

PUBLIC REFERENCE GROUP

Wednesday 28th March 2018

Cantilever House, Lee 14.00 - 17.00

PRG MEETING SUMMARY

MEMBERS PRESENT:

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
Alex Camies	(AC)	Member PRG
Rebecca Sullivan	(RS)	Member PRG
Michelle Nembhard	(MN)	Member. PRG
Juliet McCollin	(JM)	Member. PRG
James Campbell	(JC)	Member. PRG
Teresa Rodriguez	(TR)	Engagement Officer
Russell Cartwright	(RC)	Head of Communications and Engagement

APOLOGIES:

Beverley Weston	(BW)	Chair, PRG
Roseanna O'Rourke	(RO)	Member, PRG
Paul Clayton	(PC)	Member, PRG
Charmaine Binns	(CB)	Member PRG
Denver Garrison	(DG)	Member PRG

SPEAKERS:

Fahmida Din	(FD)	Commissioning Project Officer – Nursing and Quality
Martin Wilkinson	(MW)	CCG Chief Officer

1. WELCOME AND INTRODUCTION

NB welcomed everyone to the meeting.

2. CONFLICT OF INTEREST

There were none

3. APOLOGIES FOR ABSENCE

Apologies for absence were taken and recorded.

4. 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

KW asked for clarification about the efficacy of Pharmacy First. It was suggested that Erfan Kidia be asked to let the PRG know how Pharmacy First is working within the 'Use the Right Service' initiative. There were concerns about the limited availability of the service on Sundays.

PB pointed out that anyone entitled to free prescriptions needs to know that they should not pay when using Pharmacy First. Pharmacy workers must be sensitive to the dignity and needs of vulnerable people.

Action: TR to contact and invite Erfan to a future PRG meeting

5. ACTION TRACKER

1. The sub group met Luisa from Carers Lewisham. The meeting was useful as the group discovered that carers must be registered to obtain any help and that the process takes two weeks, this is not helpful in emergency situations.

The PRG believes that effective sign-posting needs work from the commissioners and further discussion about where it fits in with the PRG work plan is needed. The PRG felt there is a need of a hub/central point for sign-posting and there was discussion around methods of disseminating information. Community Connections may be able to give information about what is available for carers.

Action: RC/TR to talk to Faith and discuss with Health and Care partners future promotion.

2. Ongoing, an update is still required.

3. Ongoing, Victor will come to the June meeting and there is a connection between diabetes and frailty, this will be discussed in May.

4. On agenda.

5. We are still awaiting an answer. TR will collate the Top Ten tips. All qualified members of the group are asked to sign up to the NHS email.

5. Ongoing: all members are asked to send feedback about meetings they have attended to BW using the pro-forma. BW must collate a PRG report for the PEEF meeting on 25th April. She will need members' feedback by 6th April.

6 This item is CONFIDENTIAL

7. PRG WORKPLAN 2018/2019

TR has prepared two grids to summarise CCG Engagement priorities and public engagement opportunities. The grid contains dates for CCG meetings (PRG, Primary Care Commissioning Committee PCCC, Governing Body), festivals, community events and additional opportunities for engagement. TR asked PRG members to let her know about possible additions. NB asked if anyone from the CCG will attend a meeting on 17th May to introduce new councillors to Borough stake holders.

RC talked through the PRG Work Plan first draft. The PRG work plan is aligned with the main CCG priorities. CCG narrative is high level priority: there are difficult decisions to be made about the best use of the money we have. There was discussion around the role of the PRG in the Narrative and Work Plan. Concerns were raised about possible difficulties in replacing out-going members and the integration of new members part way through the work plan. The recruitment for new PRG members is expected to start soon. TR will prepare a timeline and the application form.

RC asked for feedback and ideas from the group.

Action: TR to prepare application form and timeline for the recruitment of new PRG members.

8. CCG UPDATE (MW)

MW gave an update on the CCG activity during 2017/18, with challenges and achievements and last changes in the CCG structure.

MW provided information of the current health challenges in Lewisham and explained that the demand on the services in Lewisham is growing at a higher rate than the CCG funding. JM asked for clarification of the information about the Lewisham population, money and supply/use of services. MW will supply graphs that are currently available and will check if it is possible to match other information such as information from GPs and the distribution of spend in the four neighbourhoods.

Some of the issues highlighted were:

- Staff retention is a general problem with the NHS, including Lewisham.

- We must use co-design to get the services people need.
- It is essential to get 'Use the Right Service' out to the wider population so that people understand their accessibility route to the right service.

MW answered questions from the group including:

- The change to orthopaedic services discussed in 2017 could not be agreed, but there have been changes and more will follow.
- He will provide information to AC about Enhanced Dementia Care.
- One Health Lewisham is encouraging GPs to work together on shared services. The supply of some single services (e.g. dermatology) may cross borough boundaries.

Actions:

PRG to receive additional information for services and funding in Lewisham and the Enhanced Dementia Care pathway – MW/RC/TR

Next meeting: Wednesday 9th May. 14.00 – 17.00. Rooms 1 & 2

REF.	ACTIONS	LEAD/S	DUE DATE	STATUS/COMMENT
1	Carers strategy engagement – Update with commissioner and LHCP	RC/TR/FA	MAY	ONGOING
2	PRG requested an update on Primary Care Commissioning	RC/TR	MAY	ON AGENDA
3	Update Diabetes Transformation Programme at PRG meeting	Volunteers PC, SK,KW,CB,RO, and NB	JUNE	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	COMPLETE
7	PRG requested additional information on services and expenditure in Lewisham	MW/RC/TR	JUNE	ONGOING

8	PRG requested additional information on the Enhanced Dementia Care Pathway	MW/TR/KG	MAY	ONGOING
9	Prepare application form for PRG recruitment 2018	TR	MAY	COMPLETE
10	PRG requested a Pharmacy First update	TR/EK	MAY	ON AGENDA