

**Minutes of the Nottingham and Nottinghamshire  
 Patient and Public Engagement Committee  
 held virtually on Tuesday 30 November 2021  
 2 pm to 4 pm**

**Attendees;**

Sue Clague, Chair  
 Jasmin Howell, Vice Chair  
 Chitra Acharya, Patient Leader/Carer  
 Colin Barnard, Patient Leader/Diabetes  
 Teresa Burgoyne, Nottingham West  
 Michael Conroy, My Sight Nottinghamshire  
 Kerry Devine, Improving Lives  
 Gilly Hagen, Patient Leader/Sherwood Patient Participation Groups  
 Jane Hildreth, Community Voluntary Sector representing Mid Nottinghamshire ICP  
 Roland Malkin, Nottinghamshire Cardiac Support Group  
 Helen Miller, Healthwatch Nottingham and Nottinghamshire  
 Paul Midgley, Rushcliffe  
 Carolyn Perry, Community Voluntary Sector representing, South Nottinghamshire ICP  
 Daniel Robertson, Nottingham and Nottinghamshire Refugee Forum  
 Jules Sebelin, Community Voluntary Sector representing City ICP  
 Mary Spencer, Bassetlaw PPGs  
 Becky Law, Community Voluntary Sector representing Bassetlaw

**In attendance (NHS Nottingham & Nottinghamshire Clinical Commissioning Group’s Staff):**

Julie Andrews, Engagement Manager  
 Alex Ball, Director of Communications and Engagement  
 Sasha Bipin, Engagement Officer  
 Lucy Dadge, Executive Team representative  
 Lisa Durant, System Delivery Director; Planned Care, Cancer and Diagnostics  
 Karen Foulkes, Deputy Head of Children’s Commissioning  
 Jane Hufton, Engagement Assistant (minute taker)  
 Prema Nirgude, Head of Insights and Engagement

**Apologies for absence were received from;**

Deb Morton, Healthwatch  
 Amdani Juma, African Institute for Social Development  
 Mike Deakin, Nottinghamshire County Council

NN/208/11/21	Welcome and introductions
	Sue Clague welcomed everyone to the Nottingham and Nottinghamshire Patient and Public Engagement Committee (PPEC) meeting and extended a warm welcome to two new members representing Bassetlaw, Mary Spencer and Becky Law recognising that Bassetlaw would be part of the new Nottingham and Nottinghamshire Integrated Care Board from April 2022.
NN/209/11/21	Declarations of interest

	<p>Sue Clague reminded PPEC members of their obligation to declare any interest they might have on any issues arising at the meeting which might conflict with the business of the CCG and any items on this agenda. No declarations were made.</p>
<b>NN/210/11/21</b>	<b>Minutes of the last meeting</b>
	<p>The minutes of the last PPEC meeting held on 26 October 2021 were discussed and agreed as an accurate record of the discussion that took place at that meeting.</p>
<b>NN/211/11/21</b>	<b>Matters arising including Action Log</b>
	<p>An updated copy of the Action Log had been circulated to PPEC members prior to the meeting and was noted.</p> <p>Julie Andrews confirmed with PPEC members that the completed actions could be closed. Julie Andrews continued by highlighting the outstanding actions for discussion which included:-</p> <p><b>NN/202/10/21</b> – Following on from the previous meeting Andrew Fearn had agreed to contact PPEC members, Gilly Hagen and Emma Lucas to discuss digital transformation. This had not taken place, therefore, Julie Andrews agreed to follow up with Andrew Fearn.</p> <p><b>Action: Julie Andrews to contact Andrew Fearn to remind him to contact PPEC members to follow up conversations about digital transformation.</b></p> <p><b>NN/199/10/21</b> and <b>NN/142/05/21</b> – It was agreed email updates regarding engagement with ethnically diverse communities in Mid Nottinghamshire and preventative programme information would be shared with PPEC members.</p> <p><b>Action: Julie Andrews to request updates regarding engagement with diverse communities in Mid Nottinghamshire and ICS Prevention Programme.</b></p> <p><b>NN/133/04/21</b>- Community Diagnostic Hubs. Paul Midgely and Teresa Burgoyne both expressed interest in joining the working group. The development of an engagement plan to wrap around the Community Diagnostic Hubs would be progressed. Simon Oliver had offered to attend a future PPEC meeting to provide a further update on Community Diagnostic Hubs.</p> <p><b>Action: Julie Andrews to confirm representation on the Community Diagnostic Hubs Working Group with Lisa Durant and Simon Oliver.</b></p> <p><b>Action: Julie Andrews to develop an engagement plan to wrap around the Community Diagnostic Hub programme.</b></p>
<b>NN/212/11/21</b>	<b>Covid Update</b>
	<p>Alex Ball, Director of Communications and Engagement provided an update on the Covid 19 vaccination programme and this was noted by PPEC members.</p> <p>Alex Ball confirmed that cases had risen in Nottingham and Nottinghamshire of patients testing positive for Covid. Whilst there has been a lower impact on</p>

