

**Engagement Committee
FINAL MINUTES**

Date: Tuesday, 5th December 2017

Time: 10.00am – 1.00pm

Location: Meeting room 3, The Courtenay Centre, Kingsteignton Rd, Newton Abbot, TQ12 2QA

<i>Item</i>	<i>Discussion</i>	<i>Action**</i>	<i>Decision taken by Organisation (ie SDTCCG o/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), Chris Peach (CP), Pat Harris (PH), Tony Gravett (TG), David Rogers (DR), Roger Trapani (RT), Chris Buswell (CB), Ray Chalmers (RC), Andrew Millward (AM), Mac Hood (MH), Jo Curtis (JC), Barry Wheeler (BW), Annette Benny (AB), John Amosford (JA), Sharon Matson and Andrea Fairclough (AF) – minute taker</p> <p>Apologies:- Gilly Champion, Rob Bromige, Sally Parker, Simon Polak and Rob Sainsbury</p>		
2.	<p>Declaration of Interests</p> <p>Paper copies were handed out on the table. JW stressed the importance of these being completed so as to avoid those who had not signed being excluded from the meeting. She asked could all members of the group please sign the confidentiality form and Code of Conduct and return to AF.</p>		
3.	<p>Draft Minutes of the meeting held on 5th October 2017</p> <p>JW went through for accuracy.</p> <p>JC asked could the following amendment be made:-</p> <ul style="list-style-type: none"> - Item 4, 2nd paragraph should read Marc Carter, Chair of steering group and not Marc Arthur. <p>ACTION - EC07-171205:- AF to amend minutes and finalise and send to JW/CP for signing off.</p> <p>The minutes were agreed with the above amendment being made.</p>	<p>AF to amend minutes and finalise and send to JW/CP for signing off – COMPLETED –</p>	

NHS organisations involved:

Northern, Eastern and Western Devon Clinical Commissioning Group
South Devon and Torbay Clinical Commissioning Group

		December 2017	
4.	<p>Draft Action Log from the meeting held on 5th October 2017</p> <ul style="list-style-type: none"> - JW asked that all members of the group provide an update on their actions before the meeting takes place. <p>The action log was updated and it was agreed the following actions were closed: EC02-171005 - STP Engagement Plan on agenda for 5.12.17 EC03-171005 – NHSE key indicators identified in the Involvement report on agenda for 5.12.17</p>		
5.	<p>Feedback from the last meeting</p> <p>JW referred to the comments that were received. It was noted that people were respected and felt listened to.</p> <p>It was agreed that the role of the assurance committee and operational aspect of engagement would be covered as part of the induction.</p> <p>Earlier dispatch of papers was requested. JW explained that the aim was to have papers that contained the latest information and that did not need to be updated significantly at the meeting. There was therefore a balance to be struck between giving committee members sufficient time to read them and making sure they were current.</p> <p>ACTION - EC08-171205:- 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).</p> <p>There were a few issues regarding the format of the e-mail as the public representatives had difficulty opening the PDF document. This will be looked into and JW asked for any problems to be sent to AF, RC, JW etc.</p>	<p>AF to post out hard copies of the papers - COMPLETED – February 2018</p>	
6.	<p>Feedback from Dorset STP Engagement Approach</p> <p>JW explained that the report summarised key issues arising from discussion with Dorset STP regarding their engagement process.</p> <p>The Dorset Engagement Group is not an assurance group and is operational and it sits within the STP framework. JW has copies of flyers, annual report etc and these were available in the meeting room for people to look at..</p> <p>AM added that the Devon STP was working closely with STPs nationally and in particular Dorset so as to learn from AM gave some feedback from an event hosted by NHSE where both Dorset and Cumbria presented, as well as Richard Jeavons from The Independent Reconfiguration Panel (IRP) and Simon Stevens CEO of NHS England. AM summarised success factors identified</p>		

by the speakers. The CCG/STP is working closely with Healthwatch, Scrutiny and others to engage with those campaigning. Temporary closures are leading to mistrust and we need to avoid this if possible. AM is considering inviting Richard Jeavons to Devon.

Simon Stevens' view is that the NHS needs to do more to explain how the NHS needs to change with regard to finances, demand and how the service needs to adapt out of care from hospital.

AM explained that it is difficult to decide when to involve people and PH asked for people to be aware as soon as possible.

AM confirmed that this will be reported through the PDEG and he will discuss with Nick Roberts.

JW added that this will also be included in the Engagement Committees report to both CCGs Governing Body

7. Planned STP Engagement Update

RC gave a presentation to update on the current position.

Rather than wait for the strategy refresh, the aim is to build involvement and engagement around four themes:

- Enabling more people to be and stay healthy
- Enhancing self-care and community resilience
- Integrating and improving out of hospital care
- Delivering modern, safe and sustainable clinical services.

In relation to each the conversation would focus on:

- What we know
- What we have done
- What has worked
- What needs to be achieved to improve, health, wellbeing and care for all
- What do we need to do – responsibilities of all?

