

Minutes from Pan Islington PPG Meeting: 9th December 2014

Welcome, introductions, apologies

Apologies, Pamela Moffatt, patient chair for North Locality and Co-Chair December Pan-Islington.

Chair: Sorrel Brookes, lay member on Islington Clinical Commissioning Group Governing body

Minutes and Matters arising

No matters arising from last (June 2014) Pan PPG meeting and South Locality meeting. From the last North locality meeting (October 2014):

- i) Will Locality and Pan PPG meetings continue when the funding from DES for practice PPGs stop?
 - Yes, they will be continuing.
- ii) What are the options for sharing useful outputs from practice PPG meetings?

Currently exploring options. Islington CCG is also developing their website and there will be something on engagement and feedback from the community.

From the last Central locality meeting (October 2014):

- i) Is the money for Personal Health Budgets (PHBs) made available through a monitored 'credit card'.
 - Yes, people receiving a PHB have the choice of receiving it as a direct payment into a separate bank account or via a prepaid debit card.

Item 1: Outreach projects

Presented by Emma Whitby of Healthwatch Islington.

The role of Healthwatch Islington, which is an independent Islington voluntary sector and volunteer-led organisation, is to both monitor health and social care services and influence commissioning in health, social care and children's services. To do this it gathers views from the local community, visits local services and provides information to residents on local services.

The work plan has focused on urgent care services, support for people with long-term conditions, access to hospitals for Deaf service users, home care and access to interpreting in primary care services as well as visiting care homes.

Healthwatch Islington has also been commissioned by the CCG to look at how patients can complain about NHS services (currently there are 70 different ways to complain) and gather users' experiences of making a complaint. Any local resident who has made a complaint about NHS services in the last 18 months is welcome to take part. People can give their views via a link on our web-site:

<http://www.healthwatchislington.co.uk/news/healthwatch-islington-interviewing-local-residents-who-have-made-complaints-about-nhs> or via <https://www.surveymonkey.com/s/98N68B9>

Or you can just have a chat on the phone. Leaflets about Healthwatch Islington were made available at the meeting for anyone interested.

To find out more, or become a member of Healthwatch Islington, contact Emma Whitby by email emma.whitby@healthwatchislington.co.uk or by phone on 020 7832 5814.

Item 2: Review of patient groups and survey

Presented by Lizzie Stimson, Engagement Lead, Islington CCG.

The presentation covered aims of the meetings; the support (as of February 2014) from Voluntary Action Islington for the locality and Pan-Islington PPG meetings; Patient Chairs; key patient feedback about the meetings to date and who hears that feedback.

Questions from the floor about the role of locality and pan-Islington groups were noted by the chair who promised that queries and comments would be collated to improve the running of PPGs. These included:

- the desire to have more information (including the presentations) sent in advance to attendees could allow more able and active participation
- information on who are the patient chairs

The presentation was followed by table top discussions where further comments were recorded by individual groups and then collated. Attendees were encouraged to fill in the PPG survey [see appendix 1].

Item 3: Commissioning intentions

Presentation by Paul Sinden, Director of Commissioning, Islington Clinical Commissioning Group.

The presentation looked at the aims and achievements of the key areas (mental health and wellbeing; managing long-term conditions; reducing health inequalities; to ensure all children have the best start in life) for 2014-15; along with looking at how Islington CCG spend their money; aims for the next five years; co-commissioning (joint commissioning with NHS England); and commissioning intentions for 2015-16.

Comments and queries from attendees:

- How will funding cuts impact on services commissioned by CCG?
- Out Of Hours / NHS 111 procurement was raised. There was a strong feeling by some attendees that NHS services should be provided by only public sector organisations.

ACTION

An agenda item to present on consultation and engagement work carried out with Islington community.

- Sorrel Brookes fed back from a recent Islington CCG meeting that she understood the rationale to be:
 - i) To have an efficient telephone service it needs to be a big organisation and so working as 5 CCGs makes sense. Private providers are likely to bid, but so may local hospital trusts and not for profit organisations
 - ii) There needs to be a really good link between phones being answered and then doctors or other staff following through.

There was no intention to exclude GPs to be part of a bid. The solution might be to have one procurement process but different local solutions via different boroughs.

