

**Engagement Committee
FINAL MINUTES**

Date: Tuesday, 6th February 2018

Time: 10.00am – 1.00pm

Location: Board room, Newcourt House, Exeter

<i>Item</i>	Discussion	<i>Action**</i>	<i>Decision taken by (ie SDTCCG a/and NEW D)</i>
1	<p>Welcome and Apologies</p> <p>JW welcomed all to the meeting and introductions were made.</p> <p>Attendance:- Jennie Willmott (JW) - Chair, Tony Gravett (TG) , David Rogers (DR), Chris Buswell (CB), Ray Chalmers (RC), Jo Curtis (JC), Barry Wheeler (BW), Dr Rob Bromige (RB), Nick Pearson (NP), John Amosford (JA) & Laura Voisey (LV) – minute taker</p> <p>Apologies:- Chris Peach, Roger Trapani and Andrew Millward</p> <p>The membership of this group needs to be reviewed. Rob Sainsbury is leaving soon so will need to think about who will attend as a representative for commissioning.</p> <p>ACTION - EC16-180206: <i>JW to ask Simon Tapley who will replace Rob Sainsbury as a representative for a commissioning manager on this committee.</i></p> <p>Discussion was had regarding the need for an Exec Director to support the committee now that Annette Benny has left. It was noted that Nick Roberts has explained that Andrew Millward would fulfil the role.</p> <p>ACTION - EC17-180206: <i>Committee membership and terms of reference to be reviewed at the next meeting of this committee. It was suggested that the chairs and Ray Chalmers should meet with Clare Doble prior to the meeting and that members would feed any changes they wanted via the survey monkey poll (see 4 below). Andrea to arrange.</i></p>	<p>JW</p> <p>AF – COMPLETED – meeting arranged for Wednesday, 28.3.18.</p>	
2	<p>Declaration of Interests</p> <p>JW believes that there are still people missing from the list, that have already submitted completed forms, as it was completed before AF went on leave.</p> <p>ACTION – EC18-180206: <i>AF to update the declarations of conflicts</i></p>	<p>AF –</p>	

	<p><i>of interests list.</i></p> <p>No members present had additional conflicts of interests to declare.</p>	<p>COMPLETED – all updated as at 23.3.18.</p>	
<p>3</p>	<p>Draft Minutes of the meeting held on 5th December 2017</p> <p><i>ACTION EC19-180206: There are some track changes on page 13 of the draft minutes that need to be accepted. AF to action.</i></p> <p>The minutes for this committee will be uploaded to the CCG's website along with the chair's report that is submitted to Governing Body.</p> <p>The minutes were agreed with the above amendment being made.</p>	<p>Update on 23.3.18 – there is no page 13 but AF has gone through the minutes and made any changes/updates and also on the action log.</p>	
<p>4</p>	<p>Draft Action Log from the meeting held on 5th December 2017</p> <p>JW has asked that all members of the group provide an update on their actions before the meeting takes place to save time during the meeting.</p> <p><i>ACTION – EC20-180206: RC to add a question to the survey monkey in order to gain feedback from members regarding TOR action 1. Feedback to be considered at the pre-meet for the next committee.</i></p> <p>A discussion was had regarding the update given for EC06 – 171005 which stated that a patient experience strategy would be developed separately from an engagement and communications strategy. JW highlighted that this is not what the committee agreed. They had agreed to have a joint strategy which is something that NHS England would support and recognize as best practice.</p> <p>JW questioned why it is now being dealt with separately. NP explained that AM has a view that the two should be separated out as it is about how much impact each team might be able to have on the strategy. NP suggested that an internal discussion needs to be had with AM in terms of going forward.</p> <p>SP, CB and RB supported a joint strategy.</p> <p>RB added that as a commissioner he would certainly support a joint strategy. It is essential to include patient experience as part of your engagement. RB gave the example of the community services consultation.</p> <p>BW emphasised that the whole thing has to be delivered as an integrated programme but certainly individual bits may need input from different teams.</p> <p>DR highlighted that there wasn't any debate when it was discussed at the October meeting. All were in agreement for a joint strategy.</p> <p><i>ACTION – EC21-180206: It was agreed that action EC06 - 171005 (SP and JC will work with colleagues to explore a joint engagement, patient experience and communications strategy) should be discussed operationally outside of this meeting with the view that</i></p>	<p>RC</p> <p>SP/JC – this is on the forward planner for the 5th June 2018</p>	

the committee wish to see an integrated strategy however it is implemented across the organisation. With a target date of the next committee meeting in April.

