagement Annual Report had been circulated to PPEC members prior to the meeting.</p> <p>Lewis Etoria, Head of insights and Engagement informed PPEC members that the draft had been updated to incorporate feedback received from the Quality, Safety and Performance Committee and PPEC with improvements to its design and evidence of the impact of engagement. An updated report and final version would be shared with PPEC members in May 2021.</p> <p>Action: Julie Andrews to include PPE Annual Report in PPECs forward programme for May 2021.</p>
<p>NN/130/04/21</p>	<p>Covid update</p>
	<p>Alex Ball, Director of Communications and Engagement for the CCG and ICS provided an update on Covid 19. Alex Ball reported that Covid infection rates are reducing quite rapidly although a workplace outbreak had contributed to an increase in Mansfield. The importance of keeping safe with emphasised.</p> <p>The vaccination programme was continuing and was currently open to anyone over the age of 42 years as well as cohorts 1 – 9. The vaccinations are currently being delivered from 19 different sites around Nottingham and Nottinghamshire including community pharmacies, GPs, mosques and pop up clinics. The vaccination bus has a targeted schedule of stops in communities across Nottingham and Nottinghamshire.</p> <p>Materials in a range of formats have been developed such as Braille and different languages, videos for those who have a learning disability, community briefings and question and answer sessions on radio stations such as Kemet FM, Dawn and Faza FM along with the CCG briefing sessions to specific groups where English is not their first language continue to be delivered.</p> <p>PPEC members highlighted confusion amongst some patients arising from recent changes to the booking process. Alex Ball confirmed that moving forward the majority of vaccination appointments would be made through the National Booking System with only a small number of appointments for the vaccination bus and local pop up sites being made through our local swiftqueue booking system.</p> <p>A query was raised about services for patients with long Covid. Sasha Bipin confirmed details of the Long Covid Assessment Clinics set up to manage symptoms of long Covid and confirmed that patients could be referred to this clinic by their GP. Further information is available on the CCG website and the link would be shared with all members.</p> <p>PPEC members referenced the availability of St. Johns vaccinators, a great workforce who were not being used to support the vaccination programme.</p> <p>Sue Clague referred to the long waiting lists that had developed due to Covid-19 and it was agreed that further information on the plans to address this issue would be shared with PPEC members at a future meeting.</p>

	<p>Action: Julie Andrews to share link to long covid information on CCG website with PPEC members. Your COVID recovery - NHS Nottingham and Nottinghamshire CCG (nottsccg.nhs.uk)</p> <p>Action: Alex Ball to raise with Human Resources Team that St. Johns vaccinators are available to supplement the workforce in vaccination centres.</p> <p>Action: Julie Andrews to add to PPEC forward programme an update on plans to address the long waiting lists for care and treatment that had developed due to Covid-19.</p> <p>With regard to non-Covid related developments, Alex Ball referred to the NHS Planning Guidance 2021/22 and reported that priorities for the year ahead include;</p> <ul style="list-style-type: none"> • Supporting health and wellbeing of staff • Delivering the NHS Covid vaccine programme and continuing to meet the needs of patients with Covid-19 • Building on what we have learned during the pandemic to transform the delivery of services, accelerating the restoration of elective and cancer care and managing the increasing demand on mental health services • Expanding primary care capacity to improve access, local health outcomes and address health inequalities • Transforming community and urgent and emergency care • Working collaboratively across systems <p>Alex Ball also referred to Government's White Paper on Integration and innovation: working together to improve health and social care for all. It was suggested that PPEC members should receive an update on this at a future meeting.</p> <p>Action; Julie Andrews to include an update on the White Paper - Integration and innovation; working together to improve health and social care for all - on PPEC's forward programme.</p>
NN/131/04/21	Platform One Practice Mobilisation/Transitional Arrangements
	<p>Lewis Etoria, Head of Insights and Engagement provided PPEC members with an update on Platform One Practice Mobilisation/Transitional arrangements.</p> <p>A Stakeholder Group had been established to support a smooth transition of patients between practices particularly those with severe multiple disadvantage and complex needs. Patients would transfer on 1 July 2021 and a communications plan is in place to co-ordinate support and provide resources which include a credit card size leaflet, large print leaflet, poster and briefing for support agencies. Regular meetings of the Stakeholder Group are scheduled until August 2021.</p> <p>Action: Lewis Etoria agreed to keep PPEC members updated on the progress of this programme of work.</p>
NN/132/04/21	Community Care Transformation Programme
	<p>Copies of a presentation outlining a programme of work taking place to transform community services across Nottingham and Nottinghamshire had been circulated to PPEC members prior to the meeting.</p> <p>Sarah Fleming, Head of Joint Commissioning, introduced this item and explained that</p>

