

Notes SPG meeting 11 December, 2019, K2 WFH

| Present   | Julian Birch (Chair), Gill Sower (GS)(Scribe), Ian Hulme, Chris Noble, Paul Goulbourne, David Sandbach, Bill Ross (BR), Graham Shepherd, Sylvia Pledger, Daphne Lewis, Ann Hewings, Sarah Wood, Jenny Birch, Marilyn Jones (MJ), James Banham (JB), Sam Tilley (ST), Kate Ballinger (KB)   | Action |
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| <b>1. Apologies</b>   | Jane Niblock, Rob Gough, Mary Eminson, Roland Brown, Tina Sandford, Hilary Claytonsmith, Sue Gerrard   |        |
| <b>2. Update on proposal to create new single strategic CCG –</b><br>James Banham (JB), Deloitte, advisor to Shropshire and Telford & Wrekin Clinical Commissioning Groups (CCGs) | <p>JB explained he had been working with Shropshire and Telford &amp; Wrekin CCGs since August on proposal to create new single strategic CCG. NHS Long Term Plan sets out direction NHS moving including future of CCGs as ‘strategic’ commissioners for each Integrated Care System (ICS) footprint (i.e., Shropshire and Telford &amp; Wrekin in this area). JB’s Powerpoint presentation set out background and aims of Long Term Plan including:</p> <ul style="list-style-type: none"> <li>• single CCG for each ICS;</li> <li>• ensure service providers work better together to prioritise healthcare transformation;</li> <li>• creation of Primary Care Networks enabling GPs to contribute to reshaping services;</li> <li>• breakdown barriers to create integrated pathways and improve outcomes for patients.</li> </ul> <p>At planning level, single CCG will be responsible for commissioning health care and local authorities social care.</p> <p>At local level, Primary Care Networks (PCNs) will operate to plan and deliver primary care services where they are needed.</p> <p>Plans will recognise reciprocal cross-border arrangements with Powys Health Board and ‘leakage’ where patients choose to be treated out of county and will allow for differences in provision, e.g., reflecting different patient needs in different areas within the ICS.</p> <p>Governance of ICS will be headed by ICS Board (with representation from constituent parts of health and social care services) and will determine strategy and where investment in ICS will go. CCG will become more strategic, e.g., setting targets and outcomes and providers will have freedom to deliver strategy and targets to better achieve joined-up pathways and improved services. Using data, CCG will measure outcomes and hold health service providers to account.</p> <p>Key benefits of Long Term Plan identified and included:</p> <ul style="list-style-type: none"> <li>• joined up pathways of care;</li> <li>• remove perverse incentives;</li> <li>• include prevention;</li> <li>• provide opportunities for more efficient use of time and resources;</li> <li>• break down barriers and strengthen engagement between health and care commissioners and providers; and</li> <li>• provide better services for patients.</li> </ul> <p>There followed discussion from which the following points emerged:</p> <ul style="list-style-type: none"> <li>• JB confirmed voluntary sector organisations would be included as service providers – members pointed out investment in and engagement with voluntary sector not good historically – expectations from them appear higher than likely to be realistic;</li> </ul> |        |

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|  | <ul style="list-style-type: none"> <li>• voluntary sector organisations more used to taking on smaller contracts and funding grants to community groups – organisations lack capacity to provide services NHS requires;</li> <li>• organisations such as Nuffield Hospitals could be included as providers but position of private company providers problematic as evidenced by cases where private providers have tendered on terms later to prove uneconomical - may be in future that NHS provider could offer or continue to offer services, even where cost not most competitive but is reasonable;</li> <li>• gap for social care not addressed by any parties in election manifestos – unless addressed, patients will continue to fall through the gaps;</li> <li>• legal responsibility for finances of ICS will not change current position – health care with NHS and social care with local authority;</li> <li>• asked how public feel about Shropshire and Telford &amp; Wrekin CCGs coming together, ST advised engagement event to be held on 24 January 2020 when patients’ groups and voluntary organisations will be able to express views on proposal - patient group invitations to be sent to Practice Managers; also proposing Pop-Up Events around the county to assess public feeling;</li> <li>• Telford &amp; Wrekin Council could object to single CCG but this is a <u>national</u> initiative; and</li> <li>• CCGs on track to come together on 1 April 2021.</li> </ul> <p><b>Action: ST agreed to forward JB’s Powerpoint presentation to Comms Team for circulation to members.</b></p>   | ST & Comms Team |
| <p><b>3. Communications &amp; Engagement Activity and Shropshire CCG update</b> – Sam Tilley (ST), Director of Corporate Affairs, Shropshire CCG</p> | <p>ST confirmed event on 24 January 2020 when patients will be able to express views on proposal to create single CCG. Information about upcoming communications and engagement activities will be forwarded to Comms Team.</p> <p>There followed discussion from which the following points emerged.</p> <ul style="list-style-type: none"> <li>• Observed Sustainability &amp; Transformation Partnership (STP) Strategic Planning Board papers not available to the public and Board does not meet in public – ST advised issue of patient representation to be addressed as STP replaced in time by Integrated Care System (ICS).</li> <li>• Long standing patient representatives on Medicines Management and Musculoskeletal (MSK) Groups seemingly no longer required despite: <ul style="list-style-type: none"> <li>• changes in prescribing policy and difficulties sourcing some prescriptions directly affecting patients; and</li> <li>• public meeting at end of October on review of MSK services poorly advertised and attended (5 patients attended including 1 from Powys) and there had been little feedback afterwards.</li> </ul> <p>if patient representatives no longer wanted on these Groups, at least they ought to be advised accordingly.</p> </li> </ul> <p><b>Action: ST advised specific medicines issues/concerns be raised by e-mail to CCG Customer Care Team and agreed to feedback comments about MSK event to organisers.</b></p> <ul style="list-style-type: none"> <li>• Asked what would CCG like from SPG and how can SPG work with CCG, ST referred members to previous discussions about this and confirmed issues and proposals would continue to be raised with SPG as they evolved.</li> <li>• Recognised being patient representative can be lonely experience – suggested SPG could offer support and share experiences. Whilst patient representatives who are members of SPG can be invited to share experiences of representing patients, not so easy to invite non-SPG member patient representatives to share</li> </ul> | ST              |