It was agreed that actions that are closed at the committee meeting can be removed from the action log. The action log was updated and it was agreed the following actions were closed:

EC04 – 171005	SPa will pull together a draft programme regarding the New members' induction and send to the group and will include some generic topics.
EC05 – 171005	AF will add an item on the December agenda, induction phase to describe what a CCG does.
EC07 – 171205	AF to amend the minutes of the meeting held on 5 th October 2017 and finalise and send to JW/CP for signing off.
EC08 – 171205	Feedback from the last meeting AF will ensure that paper copies are posted out to the public representatives one week prior to the meeting (if available two weeks before then will be posted out).
EC10 – 171205	NHSE Engagement Assessment RC will bring the CCG's submission to the February meeting. AF to add to the forward planner and draft agenda for February.
EC11 – 171205	Involvement Report JC to ensure that this reporting format will be on future agendas. AF to add to the forward planner and the February agenda.
EC12 – 171205	Update on children's services re-reprocurement Keep on action log and engagement plan will be reviewed and considered and on-going involvement of patients and representatives in the decision making process. SM/JC – this will be kept on the action log.
EC13 – 171205	Update on children's services re-procurement AF to add update on Children's services re-procurement to the forward planner to monitor progress.
EC14 – 171205	Shared Decision Making AF to add to the forward planner and to invite Pru Fong to attend a future meeting attending to provide an update.
EC15 – 171205	Improving the work of the Engagement Committee RC will e-mail out the link to the Engagement Committee members.

meeting.

AF updated action log and closed all these actions.

ACTION – EC22-180206: AF to add action EC09 – 171205 that relates to “What does good look like? JC to review and feedback on the checklist in 12 months’ time” to forward planner and close.

ACTION – EC23-180206: AF to build periodic updates into the forward planner for the children’s services re-procurement.

COMPLETED – AF added to action log and on the forward planner to be discussed at the December 2018 meeting.

This will be discussed at the October 2018 meeting.

5 Mental Health Engagement Update – Vikki Cochran

Currently looking at redesigning mental health services within Devon as part of the Sustainability and Transformation Plan (STP). A Devon-wide Mental Health strategy was published in 2013 so the team is keen to build on the work that has already been done.

A mental health engagement panel has been formed. It is made up of representative from the voluntary sector and those with lived experience. They have struggled to get representation from children and young people however we do use the feedback from the children’s services procurement which the Child and Adolescence Mental Health Services Lead is a part of.

They have gained feedback about the direction of the strategy and next want to evidence what is being done to improve things. A draft copy of the strategy has been sent to the engagement panel for feedback. At the request of the engagement panel members of the team have attended various local meetings to discuss this.

Information gained from this group is reported to the programme delivery executive group.

VK feels that they can improve on this work by assessing accessibility of meeting venues and current timings of the engagement panel meetings as they have struggled with getting a core membership. Because of this they have had very similar discussions across meetings, although they have had valuable input from those at each meeting.

Charlotte Allen from the STP project management office in Devon Partnership Trust is undertaking a stocktake of engagement carried out so far so that we can actively engage and target groups that we haven’t yet heard from.

VK gave examples of some of the valuable feedback that they have gained that can be passed on to providers.

NP reflected that it is rare for commissioning managers to get involved in engagement like this. VC believes that you should never assume that you know how services are being delivered on the ground. She also finds attending patient participation group meetings gives her valuable insight.

NP suggested that a next step be the development of case studies so the

<p>benefits of this way of working can be shown to other commissioning managers to encourage them to do the same.</p> <p>JW gave an overview of the purpose of the engagement committee and how they can support VC with this work. VC explained that they have a general engagement plan as well as a specific plan for dementia. They are working to identifying a best practice approach.</p> <p>ACTION – EC24-180206: JC to share the engagement plan ‘what good looks like’ checklist with Vikki Cochran</p> <p>SP asked what has been done to engage those involved in psychological therapies, an area that has been much harder to engage with in the past. VC ran a survey with Sue Pike which gained 600 responses. VC will definitely utilise JC and RC’s expertise in social media and other engagement methods when it gets to that stage.</p> <p>It was agreed that the best time to bring an engagement plan to the Engagement Committee, post the strategy will be in June 2018.</p> <p>ACTION - EC25-180206: Vikki Cochran to attend the Engagement Committee meeting in June 2018 to present the mental health communications and engagement plan. AF to add to the forward planner.</p> <p>ACTION - EC26-180206: LV to transcribe JW’s explanation of the purpose of the Engagement Committee to VC and send to JW and RC for future use.</p>	<p>JC</p> <p>This has been added to the forward planner and will be discussed at the June 2018 meeting</p> <p>LV – COMPLETED by LV and sent to JW</p>	
<p>6 Children’s services re-procurement – Jo Curtis</p> <p>The report is JC’s reflection on the original engagement plan using the ‘what good looks like’ checklist. A link to the final feedback report, the original engagement plan and the website page included in the report. Copies were sent to public members and there are paper copies available.</p> <p>JC will be holding a review on 19th February 2018 with the procurement steering group to gain their views. The steering group have been involved throughout the process.</p> <p>JC explained that the engagement plan pre-dated the creation of this committee which is why it had not been shared with members.</p> <p>The report covers the scope, purpose, what has been learnt from previous engagement, where there were gaps in the engagement and how we planned to target these groups to gain their views. It is very clear about what exactly people can influence and notes which organisations we have linked with.</p> <p>Living Options Devon was commissioned by the CCG to run some specific pieces of engagement to target these gaps in engagement.</p>		

The website has become a repository of information. So as the official procurement notice is published we will re-organise this so that it more clearly tells a story about the process and how we got there.

