

**NHS Nottingham and Nottinghamshire CCG's  
 Patient and Public Engagement Committee (PPEC)  
 held virtually on Tuesday 28<sup>th</sup> July 2020 at 2 pm**

**Attendees;**

Sue Clague, Chair  
 Jasmin Howell, Vice-Chair  
 Chitra Acharya, Patient Leader/Carer  
 Gilly Hagen, Patient Leader, Sherwood Patient Participation Groups  
 Daniel Robertson, Nottingham and Nottinghamshire Refugee Forum  
 Trevor Clower, Patient Leader/Carer  
 Colin Barnard, Diabetes/Patient Leader  
 Helen Miller, Healthwatch Nottingham and Nottinghamshire  
 Kerry Devine, Improving Lives  
 Teresa Burgoyne, Nottingham West  
 Paul Midgley, Rushcliffe  
 Amdani Juma, African Institute for Social Development  
 Roland Malkin, Nottinghamshire Cardiac Support Group  
 Michael Conroy, My Sight Nottinghamshire

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

Rosa Waddingham, Chief Nurse  
 Lewis Etoria, Head of Insight & Engagement  
 Julie Andrews, Engagement Manager  
 Katie Swinburn, Engagement Officer  
 Sasha Bipin, Engagement Officer  
 Jane Hufton, Engagement Assistant  
 Steve Morris, Mansfield CVS  
 Sarah Taylor, Ashfield Voluntary Action

**Apologies for absence were received from;**

Mike Deakin, Nottingham County Council  
 Yesmean Khalil, Nottingham City  
 Tracy Lack, Engagement Officer

<b>NN/23/07/20</b>	<b>Welcome and Introductions</b>
	<p>Sue Clague welcomed everyone to the NHS Nottingham and Nottinghamshire CCG's Patient and Public Engagement Committee and led a round of introductions.</p> <p>A special welcome was extended to Rosa Waddingham, Chief Nurse. Rosa Waddingham confirmed that she had recently been appointed to the post of Chief Nurse. Rosa Waddingham updated PPEC members on the CCG's response to Covid 19 with a focus on health inequalities. Reference was made to a report published by Public Health England in June 2020 that described how Covid-19 had exacerbated pre-existing health inequalities and that the national evidence reflected local risk. The full impact of Covid-19 would take some months to emerge. Work is progressing to understand the impact of changes to the way services have been delivered on vulnerable people through the Recovery Engagement.</p>

	<p>It was noted that some positive impacts on health have emerged during Covid 19, for example keeping homeless people safe through the Government scheme 'Everyone In'. It was important to retain such benefits.</p> <p>PPEC members were invited to work with the CCGs Equality, Diversity and Inclusion Lead and be involved in check and balance processes as part of the development of culturally competent procedures. Further discussion regarding this would be scheduled within PPEC's forward programme.</p> <p><b>Action: Rosa Waddingham agreed to share recent reports published by Public Health England with PPEC members.</b></p> <p>Further discussion took place during which PPEC members raised concerns about;</p> <ul style="list-style-type: none"> <li>• digital exclusion specifically for older people and shielded people</li> <li>• problems accessing interpretation/translation services for those for whom English is not their first language</li> </ul> <p>Rosa Waddingham referenced the community hub where link workers are available to work with individuals to develop personal solutions. PPEC members were unaware of community hubs and requested further clarification.</p> <p><b>Action; Further information to be sourced regarding community hubs and shared with PPEC Members.</b></p> <p><b>Action: Rosa Waddingham agreed to follow up the issue raised regarding access to interpreters and provide a response to PPEC members.</b></p>
<p><b>NN/24/07/20</b></p>	<p><b>Declarations of Interest</b></p>
	<p>The Chair reminded PPEC members of their obligation to declare any interest they might have relating to any items on the agenda and to declare any interest regarding issues arising at the meeting which might conflict with the business of the CCG. No declarations were made.</p>
<p><b>NN/25/07/20</b></p>	<p><b>Minutes of the Last Meeting</b></p>
	<p>The minutes of the last NHS Nottingham and Nottinghamshire CCG's PPEC held on 23 June 2020 were agreed as an accurate record of the discussion that took place at that meeting.</p>
<p><b>NN/26/07/20</b></p>	<p><b>Matters Arising including Action Log</b></p>
	<p>An updated copy of the Action Log had been circulated to PPEC members prior to the meeting and was noted.</p> <p>Julie Andrews updated PPEC members on the outstanding items listed on the action log as follows;</p> <ul style="list-style-type: none"> <li>• Public facing version of the CCG's Commissioning Intentions will be presented to PPEC meeting on 25 August 2020</li> </ul>

