

PUBLIC REFERENCE GROUP

Thursday 25th January 2018

Cantilever House, Lee 14.00 – 17.00

PRG MEETING SUMMARY

MEMBERS PRESENT:

Beverley Weston	(BW)	Chair, PRG
Nigel Bowness	(NB)	Vice Chair, PRG
Paul Brownlow	(PB)	Member PRG
Sangita Kansal	(SK)	Member PRG
Paul Clayton	(PC)	Member PRG
Charmaine Binns	(CB)	Member PRG
Alex Camies	(AC)	Member PRG
Michelle Nembhard	(MN)	Member PRG
Juliet McCollin	(JM)	Member PRG
James Campbell	(JC)	Member PRG
Anne Hooper	(AH)	Lay Member CCG
Folake Segun	(FS)	Healthwatch
Teresa Rodriguez	(TR)	Engagement Officer
Russell Cartwright	(RC)	Head of Communications and Engagement CCG

APOLOGIES:

Linda Killick	(LK)	Secretary
Rebecca Sullivan	(RS)	Member PRG
Roseanne O'Rourke	(RO)	Member PRG
Denver Garrison	(KW)	Member PRG
Kelvin Wheelan	(DG)	Member PRG

SPEAKER

Simeon Baker	(SB)	Lewisham Health & Care Partners Communications & Engagement Lead
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1. WELCOME AND INTRODUCTION

BW welcomed everyone to the meeting.

2. APOLOGIES FOR ABSENCE

Apologies for absence were taken and recorded.

3. CONFLICT OF INTEREST

PC is interested in providing IT training for carers with Carers Lewisham. This can potentially create a conflict of interest.

3. MINUTES FROM PREVIOUS MEETING

Changes to prescribing in Lewisham - PC noted that the actions on a comment from EK were not specific.

*'The CCG pharmacy team are working with the Communication team on engagement **and education** on selfcare and the changes to prescribing in Lewisham.'* TR to add specific information on education strategy, such a possible health seminars at Lewisham Library or other venues/engagement events.

PRG members agreed that the previous minutes were an accurate record of the meeting, but it was decided future minutes would only contain the information discussed in the meeting, with additional feedback from speakers recorded separately.

ACTION TRACKER

1. Completed
2. Ongoing. Will resume end of year.
3. PRG subgroup met with Faith on 18 January to talk and develop an engagement strategy for carers in Lewisham. Some of the points of discussion were:
 - a. There was miscommunication between PRG and Carers Lewisham in previous meetings
 - b. There are current issues with access to information and services
 - c. Some carers are not aware of their carer status – need to define and make clear who is a carer
 - d. A summary of current engagement material and opportunities offered by Carers Lewisham is needed. AC noted Carers Lewisham have a table at South Lewisham practice every week.
 - e. SK acknowledged there is a decrease of Respite care

Actions:

FA to summarise engagement material, website and events offered by Carers Lewisham.

FA and BW to meet and co-design poster/leaflet with clear information and signposting for carers. BW will investigate how PRG can support to fill engagement gaps and will report to the group.

4. Completed
5. Primary Care: TR and RC to check and invite a Primary Care commissioner to talk to the PRG about current activity.
6. Diabetes Transformation Project: Victor Ferreira is now leading the project. TR to talk to VF for overview and invite to future PRG meeting.
7. IT Communication: PRG members will get access to nhs mail account. TR to organise face to face Information Governance training, possibly for next meeting on 1st March.
8. TR to work of draft workplan and send to the group as soon as ready.
9. Completed
10. PRG meetings. Agreed to move meeting from 29 March to 28 March and after this TR to book meetings every 6 weeks, possibly on Wednesdays which is the best day for the group.

AOB. There was no other business.

Welcome and introduction to new PRG members

BW welcomed the new members:

Alex Camies

Juliet McCollin

James Campbell

Michelle Nembhard

BW asked all the attendees to give a brief introduction about their background and reasons for joining the PRG.

'Use the right service' campaign

SB provided an overview of the campaign and outlined the main material and channels for dissemination used in the campaign.

SB asked the PRG members if they have seen the leaflets/posters and where/when? and recorded the information on a designated form. SB requested advice for future dissemination of the material.

The PRG suggested the following options:

- Posters in New Cross station – in designated paid areas. *SB said there were posters in the station with approval from station managers, but not the big advert areas.*
- Disseminate in Goldsmiths University – *SB and RC have a meeting with Goldsmiths - scheduled 29 Jan.*
- GP surgeries website. *SB: This has been requested. An audit would be convenient to ensure information is uploaded.*
- Other locations for display: Social Housing Unit/ Community boards in multistores (Sainsburys, etc) / Nurseries / Buses (stops and/or inside the bus)
- Language is not that clear, what is a Minor Illness? Examples are needed
- FS advised that future drafts should be co-produced with lay people. *SB agreed, and added that urgent deadlines (before Christmas 2017) and need of blending the material with a national campaign have added difficulty to the use of language.*
- Consider sending information to GP surgeries from other boroughs which located close to Lewisham borders. Patients from these surgeries may use some of Lewisham services.
- Residents Associations – send information. *SB advised information sent electronically to 7000 residents, but is not possible to track further dissemination effect.* NB mentioned there should be a total of 18,000 addresses, so still options for additional promotion.
- JC noticed some of the information referred to the Minor Injuries Unit. Do we have one in Lewisham? *SB. No, in Lewisham Hospital patients are filtered to GP Extended Access, Urgent Care Centre and A&E.*

Additional Questions (not enough time for discussion during meeting, answer in speaker feedback form):

- NB: if people use leaflet properly and they are signposted to the pharmacist, would all the pharmacists be ready to offer the right information?
- PC Question 1: What is there planned to follow the initial messages? My thinking would be a booklet with examples of good things to do for self care (an opportunity to garner the wisdom of crowds).
- PC Question 2: I noticed the leaflet and poster on my visit to my new GP, what options for multiple languages are there?
- PC Question 3: What organisations across the borough are engaged with promoting the message beside the CCG? Visiting PPGs, public events, schools

Lewisham CCG narrative

RC provided a draft of the CCG narrative for 2018-19 which will be used to promote health messages, challenges and ideas on how to work together to promote healthier lives for Lewisham residents. The narrative goes in parallel with the NHS 70th anniversary.

RC divided the attendees in 3 subgroups to go through 3 specific areas of the narrative. RC collected feedback and comments from the group.

Next meeting: Thursday 1st 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	FEBRUARY	COMPLETED
2	Contact Primary Care Commissioner for future PRG meeting	AH/RC/TR	MARCH	ONGOING
3	PRG subgroup to advise Diabetes Transformation Project	Volunteers PC, SK,KW,CB,RO, and NB	MARCH	ONGOING
4	NHS email account for PRG members – Information Governance Training	TR/RC	MARCH	ON AGENDA
5	Update PRG workplan & timeline. Email Draft	TR	FEBRUARY	ONGOING
6	Dates for PRG meetings: March 2018 – Change date to 28 th . Book following 2018 meetings every 6 weeks	TR	MARCH	COMPLETED