



Consult and Challenge Meeting
19th March 2014
10:30 – 12:30

Whitworth Suite, Unity 12, 9-19 Rose Rd, Southampton SO14 6TE

PRESENT: Robert Droy, Chris Andrews, Chris & Steve Beal, Karla & Julia Huggins, Ray Harris, Richard Allen, John & Margaret Russell, Sam Goad (Healthwatch), Hilary Linssen (SCC), Angela Sumner (SCC), Eleanor Freeman (CCG), Alayne Keen (BSL Interpreter), Gordon Wade, Will Rosie.

ITEM		ACTION
1.	<p><u>Apologies</u> Saq Yasin, Dawn Buck (CCG), Clare Petrie, Jon Searle, Gill Fields.</p>	
2.	<p><u>Minutes of the Last Meeting</u> Agreed</p>	
3.	<p><u>Matters Arising</u> Any Matters Arising will be covered under later Agenda items.</p>	
4.	<p><u>Information Governance – Angela Sumner (SCC)</u> As agreed at the previous meeting, rather than bombard Angela with questions, a list of those that raised the most interest was sent in advance:-</p> <ol style="list-style-type: none"> 1. How does the SCC make sure that forms that are sent out are accessible to people with sensory impairments – and how do you know it works. 2. How does SCC make sure that the right kind of training gets out to the right staff and how is this followed up. 3. How is the idea of ‘Permission to Share’ being integrated into SCC ‘business as usual. <p>Angela spoke of Information Governance (IG) being a broad area of activity that every person employed by Southampton City Council (SCC) should be involved with in some-way or another. It is very</p>	

important she added that staff are aware of how to deal with clients/peoples information and of the legislation involved.

Training: Angela and those people with a more active role, have specific training in IG for Health and Social Care at a practical level for when interacting with clients and other partners.

SCC has recently taken the view that e-learning (computer based) is the way forward with training. The (IG) training for all SCC staff has four mandatory modules:-

1. The Data Protection Act. Covers information covered by law.
2. Freedom of Information. LA making available information they may hold other than Personal. (for example; how many meals on wheels have been delivered in the past 5 years).
3. Information Security. Using information securely, especially computer based (use of emails, screens being left on etc).
4. Sensitive Information. Particularly aimed at Social Care Practitioners and is a little more detailed about handling and sharing information.

This training programme is monitored and each month Angela gets a report that records the progress all SCC staff.

A check is to be made that everybody has been captured to receive this mandatory training.

One-to-one meetings are also available for advice and guidance.

The Social Care module that was developed through C&C (CAF project some 2 years previously) is the one that has been rolled out to social care in adults and is the one being rolled out to the rest of the council.

Ray was concerned about people perhaps hiding behind the Data Protection Act with regard to information sharing.

Angela made reference to the Caldecott Reviews of IG for the Public Sector, in reply. This mentions about people not to hide behind the legislation and of sharing information where direct care is concerned.

Richard spoke of an option for Care Agencies and independent support workers have access to these IG e'learning Training Modules. It would be reassuring to people receiving support know that these people were certified in terms of IG.

Robert mentioned making information about IG being made available to the general public – maybe an abridged half-hour e-learning product on the SCC web site. This could answer any concerns about the Data Protection Act and give an insight into IG

and what is and isn't allowed.

Robert believed the training was fine, but wanted to see IG embedded in people's working practice.

Angela mentioned in reply about it being part of the culture at SCC and believes there is enough feedback to identify the areas where it was not working.

Will raised the subject of Permission to Share; where SCC are going forward about who is/are allowed to share clients information. He mentioned the C&C (CAF) project that had produced a Permission to Share Form, which with some modification, had now been adopted by Hampshire County Council (HCC) having passed through their Legal Team.

Angela welcomed the news of HCC adopting a common and legally agreed Permission to Share Form and believed this would make it a lot easier for SCC and other Local Authorities to take forward in the new Financial Year. Angela said the Group should contact her regarding pushing this forward after April.

Richard, who had been involved in the HCC process, believed HCC have a legal department who wanted to make it work and would be happy to share with any other Local Authority.