The plan is for involvement to seamlessly lead into engagement, starting in January and ending mid-March 2018.

The outline approach is to talk to MPs and Overview and Scrutiny members, clinical and other staff. Four geographical groups would be established which would meet two or three times and other activity would include focus groups, on line discussions and promotion through STP organisations.

MH thought that the 4 items are a good starting point and to add more context and RC thought that would be very useful.

RT referred to the makeup of the geographical groups and felt it is important for a vision to be included, which everything would follow and which staff and members of the public could sign up to.

JA asked how are they going to move away from a traditional NHS model and RC explained that it was about working over a period

<p>of time to change the way people think about how they received services and their expectations.</p> <p>PH thought the timescales are tight and it's vital to pick up with other groups and we need to educate people.</p> <p>AB added that the opportunity in engaging means we can identify stories from the public which supported the new ways of delivering services.</p> <p>CB added this is going on in Exeter PPG and people are looking at the social model but they are feeling blocked.</p> <p>MH referred to treatment at home is a big change and we need to make sure that people understand what is being put in place of hospital stays. What is the future we are looking forward to?</p> <p>AM said we do need to keep going with honesty around the challenge and to be more transparent.</p> <p>JW summarised that the framework is supported, timescales are flexible and to get on and do sooner rather than later. Challenge regarding the social model. This is a continuous process and has been spoken about for a few years now. Engage minority groups and use real stories too.</p> <p>RC will share the final version of the plan as soon as it is available.</p>		
<p>8. What does good look like?</p> <p>JC referred to the document in the pack and RT was involved in this and worked with SPa. JC has added an indicator column to show which targets we are meeting and in terms of planning it asks questions on assurance etc. PH asked what the measure of NHSE is and there is a scoring table and NHSE are assessing the CCG on this. JA asked what are the outcomes that people expect and is there scope to have this included? JW updated that the committee used this as an aide memoir before the papers came out to check that all the items have been covered and to help the CCG to plan what has been covered.</p> <p>MH is thrilled with the document as it lists the right questions that you need to ask and he is reassured that people are being asked the questions. JW acknowledged that RT is the person who thought up the What, Why, Who, How framework and she thanked him. AB added that the Annual Report in March/April 2018 will ask for greater evidence around our engagement and the list will help.</p> <p>JW summarised and that the communications team and managers to answer the questions and to include in the reports. JC to build in or re-phrase one of the questions to include Outcomes. This is a checklist and is designed around planning and following plans through and will always need to be tweaked. It was suggested the group try it and then report back to a future meeting.</p>		

	<p>ACTION - EC09-171205:- JC to review and feedback on the checklist in 12 months' time. AF to set up a forward planner. It was agreed that this is supported and will be used.</p>	<p>JC to review and feedback on the checklist in 12 months' time AF to set up a forward planner - COMPLETED – and on the forward planner for the meeting in December 2018</p>	
<p>9. NHSE Engagement Assessment</p>	<p>RC stressed that while all papers on the agenda were confidential, this was especially so as it is an NHSE draft rating the publication of which they will control. Description of the five domains upon which the draft rating is based are described on page 45 of the pack</p> <p>RC explained that this is the first time that NHSE has tried to evaluate CCGs re engagement and they have based their ratings on annual reports and websites and assessed against the 5 domains. The CCGs have a meeting next week with NHSE about how they scored our engagement. It is felt that they have overlooked some activity that would increase our rating. Once the meeting has taken place and further information submitted then we are likely to ask for our rating to be reviewed and the timescale for this to done by is March 2018. RC expected to bring our submission to the February meeting. Final rating is expected to be published by NHSE in April 2018.</p> <p>ACTION – EC10-171205: - RC will bring the CCG's submission to the February meeting. AF to add to the forward planner and draft agenda for February.</p>	<p>RC will bring the CCG's submission to the February meeting. AF to add to the forward planner and draft agenda for February - COMPLETED – February 2018</p>	
<p>10. Involvement Report</p>	<p>JC referred to page 45 of the report. The aim was to produce a reporting format that merged the different approaches of the predecessor committees as presented to the last meeting. The initial 10 indicators that NHSE have assessed the CCG on and she talked through the domains and individual indicators and these will be discussed with NHSE on the 13th December.</p> <p>JC has included the indicators on page 43 of the report and this is the outline of the work ongoing. JC read through how she has</p>		