	<p>hospitalisation and deaths due to the vaccination programme it is continuing to create pressure and considerable challenges in hospitals. The Omicron variant had led to the Government putting in place new restrictions including the use of face coverings, international arrivals being subject to PCR tests and anyone in contact with someone with Omicron having to isolate for 10 days.</p> <p>Alex Ball updated members that in the UK almost 100 million vaccinations had been administered and reminded PPEC members of the current eligibility criteria for boosters that is available on the Nottingham and Nottinghamshire Clinical Commissioning Group (CCG) website <a href="https://nottsccg.nhs.uk/covid-19/covid-19-vaccinations/groups-being-vaccinated/">https://nottsccg.nhs.uk/covid-19/covid-19-vaccinations/groups-being-vaccinated/</a>.</p> <p>PPEC members highlighted issues regarding long queues at specific sites. Alex Ball acknowledged this and advised that across Nottingham and Nottinghamshire a booking only model had been implemented and encouraged everyone to book their appointments. Further clarification was requested regarding provision in Newark. It was confirmed that provision was subject to ongoing review and changes would be implemented as required.</p> <p>PPEC members thanked Alex Ball for the update around the Covid-19 Vaccination programme. It was agreed that this should continue to be a standing PPEC agenda item for the foreseeable future.</p>
<b>NN/213/11/21</b>	<b>Children and Young People’s Holistic Healthy Lifestyle Service</b>
	<p>Karen Foulkes, Deputy Head of Children’s Commissioning and Sasha Bipin, Engagement Officer shared a presentation on the outcome of engagement to inform the development of a new Children and Young People’s Holistic Healthy Lifestyle Service (weight management service for children and young people who are significantly above a healthy weight without other healthcare issues). The preparatory work undertaken, methodology and key points arising from the engagement undertaken were highlighted.</p> <p>Engagement took place during July and August 2021 with children and young people, parents and carers and professionals. Valuable insight was gathered by promoting surveys, attending groups virtually and in 1:1 interviews.</p> <p>Subsequently a detailed report had been published outlining the key recommendations arising from the engagement. Key recommendations included;</p> <ul style="list-style-type: none"> <li>• The need for this service to offer support to all under the age of 18, who are over a specific Body Mass Index (BMI).</li> <li>• The need for friendly staff, who know how to communicate well with children and young people, and who offer a non-judgemental approach to support.</li> <li>• The need for the service to adopt a tailored approach to support by offering a range of support options that are delivered from community settings.</li> <li>• The need for the service to be staffed with Doctors, Nurses, Exercise Specialists, Peer Support Workers, Mental Health Support, Dietitians and Key Workers who are skilled in working with families with weight management needs.</li> <li>• The service should provide holistic family support and offer positive advice and tips to help children and young people make positive changes.</li> </ul>

	<ul style="list-style-type: none"> <li>• The service should measure change in the young person’s behaviour, overall confidence levels, confidence levels in maintaining a healthy lifestyle and overall wellbeing to understand how effective the service has been.</li> </ul> <p>Karon Foulkes advised that the engagement report would be shared with those who had participated in the engagement and others and they would be invited to join a Steering Group to be held on 15 December 2021 to help inform the design of this service.</p> <p>PPEC members commended the approach to engagement and were particularly pleased that engagement had been undertaken at a stage when it could be used to inform the service specification.</p> <p>PPEC members raised following questions;</p> <ul style="list-style-type: none"> <li>• Would it be possible to incorporate everything that has been asked for in the business case or will it be necessary to prioritise?</li> <li>• What will be the approach regarding transition to adult services?</li> <li>• How many young people will benefit from the new service?</li> <li>• How will emotional and psychological aspects feature in new services?</li> </ul> <p>In response, Karon Foulkes explained that this was a new service that the CCG had a responsibility to provide and it would be supported financially. The development of services for adults is also taking place simultaneously and this provides an excellent opportunity to incorporate transitional arrangements in the planning. It was confirmed that the National Child Measurement Programme provided data regarding numbers of children who would require this service that would incorporate a multi-disciplinary approach to provide holistic support including emotional and psychological support.</p> <p>It was agreed that this programme of work should be reviewed using the PPEC Effectiveness Framework.</p> <p><b>Action: Julie Andrews to schedule a review of this programme of work using the PPEC Effectiveness Framework and bring back to PPEC in March 2022.</b></p>
<b>NN/214/11/21</b>	<b>ICS Transition; working with people and communities</b>
	<p>Prema Nirgude, Head of Insights and Engagement delivered a presentation on ‘Integrated Care System (ICS): Working with people and communities’.</p> <p>Prema Nirgude reported that the paper entitled, ‘Working with People and Communities’ providing a high level approach to engagement, had been presented at the ICS board meeting on 4 November 2021. Overall, the proposal had been endorsed with a few areas identified for further development including incorporating the involvement of Foundation Trust Governors and wider memberships, expert patient groups and alignment to Health and Wellbeing Boards in the City and County.</p> <p>Subsequent discussion focused on the engagement structures required to deliver some components of the high-level approach that would deliver continuous and consistent listening to citizens moving away from a model of episodic and discrete periods of asking people about changes the NHS would like to make to health services.</p>