	<ul style="list-style-type: none"> <li>• Development of a framework to support PPEC members to effectively and consistently review the quality and impact of engagement was included as an item on the agenda for the meeting.</li> <li>• Explore opportunities to align engagement and Equality Impact Assessments with the CCG's Equality Lead would be followed up.</li> <li>• Opportunities for PPEC members to comment on engagement plans were highlighted.</li> </ul> <p><b>Action; Engagement Team to update Action Log.</b></p>
<p><b>NN/27/07/20</b></p>	<p><b>Primary Care Network (PCN) Tool Kit and Guide</b></p>
	<p>A copy of the PCN Toolkit had been circulated to PPEC members prior to the meeting. Lewis Etoria introduced this item explaining that the work had been led by Katie Swinburn who had worked with PPEC members and voluntary sector colleagues to co-produce a resource to support PCNs to deliver community engagement within their neighbourhoods.</p> <p>Michael Conroy, My Sight Nottinghamshire, advised that the format of the document was not accessible to people with a visual impairment or older people and recommended changes to the colour and use of plain text.</p> <p><b>Action: Michael Conroy to work with the Engagement Team to develop a final, more accessible version of the toolkit.</b></p> <p>Jasmin Howell asked how the toolkit supported engagement of vulnerable groups. It was confirmed that the Equality, Diversity and Inclusion section included a link to the East Midlands Academic Health Science Network page that provided a range of resources to support engagement of vulnerable groups.</p> <p>PPEC members welcomed the development of the toolkit and commented that it was an excellent piece of work and would be a really valuable resource.</p> <p>Julie Andrews reported that the toolkit had been shared with the PCN Development Team and had been well received. The team plan to raise awareness of this with PCN Clinical Directors. The toolkit will also be shared during scheduled PCN events and other opportunities to cascade the information would be identified.</p> <p><b>Action; Final copy of the PCN toolkit to be shared with PPEC members.</b></p>
<p><b>NN/28/07/20</b></p>	<p><b>Voluntary Sector Alliance Patient &amp; Public Engagement Contract – Delivery Update</b></p>
	<p>Copies of a presentation providing a delivery update on the Voluntary Sector Alliance (VSA) Patient and Public Engagement contract had been circulated to PPEC members prior to the meeting.</p> <p>Steve Morris, Chief Executive Officer, Mansfield CVS, introduced the presentation that provided an overview of the VSA, a partnership developed by Ashfield Voluntary Action, Mansfield CVS and Newark and</p>

	<p>Sherwood CVS that had expanded to work with delivery partners Rushcliffe CVS and Nottingham CVS to provide coverage across Nottingham and Nottinghamshire to deliver the patient and public engagement contract.</p> <p>As key VCS organisations the first quarter of this contract period was spent working with partners to co-ordinate a response to the COVID-19 pandemic in local communities whilst continuing to work flexibly to still meet the outputs in the first quarter of the contract.</p> <p>Key objectives for contract delivery currently relate to;</p> <ul style="list-style-type: none"> <li>• Undertaking engagement at both a PCN and ICP level, ensuring this work supports the priorities set by ICPs.</li> <li>• Being a conduit to feed information from a grass roots level and ensuring that key health related messages are delivered to the community in a timely and accessible manner.</li> <li>• COVID-19 recovery cell engagement work</li> </ul> <p>In response to a question regarding Eastwood Volunteer Bureau being a partner within the VSA, Steve Morris confirmed that this would be explored going forward but for the purposes of engagement, Eastwood area is included.</p> <p>Jasmin Howell requested clarification regarding the strategy the VSA had adopted to deliver the Recovery Engagement working with vulnerable groups. Julie Andrews confirmed that the VSA had worked closely with the CCG's Engagement Team who had provided a suite of materials including an information sheet, easy read documentation, translated versions, discussion guide and a survey, all of which are available on the CCG's website. A range of methods and approaches had been used to engage with vulnerable groups, including telephone conversations, Covid-safe face-to-face meetings and online meetings. An interim report would be available for the next PPEC meeting.</p> <p><b>ACTION: Include Recovery Engagement Interim Report on the agenda for the next PPEC meeting.</b></p>
<p>NN/29/07/20</p>	<p><b>Update on Recovery Engagement</b></p>
	<p>Lewis Etoria updated PPEC members on the Recovery Engagement programme of work reminding members of the various strands of the programme of work, quantitative research which been commissioned from a research agency, engagement of vulnerable groups led by the CCG's Engagement Team and the Voluntary Sector Alliance followed by qualitative research commissioned from a research agency.</p> <p>The qualitative engagement will take the form of focus groups engaging with;</p> <ul style="list-style-type: none"> <li>• Light service users, eg people with no ongoing health conditions</li> <li>• Moderate service users, eg. people with long term conditions</li> <li>• Heavy service users, eg people with complex multiple health conditions</li> </ul> <p>The programme of work will pause, to review insight gathered in order to</p>