	<p>structured the report.</p> <p>RT thought this was excellent and felt that outcomes were covered in this.</p> <p>There was discussion around the indicators and how NHSE brought these to our attention and are we answering all the questions put to us by NHSE. Do we want to add what isn't included?</p> <p>JW asked how do we explore this and MH mentioned Devon is diverse and priorities change. JW said these are areas of work the CCG is involved in. JW asked that if the group do hear of anything then to e-mail JC and SPa and this will be brought to JW and CP's attention.</p> <p>AM advised that there is also a range of engagement work being undertaken within the STP the detail of which should be included.</p> <p>RC commented that JC had done a great job and we need to limit what is listed on the report so it could be viewed on one sheet of A4 To keep it simple we could add a colour coded column on how we are going with it.</p> <p>PH asked for the timeframes to be put into order.</p> <p>ACTION – EC11-171205: – JC to ensure that this reporting format will be on the future agendas. AF to add to the forward planner and the February agenda.</p>	<p>JC to ensure that this reporting format will be on the future agendas. AF to add to the forward planner and the February agenda - COMPLETED & standing item for each meeting – March 2018</p> <p>AM and JC to include STP engagement</p>	
<p>11. Update on operational engagement structure</p>	<p>RC reported on our current thinking of how to structure engagement below the engagement committee before finalising it and talked through his slides.</p> <p>The proposed structure is illustrated in the diagram below although some of the terminology might change.</p>		



AM added that there are lots of groups but there is nothing underneath this Committee and the proposal is to set this up so we had a framework for involvement locally as at the moment we don't have that opportunity.

DR added that the PPGs are an important part but they are not consistent in some areas. MH likes the idea of a more formal meeting as there will be structure. RT suggested engage primary care via papers to their PPGs. CP is thinking about the membership of other groups ie hospital patient groups for example. RC referred to the ACDS groups which are being considered and said the proposed structure would work with these.

There was agreement with the proposed structure

CP asked for the distribution list of patient/public facing newsletters produced by the CCGs to be updated. RC explained that this would be done as a result of the merging of each CCG's publications in Devon wide newsletters.

12. Update on children's services re-procurement


SM referred to page 49 of the papers and she will focus on the engagement element of this. SM asked for people to e-mail her direct regarding the procurement aspect of the report. There is a Governing Body meeting on the 4th January 2018 and that will be when the final report will be submitted.

JC outlines the formal process on where we are now and the last meeting was to reflect on the engagement plan. Feedback has been collected through the process and there is information on the website. An invite was sent to the Steering Group who are writing the specifications but that meeting didn't happen and will need to be re-arranged. How do we involve parents and young people and to identify what will be asked of potential bidders and this is

	<p>being worked on at the moment. JC will bring a further update back to this meeting.</p> <p>CP highlighted the recently announced development of mental health support services for children in education. SM advised she is not sure if the money is going to Education or NHS and this is targeted for early intervention and may go into schools but it is difficult to know as she has not had the detail.</p> <p>ACTION – EC12-171205:- 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.</p> <p>DR referred to top of page 49 and to add Western into the report and SM said that was an important point.</p> <p>There were some challenging issues that arose with DCC around the process and SM is aware and will ensure it doesn't happen in this procurement</p> <p>ACTION – EC13-171205:- AF to add update on Children's services re-procurement to the forward planner to monitor progress.</p>	<p>SM/JC – this will be kept on the action log – COMPLETED - and on the Forward Planner for the October 2018 meeting</p> <p>AF to add update on Children's services re-procurement to the forward planner to monitor progress – COMPLETED - and on the Forward Planner for the October 2018 meeting</p>	
<p>13. Joint Complaints and Concerns Policy</p>	<p>JW explained this is purely for information and it has been approved by Governing Body.</p>		
<p>14. Shared Decision Making</p>	<p>RC explained this is in JC's report and is here for information and how to be more effective to patients and is regarding MSK work. Pru Fong will be attending a future meeting to give an update. This is part of the planned care workstream and is part of the Devon Wide perspective.</p> <p>ACTION – EC14-171205:- AF to add to the forward planner and to invite Pru Fong to attend a future meeting to provide an update.</p>	<p>AF to add to the forward planner and to invite Pru Fong to attend a future meeting to provide an</p>	

		<p>update – COMPLETED – and on the forward planner for Pru Fong to attend on the 7th August 2018</p>	
15.	<p>Improving the work of the Engagement Committee</p> <p>RC has set up a survey monkey with 4 or 5 questions for members to complete a few days after the meeting and the questions are based on the Quality Committee questions. The link will be included in the papers/e-mail. This will not be reviewed at each meeting but perhaps two or three months ahead.</p> <p>It was agreed that the committee members were all happy with this approach and RC will send it out tomorrow.</p> <p>ACTION - EC07-171205:- RC will e-mail out the link to the Engagement Committee members.</p>	<p>RC will e-mail out the link to the Engagement Committee members – COMPLETED – February 2018</p>	
16.	<p>Any Other Business</p> <p>There was no other business to report. JW added that the summary paper will be sent round to the group as soon as possible.</p>		
17.	<p>Dates and venues of future meetings:</p> <p>Tuesday, 6th February 2018 at 10.00am – 12.30pm in the Boardroom, Newcourt House, Exeter</p>		

Attendees (attended* / apologies ^A)	
Name and initials	Title and organisation
John Amosford (JA)	Devon County Council
Annette Benny (AB)	NEW Devon CCG and SD&T
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

Minutes approved	Date: 17.4.18	Signed by chair: 
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