

# Engagement and Involvement Group (E&I)

Friday 29<sup>th</sup> May: 12noon – 1pm

**Via Microsoft Teams**

## Notes

In attendance: Maria Austin, Angela Green, Dennis Dewar, Ruth Austin-Vincent, Michelle Osborne, Val Anderton, Phil McClure, Sophie Bartsch, Diane McCormick, Diane McGregor, Denis Roberts, Katie Horan, Alec Schofield

Apologies: Carl Harris, Matt Roberts, Lorna Plumpton, Stacy Evans

1.	Maria Austin went through the summary of key headlines – response to COVID-19 (attachment was sent via email to E&I members)
2.	Both CCGs (Halton and Warrington) are currently looking at the future of engagement and looking at the engagement strategy.
3.	Diane McCormick: PPG Plus meetings are currently cancelled, looking at how to take this forward. First HW Teams meeting w/c 1.06.20 – Including survey responses for Halton, DM will report back at next E&I meeting.
4.	NHS Halton CCG have used social media and radio to try and get messages across. We have also actively used the local papers in both Halton and Warrington to disperse information. Chris Carlin has been engaging with the voluntary and third sector organisations.
5.	Question was raised about GP services and the perception from some members of the public that GP services were closed. The CCG have made it clear that GP services are still open, but with measures in place due to COVID-19. There is a national campaign on social media to inform the public that services are still open, this has been ongoing for several weeks.
6.	There was a question about contact with voluntary sector and could more work be done with them? This is something the CCG is actively doing, and during these times everyone has had to adapt to a new way of working. These meetings in the future will help us make the right steps to take engagement forward.
7.	It was brought up that patients from BAME communities have been adversely affected health wise with COVID-19. Most of the information the CCG uses via social media comes from NHS UK and PHE. The information is applicable to all and the CCG has not been sent any specific guidance in relation to BAME. The CCG will liaise with the local authority (LA) to ensure we are reaching the communities that may be more adversely affected.
8.	Food packages, LA top up government food packages when they can.

The Group will act in an advisory capacity to NHS Halton CCG and make recommendations to them and take decisions to ensure that there is an inclusive, integrated and consistent approach to engagement and involvement of the Halton population.

9.	Track and trace scam. iCAN warning has been shared on social media and alerts go out via our GP bulletin to all practices.
10.	COVID-19 will be impacting on people's mental health and the CCG will look at having an agenda focussed on mental health in the near future