

# Patient Network Meeting Minutes 4<sup>th</sup> and 5<sup>th</sup> September 2019

Carlisle Business Centre, 1.00 pm-3.00pm

## Welcome and Introductions

- Marilyn opened the Patient Network meeting.
- Mentioned recruitments for Care Navigation promotional video

## **Community Engagement**

Victoria Simmons delivered a presentation on the overall engagement process – ‘Showing the Engagement Picture’

The presentation was mainly on:

- How all the engagement we do links together,
- How we can make sure people’s views and experiences are heard,
- How People’s Board, VCS and Patient Network fit in to all this.

After the presentation the group did a short activity, looking where each piece of engagement work sat. Activity sheets were put on the walls and the group discussed certain statements and put them on activity sheets where each piece of engagement work would sit.

## **Community Engagement Q&A**

After a 10 min break there was a questions and answers session with Victoria, Marilyn and Sam Samociuk taking questions from the floor.

Question) How does people’s Board get a broad patients views when helping to shape or develop strategy?

- Answer) We don’t always the get a broad patients views. It depends on a number of things.it has taken a long time to get a move to this. Part of the discussions are around what sort of engagement they going to do in relation to what they are planning to do. We don’t see ourselves of any point of engagement. We see ourselves has one of the many voices which help to define those things.

Question) How does the People’s Board communicate what is to be discussed?

- Answer) We have tried to develop a work programme and trying work in conjunction with the CCGs to look at their priorities and things that we can help with. There is a small annual report coming out which indicate whats coming up. Often we don’t find out till a couple of weeks before. The CCGs are working hard to to improve on this.

Question) How does the people’s Board formed their opinion in terms of people who they are representing to the CCGs

- Answer) The People's Board is not the answer to whole of the engagement. No group can represent the whole of the population. The group works directly with the CCGs and works really hard bringing in different perspectives and challenge the CCGs. We are working lot better with the commissioners than before.

Questions) How people are chosen on People's Board? Is it self-selected group? Are you aware of any gaps that need filling? We don't have enough information about the group.

- Answer) We can circulate a full description about People's Board ie who is on the board and sign post people and some of the things the group has dealt with. There is a gap and we are looking at recruiting someone from AWC side. People's Board information and their blog is out in public domain and can be seen on CCGs website.

Question) The grassroots database receives opinions from variety of sources. When these opinions contradict how are they weighted? Who decides how they are weighted?

- Answer) The grassroots looks at patterns and trends. The software helps to analyse all this. Every single piece of feedback is valuable so there is no weighted. Happy to share further information with you.

Question) Why CQC and Pals etc not on the list?

- Answer) CQC are important part of the picture. CQC are Care Quality are the regulators of Health and Social Care. The CCGs PALS team is part of the system. The feedback from them is fed into the grassroots system. The Hospital PALS team is not part of the system but are important part of the picture. We do not get feedback from the hospital PALS team but we are working together and share intelligence.

Question) Any exercise classes for elderly overweight and where do you go for healthy eating and luncheon club?

- Answer) CABD are putting together a website where people can find out about these groups and information. Also talk with your community champions for this information.

Question) Have you done anything making NHS dental available in the area?

- Answer) The CCGs do not commission dental care. NHS England commission dental care for our area. Although we do not commission it dental care, if we do get any feedback we pass it on NHS England to let them know about what is happening in our area.

# Patient Network Meeting Minutes 5<sup>th</sup> September 2019

Scorex House, 6.00 pm-8.00pm

Marilyn opened the meeting and welcomed all the attendees.

Marilyn introduced Victoria Simmons.

- 9 people attended the meeting
- Victoria Simmons – instead of doing a power point presentation Victoria sat at one table with the participants and went through her presentation. It was more of discussion than listening to a presentation.

Question) Prostrate cancer is one of things men feel very difficult to talk about, there is no national screening for prostate cancer. This is something that needs highlighting.

- Answer) CCGs support all public health campaign around this. There is one coming up 'Be Clear on Cancer' in a few weeks.

Question) people are reluctant to make will and don't talk about power of attorney. This is also needs highlighting.

- Answer) Patient Network might be interested in bringing this up. The end of Life report is almost completed. The network could try to ask someone to talk about on Advance care planning.
- The activity headings were confusing- not clear where to put the statements on the sheets.
- Need to advertise better around parking at Scorex House. The information on Patient Network poster is not very clear. Need clear direction with a bigger print.