

DRAFT

**Minutes of Havering Clinical Commissioning Patient Engagement
Reference Forum**

Held on Tuesday 29 January 2013 6:30 –8.00pm

**At Harefield Manor, Main Road, Gidea Park, Romford, Essex RM1
3DL**

Attendees:

Roy Carter	Ronald Curtis
Peter Bryant	Susan Bryant
Ernest Hazlewood	Jacky Danilovic
Helen Jarvis	Farhana Imran (Joint Secretary)
Keith Millward	Vikki Kamm (Vice - Chair
Peter Willig (Chair)	Jack Peake
Janet Coleman	Victoria Johnson
Suzanne Levy	Richard Coleman – PPI Lay person, Havering CCG
Barbara Matthews	Terry Matthews
Josephine Smeed	Diane Mead
Kay Alexander	Kamilla Gleisinger
Michelle Blythe	Titi Hill
Rose Hughes	Elaine Clarke
Cathy Lobendhan- Senior Locality Lead, Havering CCG	Amy Burgess – Patient and Public Engagement Advisor
Sarah Haider – Engagement Lead Havering CCG	Jessica Arnold – Speaker-Senior Locality Lead, Havering CCG

Apologies for absence:

John Croucher	Reg Baker
Hazel Cook	

		Action
1	Welcome and introductions	
	The Chair welcomed members to the meeting and thanked them for coming. The Chair also welcomed Jacquie Smith from Havering College who was attending as an observer.	
2	Conclusions and matters arising from last meeting	
	There were no matters arising from the minutes of the last meeting held on 27/11/12. These were therefore accepted as an accurate record of the proceedings and were signed off by the Chair.	
3	Chair's report	
	<p>In response to members' requests to visit the Accident and Emergency department at Queen's Hospital following the publication of the CQC report, the Chair explained the roles of other bodies charged with conducting monitoring visits to hospital departments.</p> <p>A forum member who chairs monthly meetings of the BHRUT patient user group explained the composition of this group. This group has high level clinical representation at their meetings and have been able to instigate positive change to services through partnership work with the trust.</p> <p>It was explained that Healthwatch replaces LINKs from April 2013 and the composition of the new group has not yet been determined. There was concern from members around losing continuity and expertise, however the committee was reassured that everything is being done to ensure a smooth transition.</p> <p>Richard Coleman and the Chair attended a meeting of non-executive directors from CCGs across the whole of London at the beginning of January. Richard gave a brief verbal report of the proceedings.</p> <p>The following points were discussed:</p> <ul style="list-style-type: none"> • Handover to the new structures • The benefits of a localised approach • The importance of public involvement and engagement 	

	<ul style="list-style-type: none"> • The importance of primary care improvement • Although it was essential to have power and decision-making at a devolved local level, it was also vital to maintain a regional balance to avoid unnecessary duplication of services and hence use financial resources to the best advantage of • Examples of improvement over the last six months were noted in stroke care, serious trauma services & cancer prevention and treatment. These services will continue under the new structure 	
4	 Havering CCG Commissioning Strategy Plan	
	<p>The guest speaker, Jessica Arnold gave an overview of the Commissioning Strategy Plan 2013/14 as outlined in the Health & Social Care Act 2012. A new team covering 14 designations has been appointed. All lead clinicians are in post and the CCG is also closely involved in matters pertaining to primary care.</p> <p>The CCG is currently under some financial pressure to tackle an 11 million pounds funding gap which could be even higher if appropriate measures are not taken.</p> <p>Patient safety and the safeguarding of all patients' needs and interests are a CCG priority.</p> <p>Specific measures cited included:</p> <ul style="list-style-type: none"> • Health & wellbeing strategy in collaboration with Havering Council • Prevention priorities and quality of services. • The importance of assessing individual patients need within the locality. <p>To a question from a forum member regarding developments at St George's Hospital, Ms Arnold replied that a consultation document is imminent.</p> <p>The Chair indicated that the future of St George's site would be included as a substantive agenda item at a future meeting.</p> <p>Forum members requested that the PERF be</p>	

	<p>represented on future meeting of the St George's development working group. It was added that a senior Clinical Director should also attend a future meeting.</p> <p>In reply to a question from a forum member relating to the achievement of services in the light of the cutbacks identified, Ms Arnold stated that cuts were necessary in view of reduced government funding of 5%. However every effort is being made to target savings at improving and streamlining efficient delivery of services. Ms Arnold cited as an example that back office support could be reorganised to operate more efficiently and without duplication, thereby saving a considerable sum of money. A forum member who lodged a FOI request gave an example of where savings could be found, namely in the media and communications department where the annual wage bill totals approximately 1 million pounds.</p>	<p>JA</p>
<p>5</p>	<p>Group Discussion</p>	
	<p>The attendees were divided into three groups and were charged with discussing the Strategy Plan. Any key omissions were to be identified and ultimately fed back to the CCG leads.</p> <p>Concerns were raised about inappropriate use of A&E and in particular lifestyle choices, such as the use of drugs and alcohol, are having a negative impact on urgent care services. It was felt there needs to be a lot more of an emphasis on educating patients on the appropriate use of A&E. Additionally concerns were raised regarding the quality of agency nurses and the need to ensure that they are properly trained and qualified.</p> <p>Members felt that they have had no communication or a chance to give their views on what they feel is required from the St George's Hospital site. Cathy Lobendhan responded that various options are being looked at and members will be given the chance to have their view.</p>	

	Cathy Lobendhan agreed to take these concerns and queries back to the CCG and respond accordingly.	
6	Chair's concluding remarks	
	The Chair thanked the guest speakers and forum members for attending and contributing to the meeting. The Chair closed the meeting at 8:05pm	
7	Date of next meeting and location	
	Wednesday 10 th April 2013 18.30- 20.00 Harefield Manor Hotel, Romford	