

**Minutes of the Nottingham and Nottinghamshire
 Patient and Public Engagement Committee
 held virtually on Tuesday 24 August 2021
 2 pm to 4 pm**

Attendees;

Sue Clague, Chair
 Teresa Burgoyne, Nottingham West
 Kerry Devine, Improving Lives
 Gilly Hagen, Patient Leader/Sherwood Patient Participation Groups (from 14.50)
 Jane Hildreth, Community Voluntary Sector representing Mid Nottinghamshire ICP
 Amdani Juma, African Institute for Social Development
 Roland Malkin, Nottinghamshire Cardiac Support Group
 Deb Morton, Healthwatch
 Paul Midgley, Rushcliffe
 Carolyn Perry, Community Voluntary Sector representing, South Nottinghamshire ICP
 Jules Sebelin, Community Voluntary Sector representing City ICP

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

Julie Andrews, Engagement Manager
 Alex Ball, Director of Communications and Engagement
 Lucy Dadge, Chief Commissioning Officer
 Jane Hufton, Engagement Assistant (minute taker)
 Joe Lunn, Associate Director of Primary Care

Apologies for absence were received from;

Jasmin Howell, Vice-Chair
 Chitra Acharya, Patient Leader/Carer
 Colin Barnard, Patient Leader/Diabetes
 Michael Conroy, My Sight Nottinghamshire
 Mike Deakin, Nottinghamshire County Council
 Helen Miller, Healthwatch Nottingham and Nottinghamshire
 Daniel Robertson, Nottingham and Nottinghamshire Refugee Forum

NN/173/08/21	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 Lucy Dadge representing the Executive Team, Alex Ball, Director of Communications and Engagement and Deb Morton representing Healthwatch in the absence of Helen Miller.
NN/174/08/21	Declarations of interest
	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.
NN/175/08/21	Minutes of the last meeting
	The minutes of the last PPEC meeting held on 27 July 2021 were discussed and these were agreed as an accurate record of the discussion that took place at that meeting.

NN/176/08/21	Matters arising including Action Log
	<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 shared a copy of the outstanding actions for discussion which included:-</p> <p>NN/167/07/21 - Children and young people’s pathway. Nichola Reed had provided an update explaining that the expected waiting time thresholds would be confirmed as part of the mobilisation process. The service offer would provide a level of instant access to support in some areas and other more traditional face to face/group work would have a level of waiting time dependent on demand. The NHS contract is a mandated contract and no young person would wait more than 18 weeks but recognise this is too long and commissioners would be working with the preferred provider to reduce the waiting time thresholds.</p> <p>NN/157/06/21 & NN/168/07/21- Engaging with ethnically diverse communities in Mid Nottinghamshire had been raised via the Mid Nottinghamshire Health Inequalities Group. Julie Andrews confirmed that Diane Carter had agreed to follow up directly with Amdani Juma. It was agreed a briefing would be requested for the next PPEC meeting.</p> <p>Action: Request a briefing from Diane Carter on progress regarding engagement with ethnically diverse communities in Mid Nottinghamshire.</p> <p>NN/132/04/21- Community Transformation Programme. The design workshops would commence on 17th September and citizen engagement/co-production would be one of the key design principles to be adopted when the transformation cycles are being undertaken. This programme of work is being supported by Healthwatch and co-production colleagues from the two local authorities. PPEC members agreed that an update in September would be helpful.</p> <p>Lucy Dadge advised that work is taking place to develop the best model that will be implemented at place level. Initial engagement has taken place with services providers and Place Based Partnerships to agree clinical components. Citizens will be engaged at the earliest opportunity. Lucy Dadge agreed to share the project plan that explains how this will link to place level and for a presentation to be delivered to PPEC in September.</p> <p>Action: Julie Andrews to schedule a presentation on the Community Transformation Programme for the September PPEC meeting.</p> <p>Action: Lucy Dadge to share copy of Community Transformation Programme project plan with PPEC members.</p>
NN/177/08/21	Interpretation & Translation Services
	<p>Copies of a paper providing an update on the review of general practice interpretation and translation services had been circulated to PPEC members prior to the meeting.</p> <p>Joe Lunn gave an overview regarding current interpretation and translation services explaining that there is an inherited inequity of access to interpreter and translation</p>