	<p>PPEC members were reminded of current sources of insight and engagement structures at neighbourhood, place and system level and alignment of PPEC to the Governing Body. The ten principles for how ICSs work with people and communities that featured in the detailed guidance were shared.</p> <p>PPEC members were asked to consider a proposed engagement structure for the ICS/ICB. The structure would provide a clear link between a Strategic Citizen Engagement Advisory Group, and Integrated Care Board (ICB) and Integrated Care Partnership (ICP). The structures also included a VCSE Alliance. There was an expectation that a formal agreement for engaging and embedding the VCSE in system level governance and decision-making arrangements would be in place by April 2022, ideally working through a VCSE Alliance. Work is underway with VCSE colleagues from our four places, Self Help UK and Citycare to co-produce this formal arrangement.</p> <p>Prema Nirgude invited PPEC members to share their expertise and learning to support the establishment of the Strategic Citizen Engagement Group and to develop ideas for bringing together insight from a wide range of sources within our four places. Jane Hildreth and Paul Midgely expressed an interest in being involved in a working group. Any further expressions of interest should be sent to Prema Nirgude.</p> <p>Discussion ensued about citizen engagement at a place and neighbourhood level. There was some concern about the maturity of place and neighbourhood infrastructure to deliver effective citizen engagement. There was strong support for PPG involvement but recognition that not all areas have strong PPGs and that inclusive citizen (not just patient) engagement is necessary to ensure diverse populations have a voice.</p> <p><b>Action: PPEC members to email Prema Nirgude to register interest in participating in a working group to further develop engagement structures.</b></p>
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<b>NN/215/11/21</b>	<b>Interpretation and Translation Services Update</b>
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	<p>Julie Andrews, Engagement Manager updated PPEC members on a planned programme of engagement to inform the procurement of Interpretation and Translation Services that would be commissioned to meet the needs of the population in Nottingham and Nottinghamshire. The service would provide access to interpretation and translation services for people for whom English is not their first language accessing GP services.</p> <p>PPEC members were reminded that a programme of engagement had been completed during Spring 2021 involving a range of advocacy groups to define what good looks like in terms of service provision. Primary Care Commissioning colleagues presented a proposal to the Primary Care Commissioning Committee in July 2021 and following consideration a more comprehensive analysis was requested to include:</p> <ul style="list-style-type: none"> <li>• A desk top review of service provision in other areas</li> <li>• Further stakeholder engagement</li> <li>• Options appraisal</li> </ul> <p>The outcome of the comprehensive analysis referenced above will be considered by the Primary Care Commissioning Committee, a procurement process would be undertaken with a new service to be in place by 1 July 2022.</p>
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	<p>With regard to engagement, PPEC members were informed of plans to engage with a range of stakeholders including faith groups, Black and Asian Minority Ethnic groups, community groups, advocacy groups, staff working in General Practice and the Nottingham Together Board. Engagement would be undertaken through a survey to gather broader views, focus groups during December 2021 to January 2022. PPEC members were invited to share details of any further groups to include on the stakeholder list.</p> <p>Sue Clague welcomed the thorough engagement process that was planned.</p> <p><b>Action: PPEC members were asked to contact Julie Andrews with any further suggestions of stakeholders to engage with.</b></p>
<b>NN/216/11/21</b>	<b>Elective Recovery Update</b>
	<p>Lisa Durant, System Delivery Director; Planned Care, Cancer and Diagnostics shared a presentation that provided an update on the elective recovery programme developed in response to significant backlog of patients waiting for elective care as a result of Covid 19. The key points highlighted were;</p> <ul style="list-style-type: none"> <li>• Despite ongoing urgent pressures the system benchmarks well in comparison to the region and nationally</li> <li>• Patients are priorities clinically appropriately</li> <li>• In parallel the system has plans to deliver the national requirements to eliminate waits of longer than 104 weeks by March 2022 and to stabilise waiting lists. Majority of patients waiting over 104 weeks are Ear Nose and throat (ENT) patients.</li> <li>• There is a significant level of risk over winter of increased urgent care demand and Covid related admissions, therefore all system partners are working together to enable safe timely access to care for patients</li> <li>• Risks are exacerbated by workforce constraints and system partners are working together to support our staff</li> <li>• Oversight of elective recovery is underpinned by a system wide approach to clinically led service transformation and earlier diagnosis</li> </ul> <p>Lisa Durant advised that Nottingham University Hospitals and Sherwood Forest Hospitals Trusts had reached out to patients waiting for surgery in June/July 2021 apologising for the wait and providing a broad average wait as an indication. Guidance was provided about keeping well, receiving the Covid vaccination, controlling longer term conditions and remaining fit for surgery. A central contact point was given to enable patients to raise any questions/concerns but minimal feedback had been received.</p> <p>Lisa Durant confirmed that the system had submitted a plan mid-November to stabilise waiting lists and to ensure that no patient would wait over 104 weeks by March 2022. Cancers are being diagnosed earlier and in parallel the system aims to improve cancer 62 day performance.</p> <p>Lisa Durant highlighted the many risks impacting on elective care provision including workforce, winter pressures, critical care capacity Covid 19 and flow out of hospital remains challenging. However, the system would build on its successes which include</p>