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|   | <p>experiences as contact details confidential to organisation/programme with which they work.</p> <ul style="list-style-type: none"> <li>Members reminded of past difficulties finding volunteers to take up patient representative roles when offered.</li> </ul>  |            |
| <b>4. Notes of last meeting 20 November 2019</b>  | <b>Agreed as an accurate record of the meeting.</b>  |            |
| <b>5. Matters rising</b>  | <p><b>3. Matters arising – 6. The future of SPG:</b> BR confirmed response sent to Meredith Vivian (MV). MV's e-mail in reply was marked 'Private &amp; Confidential'.</p> <p><b>4. Transforming Midwifery Care Programme update:</b> agreed time required to present update needed to reschedule speaker.</p> <p><b>Action: GS to contact Kate Manning to find out how much time required for programme update presentation.</b></p> <p>Remaining actions completed and closed.</p>   | <b>GS</b>  |
| <b>6 Shrewsbury &amp; Telford NHS Hospital Trust (SaTH) updates –</b><br>Kate Ballinger (KB),<br>Community Engagement Facilitator | <p>KB reminded members SaTH Community Engagement Events held quarterly in locations in Shropshire and Telford &amp; Wrekin respectively during the same week where SaTH provide 'behind the headlines' information – frailty pathway, Care Quality Commission special visit and SaTH being in special measures were topics at last event. SaTH likely to be in special measures for 3 years – stable leadership needed (as opposed to current 'interim' post holders at senior level). Pleased to note permanent Chief Executive, Louise Barnett, taking up appointment in February 2020 and that she believes in public and patient engagement.</p> <p><b>Next Community Engagement Events will be held in March 2020 – dates to be confirmed.</b> KB would welcome suggestions for topics that could be included at next meeting.</p> <p><b>Action: members to consider possible topics for discussion at upcoming Community Engagement Events</b></p> <p>SaTH wish to set up a 'People's Forum' with direct input to SaTH Board – format and how it could operate under consideration.</p> <p>KB confirmed her willingness and availability to answer SPG queries on SaTH issues.</p> | <b>All</b> |
| <b>7. Primary Care Networks (PCNs) update</b>   | <p><b>Darwin PCN:</b> comprising Shrewsbury &amp; Atcham practices,) has indicated it would be happy to talk to SPG.</p> <p><b>North Shropshire PCN:</b> believed to still be in early stages of development.</p> <p><b>Teldoc PCN:</b> comprising existing Teldoc Medical Practice, very well advanced.</p> <p>Suggestions made by members included:</p> <ul style="list-style-type: none"> <li>possibility of inviting representatives from each PCN to speak to SPG to enable members to make comparisons; and</li> <li>PCNs may consider setting up own Patient Groups.</li> </ul>   |            |
| <b>8. Speakers for upcoming meetings</b>  | <p><b>15 January 2020:</b> Dave Evans, Joint Accountable Officer Shropshire and Telford &amp; Wrekin CCGs to attend.</p> <p><b>Suggested speakers for upcoming meetings included:</b></p> <ul style="list-style-type: none"> <li>Christine Morris, Chief Nurse and Lead for Quality &amp; Safety, Shropshire and Telford &amp; Wrekin CCGs on holding service providers to account;</li> <li>Cathy Riley, Manager Director for Shropshire, Midlands Partnership NHS Foundation Trust on mental health services in Shropshire; and</li> <li>Kate Manning (KM), Communications &amp; Engagement Team, Transforming Midwifery Care Programme to advise on proposals for midwifery services and public consultation on them.</li> </ul> <p><b>Action: GS to seek confirmation of time KM would need to speak about Transforming Midwifery Care.</b></p>  | <b>GS</b>  |

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| <b>9. A.O.B.</b>  |   |  |
| <b>9.1 Carers in Shropshire</b>                                   | MJ reported Shropshire Council have recognised 'Carers' Trust for All' (to be called 'Crossroads Together' after 31 December 2019) not working and carers' support network broken - Council lack capacity to fill carer gaps in emergency situations. Looking to recommission service in September 2020.  |  |
| <b>9.2 Mental Health Care issues</b>                              | MJ reported emergency diagnostic pathway for patients aged up to 25 implemented by Shropshire CCG applies only where patients have already been waiting for diagnosis for 12 months. No recognition circumstances of patients reaching 16 can change significantly and Special Needs diagnosis needed to access support to deal with changes in areas such as housing, Work & Pensions, and employment status. Midlands Partnership NHS Foundation Trust to start work on rehabilitation in long term and significant conditions – currently no such provision in Shropshire. |  |
| <b>9.3 Summary Care Records (SCR) with Additional Information</b> | Inclusion of additional information to SCR (e.g., details of medical history, management of long term conditions, end of life care, etc.), allows more information to be available to health and care staff viewing patient's SCR wherever care delivered. Patients who have not opted out of having SCR and wishing to have additional information included, need to consent to inclusion by signing consent form at their GP practice. Believed currently only 2% of Shropshire and Telford & Wrekin patients signed up for SCR with additional information.                |  |
| <b>10. Time and date of next meeting</b>                          | <b>Wednesday, 15 January, 2020, 17.00-19.00 in Room K2 William Farr House</b>   |  |