

PUBLIC REFERENCE GROUP

Wednesday 31st October 2018

Cantilever House, Lee 14.00 - 17.00

PRG MEETING SUMMARY

MEMBERS PRESENT:

Nigel Bowness	(NB)	Vice Chair, PRG
Linda Killick	(KL)	Secretary
James Campbell	(JC)	Member, PRG
Kelvin Wheelan	(KW)	Member, PRG
Sangita Kansal	(SK)	Member, PRG
Alex Camies	(AC)	Member, PRG
Michelle Nembhard	(MN)	Member, PRG
Juliet McCollin	(JM)	Member, PRG
Teresa Rodriguez	(TR)	Engagement Officer

APOLOGIES:

Beverly Weston	(BW)	Chair PRG
Anne Hooper	(AH)	Lay Member
Roseanna O'Rourke	(RO)	Member, PRG
Paul Brownlow	(BW)	Member PRG
Paul Clayton	(PC)	Member PRG
Rebecca Sullivan	(RS)	Member PRG
Russell Cartwright	(RC)	Head of Communications and Engagement

SPEAKERS:

Noor Butt	(NBu)	Primary Care Commissioning Manager
Ashley O'Shaughnessy	(AO)	Deputy Director Primary Care

1. WELCOME AND INTRODUCTION

NB welcomed everyone to the meeting.

2. CONFLICT OF INTEREST

There were no conflicts of interest.

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. The attendance list should be amended to include apologies from Paul Clayton (PC)

5. MATTERS ARISING AND ANY OTHER BUSINESS

KW asked how the SLaM equalities report would be used, SLaM is collecting borough-based equalities information. TR will find out if the PRG will be involved in this.

AOB

- The presentation scheduled today for Young People's transition to Adult Services has been postponed. The PRG suggests that they should be invited for a meeting in 2019 as the December meeting would not be ideal with 12 new PRG members attending.
- New members' induction will be on Monday 5th November. Martin Wilkinson (CCG Managing Director), AH, RC and BW will be providing an introduction to the CCG work, opportunities and challenges, Governance structure, Public engagement, PRG duties and expectations.
- Members would like to know from the speakers if they are using a generic presentation and clarity on what they want from the PRG
- TR circulated information on MacMillan Cancer Support and the Time Bank scheme.
- TR will inform members by email on how they can access information from Community Connections.

6. ACTION TRACKER

1. There has been a successful bid for funding to produce leaflets and posters for carers. The current PRG sub group will continue to work on this project. TR will discuss arrangements with BW and will contact sub group members.

2. TR has contacted Perpetua Egan, the Macmillan Engagement Lead – SE London. Initial contact has been very useful, and TR will maintain conversation for future collaboration and engagement support. She will include the role of the PRG in the discussion, TR will inform the PRG when Perpetua has a clear engagement plan. We suggest that cancer should be on the agenda by April 2019.
3. TR updated the group with information for the Patient Choice Policy provided by NBu. The information included a document giving answers to questions from the last meeting. The group understand they can be involved in the preparation of some visual presentation / diagram to support the policy. The members suggest receiving initial material and information to develop their ideas.
4. Completed.
5. Completed. TR thanked members who gave feedback and responded to the questions for CH.
6. To be confirmed. Members of the group felt Caroline Hirst's (CH) presentation was excellent and the group hopes she felt the feedback was constructive. TR was asked to let CH know that the PRG appreciated her input.

7. Primary Care Commissioning Intentions for the PMS Premium

NBu and AO introduced the Personal Medical Services (PMS) and General Medical Services (GMS) Commissioning Intentions 2019-2021 to the group and asked the members to comment on the recommendations of the Primary Care Commissioning Committee workshop for areas to retain, change, remove or add to the PMS/GMS premium contract.

Points arising were:

- A link from the CCG website will be sent to TR to explain the need to manage the movement of money. The contract is with individual practices.
- There was discussion around the possibilities of patients and parents refusing to engage with GPs over screening, attendance at intervention schemes etc. Ideas from practices with good processes in place will be used to inform future planning.
- It is important to understand the role of poverty in many health problems.
- To encourage full participation, JC suggested telling people how much intervention programmes cost.
- There is a need to consider carers in End of Life care.
- Monitor Home Visiting enables identification of any possible gaps and increase effectiveness.
- There must be flexibility in choosing patients for Co-ordinated Care.
- Practices should be asked to discuss changes with their PPGs.

- The inclusion of Mental Health in the commissioning process was warmly welcomed by the PRG. The group suggested that one potential area of focus could be to help those people with developing mental health problems at a time when primary intervention will be effective and will stop progress to secondary care needs. There is an opportunity for Practices to try different interventions; monitoring will show the most effective. The group requested an update on Mental Health aspects.

Action: AO/NBu to send links from CCG website to share with the group

8 PRG Feedback for evaluation report.

The group discussed the best way to gather feedback and it was agreed that the original PRG cohort will have 2 face-to-face feedback sessions with small number of PRG members and an on-line survey.

Transition group members will have a separate meeting to discuss the handover. The group proposed that, as part of the organisation for the new PRG, the four transition group members should take on the roles of Chair and Vice Chair in a way to be agreed and for a time-limited period, with elections following at an appropriate time. A proposed option was 2 members for the first 6 months. Some general feedback points were discussed:

- Acronyms and jargon are an on-going problem for non-medical people.
- Speakers should let the PRG know if they want to Inform, Engage or Empower the group when they attend. There is a need to clarify expectations and find a balance between the CCG and PRG. The group feels the CCG tends to Inform while the PRG wishes to Engage at a higher level.
- The PRG would like to have evidence as assurance of where it has made a difference. Short term and long-term trackers to measure would be useful to the PRG and CCG to evidence outcome and impact.

Suggestions for new PRG members induction and training were:

- Include the difference between the commissioning and procurement of services. JC works for a procurement organisation and could offer training.
- New members of the PRG should have expenses explained clearly. This should include an explanation about variable amounts of payment depending on the length of a meeting and the fact that some meetings attended will not be eligible for a claim.

- To enable the group to become effective quickly they could have a strategy / planning day or part day to get to know each other, the Terms of Reference etc.
- A transition plan for the new committee is essential.
- Use “You Said – We Did”, or similar, to close the feedback loop for those who present to the PRG. If it is a case of “You Said – We didn’t” then it would help to know why. Moving forward the PRG would be more effective if there was greater clarity over what the CCG would like from it as it focuses on those issues where it can make a difference.
- A social media strategy for the PRG could help to make its functioning more visible in the community.

Action: TR to arrange two sessions to receive face to face feedback from PRG members.

Next meeting: Thursday 13th December 2018. 14.00 – 17.00, Rushey Green Time Bank.

REF.	ACTIONS	LEAD/S	DUE DATE	STATUS/COMMENT
1	Carers strategy engagement – Subgroup meeting	FA/BW	JANUARY	ONGOING
2	Patient Choice Policy – Preparation Visual material	NBu/AO	ONGOING	TBC FULL GROUP OR SUBGROUP – NEED SUPPORTING MATERIAL
3	Send links CCG website with additional information PMS/GMS	NBu/AO	COMPLETED	LINKS SENT AND SHARED WITH GROUP
4	Arrange meeting CYP commissioner (CH)	TR/CH	ONGOING	TBC
5	Arrange meeting CYP / Adult transition services	TR	ONGOING	EARLY 2019
6	Arrange feedback sessions for PRG evaluation report	TR	DECEMBER	2 SESSIONS COMPLETED

7	Arrange meeting with transition members for PRG next steps	TR/RC	DECEMBER	COMPLETED
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