

PUBLIC REFERENCE GROUP

Thursday 1st March 2018

Cantilever House, Lee 14.00 - 17.00

PRG MEETING SUMMARY

MEMBERS PRESENT:

Beverley Weston	(BW)	Chair, PRG
Nigel Bowness	(NB)	Vice Chair, PRG
Linda Killick	(LK)	Secretary
Kelvin Wheelan	(KW)	Member, PRG
Paul Brownlow	(PB)	Member PRG
Sangita Kansal	(SK)	Member, PRG
Paul Clayton	(PC)	Member PRG
Michelle Nembhard	(MN)	Member. PRG
Juliet McCollin	(JM)	Member. PRG
James Campbell	(JC)	Member. PRG
Teresa Rodriguez	(TR)	Engagement Officer

APOLOGIES:

Rebecca Sullivan	(RS)	Member PRG
Roseanne O'Rourke	(RO)	Member PRG
Denver Garrison	(DG)	Member. PRG
Alex Camies	(AC)	Member. PRG
Charmaine Binns	(CB)	Member. PRG
Russell Cartwright	(RC)	Head of Communications and Engagement

SPEAKER:

Ben Turnmore	(BT)	Senior Information Governance Compliance Lead
--------------	------	---

1. WELCOME AND INTRODUCTION

BW welcomed everyone to the meeting.

2. APOLOGIES FOR ABSENCE

Apologies for absence were taken and recorded.

3. MINUTES FROM PREVIOUS MEETING

PRG members agreed that the previous minutes were an accurate record of the meeting.

4. MATTERS ARISING AND ANY OTHER BUSINESS

NB's question about Pharmacy First was mis-represented. He wanted to know if designated pharmacy first shops would have information about what is offered by Pharmacy First clearly displayed in the shop.

Action: TR will ask Simeon Baker and Erfan Kidia.

BW asked members to use the agreed feedback form to report back on any meetings/events they attend. This feedback will be needed before the next PEEF meeting in April and will be used to contribute to the Chairs report to the PEEF.

Action: PRG members to email feedback form to Beverley.

PB thanked everyone who helped with the Pensioners Forum Health Fair.

JC raised the issue in current news stories about GPs being paid not to refer patients.

5. ACTION TRACKER

1. BW has a further meeting with Faith on the 21st March, TR will find out if additional PRG members will be able to attend.

2. Ongoing

3. Ongoing

4. Completed, TR will supply NHS email addresses to trained members.

5. The main priority is the Narrative, TR will send a copy of the most recent Narrative version to NB.

6. Completed

6 INFORMATION GOVERNANCE TRAINING - BT

BT gave an informative presentation and members took a test at the end to enable them to use NHS email. The PRG was warned that they will need to be aware of changes to Data Protection due to be implemented on 25th May 2018. Members were told to contact Teresa if they have any security concerns when accessing NHS email. It was agreed that Ten Top Tips – relevant to the PRG - about using the NHS email account would be helpful. Circulation of the power point presentation was also requested. TR will contact BT about this.

Action: TR to prepare Ten Top Tips and share with PRG members

7 INFORMATION FOR CARERS

BW shared preliminary material prepared during her meeting with Faith Abiola (Joint Commissioner) and Luisa DePaoli (Carers Lewisham). The members gave their feedback for the different four areas of the poster.

Do you need help supporting someone-else?

An adult relative or friend is really ill now, and it's up to me to help them out

Ask for Advice...

- Let your GP know how you help them
- Speak to staff at Carers Lewisham for advice
- Think about planning for emergencies
- If working, speak to your employer, they may offer flexible support
- Speak with an occupational therapist, about ...

I am feeling overwhelmed and anxious [about supporting an adult relative or friend]

Find time to ...

- Consult a counsellor
- Ask questions of advisors in the Department of Work and Pensions (part of the Department of Health)
- Check out services on the [Lewisham Wellbeing Map](#)
- Talk to staff at Community Connections

I want to stay well while I am looking after (caring) for others

Try to stay connected...

- Call family and friends, they still want to hear from you
- Contact self-help groups (e.g. Dementia Friends, Parkinson's Society, Diabetes UK, Carers Lewisham, Community Connections)
- Help get organised (e.g. Carers UK App) and think about letting others help you, where you can

I'm always tired ,not coping with the needs of the person support at home- is there any help?

TO BE CONFIRMED
Step 1
Step 2
Step 3

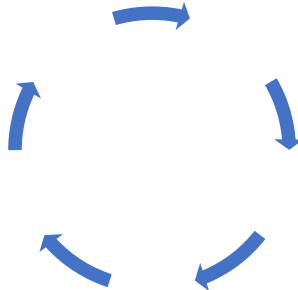
Feedback from the members was:

1. Ask for advice..... – why adult focused?
 Expand on the advice re; 'speak to carers', suggested comment – “ask Carers Lewisham about”
 Can it be person – rather than relative or friend.
2. Find time to
 Talk to someone – Your GP.
 CRE counselling comment
 DWP – problematical for people in distress
 WHO do you contact in Community Connections – and HOW?

Council Social Care directory.

Lewisham Health Watch to be added.

Remove brackets from speech bubble.



3. Try to stay connected.....
 Call family and friends comment is an assumption
 “Stay in touch with support networks or anyone who is willing and able to help” use / instead of brackets.
4. Help from social services may be challenging, people may be scared to approach them – especially the older generation.

Additional comments were:

- A bit short form – can’t get to occupational therapist easily
- Someone-else should be: someone else
- More explanation needed around ‘Keeping well’ “are you keeping well?”
- VAL to be added somewhere for sign posted.
- Headline: ‘Is this you?’ Do you identify with this?
- Visual Short hand:
- Pictures: Phone - this is who you can talk to.
 - PC – these are online tools you can access
- Structure: could have three more specific posters with quotes from carers.
- Use a circular model.
- Confidential Advice
- Make use of Forum Theatre

Next meeting: Wednesday 28th March. 14.00 – 17.00. Rooms 1 & 2

REF.	ACTIONS	LEAD/S	DUE DATE	STATUS/COMMENT
1	PRG subgroup to meet Faith for Carers strategy engagement	Subgroup: BW, NB, KW, SK, PB, PC, LK, MN	MARCH	COMPLETED

2	Contact Primary Care Commissioner for future PRG meeting	AH/RC/TR	MAY	ONGOING
3	Update Diabetes Transformation Programme at PRG meeting	Volunteers PC, SK,KW,CB,RO, and NB	JUNE	ONGOING
4	Update PRG workplan & timeline. Email draft	TR	MARCH	ON AGENDA NEXT MEETING
5	Prepare Top Ten Tips IG for PRG members	TR/BT	APRIL	ONGOING
6	Send feedback forms to Beverley	All	APRIL	ONGOING