Sam highlighted an issue brought up within Heathwatch:-

People on supported housing being discharged from hospital and their care workers not knowing they are returning home! The reason for this being a lack of communication between Health and Supporting Housing not sharing consent! Angela agreed to look into this at Sam's request and was given a point of contact (Jean Browne) for further information.

Eleanor Freeman believed this would improve through "Better Care" with Housing being an important part of the Demonstrator Site (DS). Eleanor briefly explained the DS pilot was a designated GP practice in the city (Woolson and Weston) based on 50 patients requiring increased support involving all agencies in the City.

Chris drew attention to how police deal with people with mental health issues and permission to share and the risk of telling too much. Will and Chris would have a conversation outside the meeting with feedback to Angela.

Steve spoke for people with Sensory impairments having a specific police officer to contact.

Hillary confirmed that the police have a 'vulnerability flag' in place on people's files.

	<p>Angela closed by saying that she wanted to work with the C&C Group when they (SCC) produce forms.</p> <p>Will drew the thoughts of the group together and suggested that as an action, they would take Angela's desire to see Permission to Share as a real encouragement, and form a working party in the new financial year. This was agreed.</p> <p>Will to begin the process of working with Angela to get Permission to Share rolled out within SCC.</p> <p>Angela asked if the group would be interested in working on other IG related projects. Will confirmed that the group was interested and that they would be designing a cost structure for providing this kind of service.</p>	WR
5.	<p><u>Communicating Better Care Southampton</u></p> <p>Eleanor Freeman, Head of Communications for Southampton City CCG Better Care gave a presentation on the subject with the help of 'slides'.</p> <p>Eleanor introduction slide mentioned working with SCC to join-up (integrated) Care services. She spoke of the focus being on the whole person as opposed to the individual illness/impairment. This will involve the reconfiguration of Health and Social Services. More money will be spent on community care and less on hospital care.</p> <p>A copy of the presentation is attached to these minutes.</p> <p>Eleanor was keen gather as many people's views as possible. The Strategy had been forwarded to Healthwatch and the Comms Engagement Groups and other Groups right across the City. The feedback will be collated and added to the strategy. The initiative was to be as coproductive as possible.</p> <p>She went on to speak of the video, 'Sam's Story' about Health and Social Care being joined together. Southampton had been given permission to adapt the video for their initiative. The meeting discussed Southampton identifiers (e.g. Bargate, Civic Centres etc.) that could be used in production.</p> <p>The meeting went on to discuss the challenge of maintaining peoples' confidence whilst managing the financial cuts.</p> <p>Robert gave a personal example of a recent home visit from a District Nurse. She informed him that she was one of four health workers covering the requirements of 700 people! He spoke of reality needing to be applied about the capacity to do this work and</p>	

	<p>the time-lag with finances. He wanted to see an alternative approach – not a fudge! Although the Pilot of the previously discussed Demonstrator sites seemed ‘brilliant’, with the NHS you cannot guarantee from one GR surgery to another.</p> <p>Eleanor spoke of a real ‘will’ to make the new initiative work. She also expressed an interest in having service developers attending future meetings with a view to get service users involved in the development of these services.</p> <p>Will mentioned that the group would be delighted to deliver contractible pieces of work for CCG.</p>	
6.	<p><u>Southern Daily Echo Article</u></p> <p>Resulting from her attendance at the February C&C meeting, the Echo included an article by Features Editor Sally Churchward, with photographs, about the members and work of the C&C Group, in the March 4th edition.</p> <p>The article was well received by members and elsewhere. Will is to write a letter of thanks and appreciation to the paper’s editor Ian Murray.</p>	
9.	<p><u>AOB</u></p> <p>There was a brief discussion about sickness bugs at Southampton General Hospital and of medical staff (doctors and nurses etc) walking around the public areas in ‘work’ uniform, instead of using a locker. Apparently there is no room for lockers at the hospital!</p> <p>Eleanor remarked that this is the type of feedback the hospital wish to receive.</p>	
8.	<p><u>Date of Next Meeting: 16th April 2014</u></p>	