	<p>services between Nottingham City and Nottinghamshire County practices. Based on the outcome of the initial review and feedback from stakeholders, members of the Primary Care Commissioning Committee at its July 2021 meeting asked that this review was extended further to ensure a more comprehensive analysis was undertaken. Intelligence gathering is underway and the timeline for the commencement of a new service has been extended to July 2022.</p> <p>PPEC members asked if any improvements could be made to the current services prior to the new service commencing in July 2022. Joe Lunn explained that the current contract could not be changed without pre-empting the outcome of the re-procurement process.</p> <p>Lucy Dadge reiterated that the reshaping of the service needs to be informed by citizens' needs and stressed the importance of completing the review thoroughly but as quickly as possible because in the interim the service would remain the same.</p> <p>Amdani Juma explained that some communities depend on interpreting services to access healthcare and during Covid with the increased use of remote consultations this has proved difficult for many. Access to face to face consultations supported by access to good quality interpretation and translation services is vital to this group of patients. Lucy Dadge acknowledged the concerns raised and confirmed that as part of the broader review the CCG would look at the options, costs and if face to face interpretation is considered a priority the CCG would need to decide if this is something that should be funded.</p> <p>Jules Sebelin suggested engagement could be progressed through the Nottingham Together Board and BAME sub-group who act as a reference group to the ICP health inequalities workstream alongside groups such as the Nottingham and Nottinghamshire Refugee Forum.</p> <p>Action: Further engagement to be progressed through the Nottingham Together Board, the BAME sub-group and the Nottingham and Nottinghamshire Refugee Forum.</p>
<p>NN/178/08/21</p>	<p>Nottingham University Hospitals NHS Trust Update</p>
	<p>Alex Ball, Director of Communications and Engagement and Lucy Dadge, Chief Commissioning Officer gave an overview on work the CCG is undertaking with the NHS England and Improvement Regional Team in relation to issues, incidents and quality concerns regarding maternity services at Nottingham University Hospitals NHS Trust.</p> <p>Nottinghamshire and Nottingham Clinical Commissioning Group (CCG) have been working closely with the provider to improve the quality of maternity care at Nottinghamshire University Hospitals over the last few months. The next stage is to undertake an independent thematic review of incidents, issues and concerns at Nottingham University Hospitals. The review will be led by clinicians and managers external to Nottingham University Hospitals. Families would be involved in the review. shaping the Terms of Reference and being involved in the ongoing work. The outcome and recommendations of the review would be published.</p> <p>Alex Ball asked PPEC members to advise any group or families who may wish to be part of the ongoing discussion to email:- ncccg.nottsmaternityreview@nhs.net.</p>

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NN/179/08/21	Recovery Engagement Action Plan – Progress Report
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	<p>Copies of reports providing updates on progress regarding delivery of the Recovery Engagement Action Plan had been circulated to PPEC members prior to the meeting and were noted.</p> <p>Following an extensive programme of engagement with the Nottingham and Nottinghamshire population between June and September 2020, to understand the impact of the changes made in response to Covid-19 the Recovery Engagement Action Plan was developed and presented to Governing Body in April 2021.</p> <p>The Action Plan was developed in partnership with PPEC members to improve access and experience of patients using health services particularly the most vulnerable and marginalised groups and those not in contact with health services. It focuses on key areas of improvement relating to;</p> <ul style="list-style-type: none"> • Accessible information • Services delivery and design • Innovation <p>Detailed updates were provided regarding the following actions;</p> <ul style="list-style-type: none"> - Provision of information to vulnerable people during the Covid 19 pandemic with a strong focus on increasing uptake of the Covid vaccination addressing key factors including vaccine hesitance, barriers to access and complacency. - Cascade of information through the community and voluntary sector, local authorities and community/faith leaders to ensure wider reach of information in appropriate formats to the most vulnerable and marginalised groups - Through the CCG commissioned engagement service with the Voluntary Sector Alliance, undertake in depth reviews of communication and engagement preferences with ethnically diverse communities and people with a learning disability. <p>Jules Sebelin updated on the work taking place in Nottingham City to engage with trusted community leaders to cascade messages to Black, Asian and Minority Ethnic communities to improve health and wellbeing. Engaging in this different way will deliver fundamental changes. The same model will be adopted to engage with the Roma community.</p> <p>Julie Andrews reminded PPEC members that provision of interpretation and translation services featured in the action plan and had been covered in some detail earlier in the meeting. A number of actions related to Equality, Diversity and Inclusion and a presentation was scheduled for the September PPEC meeting. Digital innovations and support would be considered at the October PPEC meeting.</p> <p>Lengthy discussion followed with PPEC members highlighting the following key issues;</p> <ul style="list-style-type: none"> • Need for learning from Covid-19 to be incorporated at system, place and neighbourhood level
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	<ul style="list-style-type: none"> • Working through community leaders has proved effective and should be built upon • Consider how to cascade messages to people who are not computer literate • Obtain clarity about the help and support available from Connected Notts, Click Silver to ensure digital innovation is inclusive. Further information is available at https://www.connectednottinghamshire.nhs.uk/public-services/digital-social-inclusion/ https://www.ageuk.org.uk/notts/our-services/it-training/ <p>In conclusion, Sue Clague summarised that the importance of ensuring the learning from Covid-19 is embedded into ICS strategy and at place level to deliver real improvement in outcomes for citizens. Much has been learned about the significance of working through community leaders.</p>
NN/180/08/21	Covid Update
	<p>Alex Ball, Director of Communication and Engagement presented an update on the Covid 19 pandemic and vaccination programme in Nottingham and Nottinghamshire.</p> <p>Alex Ball confirmed that the number of people testing positive for Covid-19 had risen in Nottingham and Nottinghamshire and hospital admissions were also higher than usual.</p> <p>The vaccination programme was open to all aged 16 and over and those aged 12 to 15 years who are clinically vulnerable or live with someone who is immunosuppressed. Walk-in offer is available to anyone over the age of 18 for their first and second vaccinations. Information on different age groups and where to access their vaccination can be found on the Nottingham and Nottinghamshire Clinical Commissioning Group (CCG) website https://nottsccg.nhs.uk/covid-19/covid-19-vaccinations/groups-being-vaccinated/</p> <p>Alex Ball advised that details of the third phase of the vaccination programme were yet to be confirmed by the Joint Community Vaccination Immunisation (JCVI) and Government.</p> <p>Plans have been developed locally in readiness for phase three, and there would be considerably more sites including 2 mass vaccinations sites in Nottingham and Mansfield, 20 GP vaccination sites, almost 20 community pharmacies, roving support and vaccination bus would continue in targeted areas of the City and County. Further information would be available on the CCG website; https://nottsccg.nhs.uk/ at the earliest opportunity.</p> <p>PPEC members queried how effectively the roving team was operating. Alex Ball advised that bookings should be made by calling 0115 8834640 and added that sometimes it does take a little time to ensure all planning is in place when new people are identified as being housebound.</p>
NN/181/08/21	ICS Engagement Transition
	<p>Julie Andrews gave a brief update on planning taking place to support the involvement of people and communities as part of the ICS transition.</p>

