

NOTES

Engagement and Involvement Group (E&I)

Committee Room 1, Runcorn Town Hall

Monday 9th December 2019

13:30-15:30

In attendance: Diane McCormick (PPG+ and Halton Peoples Health Forum), , Michelle Osborne (HBC), Lorna Plumpton (PPG), Des Chow (Halton & Warrington CCG- acting chair), Ruth Austin-Vincent (GB member Halton CCG), Sophie Bartsch (One Halton), Katie Horan (Halton & Warrington CCG), Richard Ashworth (Halton OPEN), Lisa Taylor (HBC), Angela Green (Bridgewater), Martin Stanley (Halton & Warrington CCG), Alec Schofield (Halton & Warrington CCG), Ann Fitzgerald (Halton Haven), David Derefaka (SHAP ltd).

Apologies: Samantha Whelan (St Helens and Knowsley NHS Trust), Dennis Dewar (North West Boroughs Healthcare NHS Foundation Trust), John Abbott (Halton Disability Partnership), Maria Austin (Halton CCG and Warrington CCG)

No	Agenda Item	Notes
1	Welcome and Introductions	Chair (Des Chow) Welcomed members to the meeting and introductions and apologies took place.
2	Minutes of the last meeting and actions	<ul style="list-style-type: none"> One Halton link for NHS Halton CCG website (currently being dealt with as the page needs a refresh to reflect current progress). You Said, We Did – there is a section on the engagement section of the website http://www.haltonccg.nhs.uk/get-involved/you-said-we-did this is in need of updating with current actions. Translation service survey to be completed by all members
3	Commissioning Intentions 2020/21	<p>Martin Stanley addressed the group regarding the commissioning intentions and how we as a CCG can engage and communicate. There are several intentions with a focus on frailty, liver disease, coronary heart disease and pain management.</p> <p>The commissioners have asked for a communications and engagement plan that includes a calendar and a marketing budget for 2020/21.</p> <p>It was discussed that we should also have a weekly or monthly column in a local paper to address a specific issue (this is what is done in Warrington) which is written by one of the clinical leads in Halton. We trialled this in the past with Dr Lyon and COPD.</p> <p>When papers go to CCG meetings, there is nothing that asks if that project/service has had input from the public. A question was put forward as to can this not be built into all future papers/documents?</p> <p>The service pathways need to be re-looked at and addressed with further messages going out and be communicated with the public.</p>

4	One Halton	<p>The One Halton team are sending out a document which they would ask groups to complete and return which has details of all the local groups so that they can engage and reach as many of the local population as possible (will be sent to E&I members).</p> <p>Social prescribing has been running in Halton for the past couple of years but it was felt that more work needs to be done to make sure everyone is aware that this is available.</p> <p>A question was asked in regards to what process is there for engaging and communicating with Halton's BAME communities when communication and engagement is being planned.</p>
5	Halton Peoples Health Forum	The next forums are due to take to place in February 2020. Provisional dates are 11.02.2020 at Halton Haven and 14.02.2020 at Riverside College. It was discussed that at the Halton Haven date end of life commissioning could be discussed as well as what work is done at Halton Haven.
6	Improvement and Assessment Framework	There is an IAF action plan for Halton. Halton CCG must evidence via the website engagement and communication, this will include uploading the minutes and agendas of the E&I group to the NHS Halton CCG website.
7	A&E Outcome report	Data has shown 1000 less patients visited a Urgent Care Centre than previous years and an increase of 1000 patients attended A&E. Information was sought as to why patients are bypassing UCC. There is a lack of understanding of what services are on offer at UCC and the wait is often criticised as even after a shorter wait compared to A&E patients worry they will be sent to A&E anyway hence occurring another wait.
8	Beeches Practice update	<p>A consultation on the proposals for the Beeches practice is currently being discussed. A draft plan is underway and will be submitted to the E&I group for review in January 2020. The CCG's role is to support the consultation that is being led by the practice. There has been an independent options appraisal and the practice must speak to patients first to gain insight of what concerns or comments patients may have.</p> <p>There is a draft timeline of starting a pre consultation in January 2020. There is archived content on the CCG website.</p>
9	Updates from partners	Mid Mersey Age UK, Cronton College and Halton Borough Council have launched the #DoYouSeeMe? Campaign. Booklets have been distributed around the borough. There is more info via Mid Mersey Age UK . Halton Haven shared their Xmas recycle and little garden café leaflets
10	Any other business	It was raised there was too much on the agenda this month and there was no adequate time to discuss everything. There also needs to be increased representation from other organisations to fully realise the potential of the E&I group. Angela Green will email public representatives if they can join group. Nicky Goodwin (HBC) has left the group as she is now seconded to the Regeneration Team.

Action log		
①	Communications & Engagement plan for commissioning 2020/21 including a marketing/engagement budget.	Des Chow/ Martin Stanley or representative
②	Dr's column in local newspaper	Jenny Garden
③	Communications & Engagement in documents/papers to be shared with groups such as CAG.	Des Chow
④	Service pathway needs to be looked at GP Extra, Pharmacy UCC.	Jenny Garden
⑤	Upload minutes and agendas and relevant IAF evidence to Halton website	Alec Schofield
⑥	Martin Stanley or representative to be invited to next two E&I groups.	Martin Stanley/Des