JW thinks this is a really detailed plan and covers everything. It is very easy to understand and the checklist works with this really well. JW has been assured via Governing Body that the engagement that has been done for this work is very valuable.

JC has really valued Sally Parker's input on developing the checklist from the original version.

ACTION – EC27-180206: JC to check whether the version on the website has a draft mark and if so amend this.

JC

JC went through the 'what good looks like' checklist against the report. The report focuses mainly on what people have said so next they need to look at how to describe what the next steps are.

JC welcomed further comments on this before she takes it to the steering group and parents / public reps. NP emphasised this is a really good piece of work and would echo the need for a narrative to set out next steps.

JA finds the 'you said, we did' approach very useful. JC explained that they have illustrated this to providers but haven't yet reflected back to the public, apart from making the information available on the website.

RB asked how schools were engaged with. JC explained that this was done through local authority contacts and commissioners. Emails were sent to all schools in the area for awareness although special schools were the main focus of the engagement. JC met with the head teacher of the Sentient Trust and sat in the waiting rooms of special schools to gain people's views.

DR asked whether engagement using social media has been a major or minor part in gaining responses. The team has found that the CCG directed posts got little interaction but when parent groups (and members of the steering group) shared or created their own posts they gained the most comments.

RC added that it demonstrates for us that perhaps the CCG websites/social media channels which are aimed at people with a more corporate understanding are not the best public approach. The approach that has had most success has been where we have built new or used existing virtual groups.

JW read out feedback from RT who was unable to attend this meeting. He congratulated those been involved in all the work that has been done to engage with children and young people. He was pleased to see the report include constructive criticism of the engagement carried out.


He believes that section 10, pg 26 of the engagement report would require a significant culture change. The proposals are sound but RT is not sure that they can be delivered. He asked that the committee endorse his view and raise this to the Governing Bodies.

	<p>RB added that in the last 20 years things have changed to keep up with the times albeit slowly.</p> <p>RC feels it is about trust rather than culture and how we evidence that changes are a result of what we have said. There also needs to be clear links to explain how we have responded to what people have said.</p> <p>SP noted that the use of the word culture in this instance really means behaviour. NP added that even with behavioural change, direct cause and effect is hard to evidence.</p> <p>JW suggested that JC asks the steering group to look at how they challenge the change of approach behaviour in progressing through the procurement process. Testing this out with the bidders so they can start to think about how they can demonstrate and how they are going to work with partners so we can feedback the 'you said we did'.</p> <p>ACTION – EC28-180206: JC to feedback to the steering group the committee's thanks for their time and contribution to this great piece of work. JC to take the comments from the discussion today to the steering group for their views on this.</p> <p>SP added that the Quality and Equality Impact Assessment was done extremely well. RC explained that this reflects that we had sufficient time to carry out this engagement. RC formally thanked the team.</p>	JC	
7	<p>Strategy refresh – engagement plan agreed with NHSE following assurance meeting</p> <p>RC summarised the latest engagement ideas following the stage 1 assurance meeting with NHS England. The proposals had passed this first stage and NHSE was supportive on engaging on the strategy refresh over a longer term place based approach. The likelihood was that engagement in relation to any re-configuration changes which were deemed urgent would proceed ahead of the strategy refresh engagement and that different timelines would apply.</p> <p>It was agreed that if engagement activity was likely to start ahead of the next meeting of the engagement committee in common, a special meeting would be held to consider the plans.</p> <p>ACTION – EC29-180206: RC to let the committee know when a timeframe is agreed regarding engagement on the strategy refresh. AF to organise an additional committee meeting if needed.</p>	RC - An additional committee meeting was not required	
8	<p>NHSE Assessment – update on meeting with NHSE</p> <p>Both CCGs had originally been marked as requiring improvement. The team has since met with the assessors to ask them how they came to this decision and find out if it is possible to make an appeal as we believe we have been scored incorrectly. An appeal can only be made on areas that have been marked as 'failed' or 'in need of improvement'. A draft will be submitted at the end of February and March. Some of the weaknesses of the assessment approach taken were discussed.</p>		