	<p>Three workshops are scheduled to take place on 6, 16 and 22 September to review and refine the framework for involving people and communities. The first workshop would involve engagement specialists working across the system, the second would be for wider stakeholders (patients, patient leaders, PPEC members, VCSE partners, local authorities). The final workshop would be for an internal strategic group to consider the framework. All workshops would be supported by an external facilitator.</p> <p>Upon completion of the workshops, plans would be presented to the ICS Board on 4 November 2021 followed by an implementation phase between November and April 2022.</p> <p>PPEC members were advised that NHS England and Improvement had indicated that detailed guidance regarding involving people and communities would be published by 3 September 2021.</p> <p>Action: Julie Andrews to circulate invitation to second workshop to take place on 16 September 2021 to PPEC members together with documents to read in advance of the workshop.</p>
<p>NN/182/08/21</p>	<p>Governing Body Feedback & Key Messages from PPEC</p>
	<p>Sue Clague provided feedback from the Governing Body meeting held on 4 August 2021 and summarised the key messages as follows;</p> <ul style="list-style-type: none"> - Unvaccinated patients make up the vast majority of patients in hospital and ITU being treated for Covid-19. - The system's financial position is on track for H1 (April to September 2021), but elective recovery would present a challenge for H2 (October 2021 to March 2022). - Maintained focus on maternity services at Nottingham University Hospitals - Prioritisation and Investment Committee discussion around all commissioning decisions having consistency across the system and being delivered through Place Based Partnerships - Ongoing discussions are taking place with clinicians regarding Reshaping Health Services Across Nottinghamshire (Tomorrows NUH) with a view to pre-engagement work commencing in the Autumn. <p>Key messages from PPEC to highlight at the next Governing Body meeting on 4 August 2021 were:-</p> <ol style="list-style-type: none"> 1. PPEC members welcomed the broader review of interpretation and translation services and look forward to receiving further information as this progresses. 2. PPEC members would like to ensure learning from Covid-19 can be embedded into ICS strategy and at place level to deliver real improvement in outcomes for citizens. Much has been learned about the significance of working through community leaders 3. PPEC members look forward to actively contributing to the workshops to inform the framework for involving people and communities as part of the ICS transition.
<p>NN/183/08/21</p>	<p>Any Other Business</p>

	<p>PPEC members referred to recent events in Afghanistan and requested that the review of interpretation and translation services take account of the likely increased need for these services in the future.</p> <p>Jules Sebelin advised that an Expression of Interest had been submitted for Nottingham and Nottinghamshire to access support and funding through the National Development Programme – Embedding the Voluntary Community and Social Enterprise (VCSE) Sector within Integrated Care Systems. Further information would be provided in due course.</p>
NN/184/08/21	Date of Next Virtual Meeting
	<p>The next PPEC meeting will be held virtually on Tuesday 28 September 2021 from 2 pm to 4 pm.</p>