	<p>a successful bid for 'Elective Accelerator' funding, planned care transformation programme and pathway redesign.</p> <p>In response to a question about plans for clinical pathways to be streamlined and pharmacists, optometrists and dentists to be part of primary care networks, Lucy Dadge confirmed that from April 2023 responsibility for commissioning Pharmacy, Optometry and Dentistry (PODs) would be delegated to the ICB who would support the development of such clinical pathways and integrated working.</p> <p>In response to a request from PPEC members, Lucy Dadge agreed to attend a future PPEC meeting to explore opportunities for pathway redesign at place level in relation to PODs but asked that PPEC members consider and share any opportunities they identify for such pathway development.</p> <p>In response to a query about hospital discharge, Lisa Durant confirmed that the system is working collaboratively on this and the flow out of hospital is due to a number of reasons including lack of capacity to assess patients and availability of home care services.</p> <p><b>Action: PPEC members to provide examples of opportunities for pathway redesign at place level utilising the expertise of PODs.</b></p> <p><b>Action: Julie Andrews to include an item on PODs pathway redesign opportunities at place level on the PPEC forward programme.</b></p>
<p><b>NN/217/11/21</b></p>	<p><b>Governing Body and Committee Feedback</b></p>
	<p>Sue Clague provided feedback from the Governing Body development session that had focused on ensuring patients are treated in appropriate health care settings to avoid inappropriate attendances at the Emergency Department.</p> <p>Discussion at the Prioritisation and Investment Committee had focused on the Community Transformation Programme and service redesign for musculoskeletal and pain management services.</p> <p><b>Key messages from PPEC to highlight at the next Governing Body meeting on 1 December 2021 were:-</b></p> <ol style="list-style-type: none"> <li>1. PPEC members received a comprehensive report detailing the outcome of engagement undertaken to inform the development of a new service for children and young people to be known as the Holistic Healthy Lifestyle Service. The thoroughness of the engagement and report was commended. PPEC members were particularly pleased that the engagement had been undertaken at a stage that it could be used to inform the service specification. In addition, it would be aligned to the development of a new service for adults and that this would support transition arrangements between children and young people and adult services. PPEC members will review this programme of work using the PPEC effectiveness framework to identify any good practice or learning.</li> <li>2. With regard to the ICS Transition; Working with people and communities, PPEC members received an update following discussion of this at the last ICS Board meeting. PPEC members' discussion focused on citizen engagement at a place and neighbourhood level. There was some concern about the maturity</li> </ol>

	<p>of place and neighbourhood infrastructure to deliver effective citizen engagement. There was strong support for PPG involvement but recognition that not all areas have strong PPGs and that inclusive citizen (not just patient) engagement is necessary to ensure diverse populations have a voice.</p> <ol style="list-style-type: none"> <li>3. An update was provided regarding Interpretation &amp; Translation Service in relation to the planned engagement and PPEC members noted a thorough process was planned.</li> <li>4. PPEC members received an update on plans in place regarding elective recovery and noted the steps being taken to address the long waiting lists that had occurred due to Covid. However, it was noted that increasing pressures continue across the system in particular challenges regarding flow out of hospital that impacts on the ability to offer elective care to patients.</li> </ol>
<b>NN/218/11/21</b>	<b>Any Other Business</b>
	No further business was raised.
<b>NN/219/11/21</b>	<b>Date of Next Virtual Meeting</b>
	The next PPEC meeting will be held virtually on Tuesday 21 December 2021 from 2 pm to 4 pm.