	<p>JW highlighted that this is the first time that this assessment has been carried out. She has been invited to attend meetings by NHSE regarding this and has been present at one of these meetings at which NHSE did agree that they had to increase the mark of one area.</p> <p>Whether or not the appeal affects the final mark, it is still useful to have a baseline assessment for comparison.</p>		
9	<p>Involvement Report</p> <p>JC gave an update on the areas that had not already been discussed during the meeting:</p> <ul style="list-style-type: none"> • Prevention has been carried out via three workshops led by Devon County Council with participation from CCGs and corporate bodies. Public discussions are not taking place yet. • The primary care strategy is out for final checking by GP members. JW noted that this hasn't yet gone to the Primary Care Joint Commissioning Committee. • Children and young people - Since the publication of these papers JC has been doing a specific piece of work with the CCG lead regarding asthma so will add this to the report for the next meeting. JC noted that learning disabilities is also part of the mental health strategy. • South Devon and Torbay behaviour change – ICE creates now send their formal report to the prevention board who are yet to decide on next steps. • Equality Delivery System 2 scheme –. The Quality Collaborative Group consisting of acute providers are working with them to assess how we are doing against the objectives we have set. Several films have been created to explain how we think we are doing against these goals. The films have been interpreted into British Sign Language. The group will be reporting to the Quality Committee in June and then this information will be published in the autumn. • PPG network – JC and Sally Parker have been supporting these forums to develop and learn to manage themselves. They can then be utilised for engagement on specific pieces of work. They are currently supporting them to interpret the results of a survey. They are in the process of giving responses back to participants and their local networks as some practices haven't yet responded and would like a chance to do so before it is published. • Dawlish are aiming to become a Learning Disability friendly town. • Personal transport budgets – not had update on this yet <p>Page 55 shows the domains that NHSE are assessing us on. JC has listed these on the right side as to where she thinks we are with those.</p> <p>It was agreed that this document is very informative and useful. JW highlighted the need for a reporting timeframe.</p> <p><i>ACTION – EC30-180206: JC to draft a timeframe for each area on the involvement report to report back to this committee. It was also agreed that a public facing version of this report should be published as an appendix to the chair's report</i></p> <p>JW suggested that this be shared with Paul Spencer from NHSE for his view.</p>	JC	

10	<p>Primary Care Delegated Commissioning</p> <p>This was reported for information to the Primary Care Committee and it was for the same reason sent here. It is regarding how we manage areas where NHSE is still involved.</p> <p>JW thinks it brings together well what engagement needs to happen. Northern, Eastern & Western Devon CCG are going to consult with their membership as to whether they move to delegated commissioning as South Devon and Torbay CCG have.</p>		
11	<p>Any Other Business</p> <p>SP would like to bring a decision making framework to the next committee meeting. This builds on the framework that NHSE asked us to pull together three to four years ago.</p> <p>RC will send out a link to the survey for feedback on this committee meeting</p>		
12	<p>Date of the next meeting:</p> <p><i>ACTION – EC31-180206: Let JW and LV know ASAP if you aren't able to make the next meeting on Tuesday, 3rd April 2018 so it can be re-arranged if needed.</i></p> <p><i>ACTION – EC32-180206: Members to reflect on the membership and terms of reference for this committee which will be discussed at the next meeting.</i></p>	<p>AF has arranged for the next meeting to be held on Tuesday, 10th April in Newton Abbot</p> <p>All</p>	

Attendees (attended* / apologies ^)	
Name and initials	Title and organisation
John Amosford (JA)	Devon County Council
Rob Bromige (RB) or Gilly Champion (GC)	Joint Clinical Representatives (SD&T CCG and NEW Devon CCG)
Christine Buswell (CB)	Public Representative
Ray Chalmers (RC)	South Devon & Torbay CCG
Tony Gravett	Healthwatch Plymouth
Pat Harris (PH)	Healthwatch Torbay
Mac Hood (MH)	Public Representative
Andrew Millward (AM)	Devon STP
Chris Peach (CP)	South Devon & Torbay CCG
Simon Polak (SPo)	NEW Devon CCG
Pam Prior (PP)	Healthwatch Torbay
David Rogers (DR)	Healthwatch Devon
Rob Sainsbury (RS)	NEW Devon CCG
Roger Trapani (RT)	Public Representative
Jennie Willmott (JW)	Meeting Chair - NEW Devon CCG
Barry Wheeler (BW)	Public Representative
Attendees	
Jo Curtis (JC)	South Devon & Torbay CCG
Sharon Matson (SM)	NEW Devon CCG
Sally Parker (SPa)	NEW Devon CCG
Andrea Fairclough (AF)	NEW Devon CCG
Laura Voisey (LV)	South Devon & Torbay CCG

Minutes approved	Date: 17.4.18	Signed by chair: 
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