	<p>the Community Care Transformation Programme was in its early stages and was aligned to the Reshaping Health Services Across Nottinghamshire project.</p> <p>Sarah Fleming informed members that community care aims to optimise people's independence by addressing physical and mental health and social needs, delivering care to meet local population needs. The current community care offer provides the building blocks of integration which will be enhanced at pace through the transformation programme. Working across health and social care, and with community and voluntary sector partners our services will be designed to meet the needs of our local populations. The programme of work is in the set-up stage with a number of engagement sessions taking place in the next few weeks. It was agreed that a flier providing information about the engagement sessions would be circulated to PPEC members. The purpose of the engagement was to further develop high level principles, outcomes and review 'I' statements.</p> <p>In response to a question it was confirmed that ICPs are involved in the community care transformation programme to understand requirements at neighbourhood level. PPEC members noted further discussion was required regarding the detail of engagement to be undertaken. This would include a stakeholder mapping that would be used to inform how the engagement could be delivered effectively using creative approaches. An engagement plan would be shared with PPEC members for review and comment.</p> <p>Action: Julie Andrews to circulate flier to PPEC members for cascade to groups and networks.</p> <p>Action: Julie Andrews to include engagement plan for community services transformation programme on PPEC forward programme.</p>
NN/133/04/21	Community Diagnostic Hubs
	<p>Copies of a presentation updating PPEC on the latest information received from the Community Diagnostic Hubs National Programme Team and local progress had been circulated to PPEC members prior to the meeting.</p> <p>Simon Oliver, Senior Cancer Manager, reported that £27 million capital was available in Year 1 for systems to bid for that would deliver 8 Community Diagnostic Hubs across East and West Midlands areas. Year 1 revenue funding was also available. A submission would go to the regional team to deliver a bridging solution in advance of longer term Community Diagnostic Hubs. This would respond to pressure points in the system which are Magnetic Resonance Imaging (MRI) at Nottingham University Hospitals NHS Trust and endoscopy at Sherwood Forest Hospitals NHS Trust. A submission would be made in mid-May with detailed plans to follow in July/August. Work is taking place to identify local priority pathways and a long list of potential locations for 3 Community Diagnostic Hubs that will be subject to public engagement.</p> <p>Simon Oliver confirmed that there would be National priority pathways of focus to address the backlog reduction in pressure which include:-</p> <ul style="list-style-type: none"> • Breathlessness • Heart Failure • Long Covid • Musculoskeletal Conditions • Lower Urinary Tract Symptoms • Gynaecological Symptoms

	<ul style="list-style-type: none"> • Cancer pathways • Maternity <p>In response to a question seeking clarification about workforce considerations, Simon Oliver confirmed that workforce is a key consideration and a parallel project is taking place looking at workforce.</p> <p>It was suggested that consideration be given to a mobile facility to support equity of access. Simon Oliver confirmed that a hub and spoke model was proposed providing a Community Diagnostic Hub and a mobile facility or provision in a primary care setting.</p> <p>PPEC members referenced an earlier invitation to participate in a working group. This was welcomed by Simon Oliver. Julie Andrews agreed to liaise with PPEC members and confirm who would like to be involved in this group.</p> <p>Action: Julie Andrews to develop an engagement plan in relation to the development of Community Diagnostic Hubs.</p> <p>Action; Julie Andrews to confirm which PPEC member would join the Community Diagnostic Hub Working Group having shared the Terms of Reference which will incorporate frequency of meetings.</p>
NN/134/04/21	Equality, Diversity & Inclusion Steering Group Feedback
	<p>Jasmin Howell, Vice Chair, advised that the last meeting of the Equality, Diversity & Inclusion (EDI) Steering Group had been cancelled. Jasmin Howell highlighted important factors for PPEC to monitor as follows;</p> <ul style="list-style-type: none"> • Actions relevant to equality, diversity and inclusion that feature within the Recovery Engagement Action Plan • Progression of mandatory cultural competency staff training • Equality objectives specifically assessing CCGs performance and evidence • PPEC representation on the EQUIA Panel <p>PPEC members were reminded that Lucy Branson would attend a future PPEC meeting to discuss the CCG's equality objectives.</p> <p>PPEC members commented on financial poverty and the barriers this creates in relation to accessing services. It was agreed that this should be a consideration in all service reviews and transformation programmes and feature as part of the EQUIA.</p> <p>Action: Lewis Etoria to highlight barriers to accessing services arising from financial poverty at the next meeting of the Equality, Diversity and Inclusion Steering Group.</p>
NN/135/04/21	Governing Body Feedback & Key Messages from PPEC
	<p>Sue Clague provided feedback from the last Governing Body meeting held on 7 April 2021 explaining that it had been confirmed the CCG had achieved financial balance and funding for the first half of 2021-22 had been agreed. Discussion had also taken place about mental health challenges, Integrated Care Partnerships and the outcomes framework that would initially be applied to three areas of activity;</p> <ol style="list-style-type: none"> 1. Community care transformation 2. Children and young people's mental health

	<p>3. Personalised care</p> <p>Sue Clague summarised the key messages from PPEC to highlight at the next Governing Body meeting as;</p> <ol style="list-style-type: none"> 1. Reflection using the PPEC Effectiveness Framework had enabled PPEC members to confirm for two programmes of work engagement had been embedded in influencing the work of commissioners and had achieved tangible outcomes, some of which would be delivered over the longer term due to the nature of strategic commissioning. With regard to the children and young people's emotional wellbeing and mental health early intervention and training pathway, PPEC had requested and received information regarding provision of support in the interim in response to current demand where Covid-19 had exacerbated mental health issues. 2. PPEC members look forward to advising on the development of a comprehensive plan for engagement for the Community Transformation Programme at an early stage. 3. PPEC members were pleased to note that Community Diagnostic Hubs had moved from being a concept to a business case and welcomed plans to progress engagement to ensure the enhanced services are developed in such a way to provide greatest benefit to our citizens.
NN/136/04/21	Any Other Business
	<p>Julie Andrews reminded PPEC members of the informal drop in session scheduled for 29 April 2021 from 11 30 am to 12.30 pm and asked members to confirm their attendance.</p> <p>Sue Clague reported that Jasmin Howell, Vice Chair would be taking a 3 month break from PPEC to August 2021. PPEC members look forward to welcoming Jasmin Howell back later in the year.</p>
NN/137/04/21	Date of Next Virtual Meeting
	<p>The next PPEC meeting will be held virtually on Tuesday 25 May 2021 from 2 pm to 4 pm.</p>