	<p>provide a steer for the in depth discussions that will happen through a series of focus groups. The interim report will be shared at the next PPEC meeting and PPEC members will have an opportunity to inform the focus of further qualitative engagement.</p> <p><b>Action; Include Recovery Engagement Interim Report on the agenda for the next PPEC meeting.</b></p>
<p><b>NN/30/07/20</b></p>	<p><b>Framework for evaluating engagement</b></p>
	<p>Julie Andrews confirmed that the development of a framework to monitor the quality and impact of engagement consistently and effectively would be led by Jasmin Howell, PPEC Vice-Chair.</p> <p>A task and finish group would be established and PPEC members were invited to be involved in this. Paul Midgley, Helen Miller, Sue Clague and Chitra Acharya offered to be involved.</p> <p>An initial meeting would be arranged and the template used by the East Midlands Academic Health Science Network Activity Impact Log would be shared in advance of the initial meeting together with any other relevant information.</p> <p><b>Action; Julie Andrews to arrange an initial meeting of the Task and Finish Group and provide an update at the next PPEC meeting.</b></p>
<p><b>NN/31/07/20</b></p>	<p><b>Governing Body Feedback and Key Messages from PPEC</b></p>
	<p>Sue Clague reported that the highlights arising from the last Governing Body meeting related to;</p> <ul style="list-style-type: none"> <li>• The development of a case for change over the next six months that should deliver significant investment in Nottingham University Hospitals infrastructure by 2029. Sue Clague confirmed her membership on the Tomorrow's NUH Steering Group.</li> <li>• Diagnostics continue to be under pressure post Covid-19.</li> <li>• Availability of PPE continues to be an issue.</li> <li>• A Board to Board meeting between the CCG and Nottinghamshire Healthcare Foundation Trust had taken place. The appointment of a new Chair and Chief Executive to the Trust had bought with it a new ethos of embedding mental health in every aspect of care.</li> </ul> <p>The key messages that PPEC members agreed to share with the Governing were;</p> <ul style="list-style-type: none"> <li>• Health inequalities and equality and diversity should be incorporated into every aspect of patient and public engagement. PPEC agreed to establish a Task and Finish Group led by Jasmin Howell, PPEC Vice-Chair, to develop a framework to provide assurances around this. Several PPEC members expressed an interested in being involved in this group. Furthermore, PPEC members would welcome the opportunity to be involved in a check and balance process linked to the development of culturally competent procedures.</li> <li>• Effectively measuring the impact of engagement is a challenge and PPEC and the CCG will collectively develop solutions that will</li> </ul>

	<p>deliver assurance on this.</p> <ul style="list-style-type: none"> <li>• Planning should incorporate clarification of future roles for volunteers who have come to the fore during the pandemic and provided a lifeline to some of the most vulnerable in our communities.</li> <li>• PPEC members welcomed the progress being made on recovery engagement and look forward to receiving an interim report at the next meeting to be able to inform the focus of further qualitative engagement.</li> </ul>
<p><b>NN/32/07/20</b></p>	<p><b>Any Other Business</b></p>
	<p>Helen Miller, Healthwatch, referenced the recently published GP Patient Survey results and asked what action would be taken by NHS Nottingham and Nottinghamshire CCG in response to the results. It was agreed that further information would be sourced and shared at the next meeting.</p> <p><b>Action; Clarify the CCG’s response to the GP Patient Survey.</b></p> <p>Sasha Bipin highlighted an opportunity to comment on a 'Framework for involving patients in patient safety' developed by NHS England and NHS Improvement. Further information would be included in the Bulletin.</p> <p>Gilly Hagen asked if any local information was available for shielded patients as the end of shielding approaches on 1 August 2020. Lewis Etoria confirmed that any guidance would be issued nationally.</p> <p><b>Action: Sasha Bipin to include the GP Patient Survey results, information about the consultation on the ‘Framework for involving patients in patient safety’ and any further guidance for patients shielding in the next edition of the Bulletin.</b></p>
<p><b>NN/33/07/20</b></p>	<p><b>Date of Next Virtual Meeting</b></p>
	<p>The next meeting will be held virtually on Tuesday 25<sup>th</sup> August 2020 from 2 pm to 3.30 pm.</p>