- David Davies introduced himself as a clinical lead of the CCG for 111 services and highlighted that people had been engaged through Urgent Care review and that more engagement was planned. He further highlighted the need to procure a high quality service that served the local population and its surrounding boroughs (for OOHs care people often cross between boroughs).
- The issues for accessing services in particular for deaf patients was highlighted. It was asked this could be taken forward not just in consideration for 111 but when looking at all services.

ACTION

It was suggested by the Chair a possible agenda item topic could be to look at how Islington CCG are engaging and involving local people.

ACTION

To take forward further engagement for vulnerable groups or groups who experience particular barriers in accessing services with an emphasis on the Deaf community.

- Question: how do people who may need health care or preventative assistance but may not see their GP, access health and wellbeing support? E.g. 'stage 1' mental health issues

A: This is an issue which the CCG and council are aware of and working to try to address. There is a range of initiatives which include:

- using community centres, supermarkets, pharmacies etc to offer NHS health checks (and 1 in 6 checks are revealing undiagnosed long-term conditions)
- An early intervention and prevention steering group that is looking at how to support local community and join up the very good voluntary sector care there already is – as well as further support this sector
- Health Navigators who work with GP practices. GPs can refer patients who may need additional wellbeing support. The navigators then assist them in accessing the most appropriate community support
- Lizzie Stimson gave an example of Community Wellbeing Project. Working with Help on your Doorstep (HOYD), Islington CCG have created a local community wellbeing project on the New River Green Estate. HOYD (through their Good Neighbour Scheme) have worked with local residents to assess both their needs and skills. Through this insight a range of community wellbeing support has been and will be provided which the residents are involved in both participating in and providing. This includes providing additional support to Essex Giants –

a football team set up by residents to support the boys and girls who live on New River Green Estate.

Item 4. Next meetings

North Locality: 19th March 2015 (2.30 to 4.30pm) at Resource for London, 356 Holloway Road, London N7 6PA (*Entrance next to Waitrose*)

Central Locality: 26th March 2015 (6.30 to 8.30pm) at Laycock Street Professional Development Centre, Laycock Street, London N1 1TH

South Locality: 31st March 2015 (6.30 to 8.30pm) at St Luke's Community Centre, 90 Central Street, London EC1V 8AJ

Light refreshments will be served 30 minutes before the meeting starts.

Total no. of respondents 33

	Pan	Locality	Both	
Do you prefer locality or pan?				
no.	10	10	7	
%	37	37	26	
Do you get the minutes of the meeting before each meeting?		No		
no.	23	9		
%	72	28		
Do you know when the next meetings are?		No		
no.	29	3		
%	91	9		
How far ahead of the meetings do you receive notification from your GP practice?				
no.	1	28	4 weeks	5 to 6 weeks
%	3	85		4
				12
How many weeks before the meeting would you like to hear about it?				
no.	4	14	4 week	5 to 6 weeks
%	14	50		7
				25
Are you happy to get selected health-related information and/or information about engagement or training opportunities etc via email?				
no.	26	5		
%	84	16		
Venues: Would you prefer to		look at other venues in the borough		
no.	19	4		

%	83	17			
Timings: Would you prefer to	have meetings scheduled during afternoons?	have meetings scheduled in the evenings?	have some meetings scheduled in the afternoon and some in the evening?	don't mind	
no.	6	6	9	5	
%	23	23	35	19	
Do you feel that any questions or concerns you have during the meetings are answered		No	Sometimes	Rarely	
no.	8	8	5	13	
%	31	31	19	50	
Would you like to see health-related information available to browse before the meeting starts?		No			
no.	19	19	4		
%	83	83	17		
We are going to be looking at ways that we can share information from PPG events with patients and healthcare staff who cannot get to the meetings. For this purpose, it might help us if we record the meetings. Would you:	Be happy if we made recordings of the meetings	Prefer that no recordings were made	don't mind		
no.	11	7	10		
%	39	25	36		
DEMOGRAPHIC INFORMATION					
What locality are you from?	North	South	Central	Don't know	
no.	9	5	14		
%	32	18	50		
What is your age	18 or under	19 to 25	26 to 35	36 to 50	51 to 65
					66 to 75
					75 +

Other Asian
Black or black British
Caribbean
African
Other ethnic group
Arab
Any other