



**Consult and Challenge Meeting**  
**21<sup>st</sup> May 2014**  
**10:30 – 12:30**

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

**PRESENT:** Chris Andrews, Clare Petrie, Dawn Buck, Gill Fields, Hilary Linssen, Jon Searle, Karla & Julia Huggins, Ray Harris, Richard Allen, Sam Goold, Saq Yasin, Sarah Parker, Matt King, Berni Vincent, Ross Runham, Julie Humphries (BSL Interpreter), Gordon Wade, Will Rosie.

ITEM		ACTION
1.	<p><b><u>Introduction and Apologies</u></b></p> <p>Chris &amp; Steve Beal, Robert Droy, John &amp; Margaret Russell, Philip Stonehouse</p>	
2.	<p><b><u>Minutes of the Last Meeting</u></b></p> <p>Agreed</p>	
3. a.	<p><b><u>Matters Arising</u></b></p> <p>Item 3. Matters Arising from the previous minutes regarding Consult &amp; Challenge (C&amp;C) working with Southampton City Council (SCC) in producing a Permission to Share Form.</p> <p>Will had contacted Angela Sumner responsible for Information Governance (IG) at SCC and received a letter in reply and hoped it would be the start of a continuous dialog.</p> <p>Will was concerned the reply made no mention of C&amp;C being invited to help develop the form, which he believed they should be.</p> <p>Richard Allan mentioned he had recently attended a meeting at Hampshire County Council (HCC) with other Local Authorities in attendance where the Permission to Share Form was discussed. HCC were very positive having gone live with it.</p> <p>Richard remarked that without the concept by C&amp;C to develop the framework for a form, it would not have happened and yet SCC appears so reticent to involve C&amp;C.</p> <p>The perception was it was very much business as usual for SCC as far as engaging with Users and Carers where IG is concerned.</p>	

<p>b.</p>	<p>IG was not part of the programme of work at Transformation Board level and therefore would almost certainly not be mentioned by the Implementation Board (Imp Board).</p> <p>The members wanted Will to raise this apparent over-site at the next Implementation Board meeting. He was concerned that it may not be his position to do this as he was there as a representative of Healthwatch and not C&amp;C. The members thought Will (also) represented C&amp;C as they were also doing project work for SCC. It was not seen as a problem if he made it clear at the Imp Board meeting which ‘hat’ he is wearing when raising various points. Will to clarify his status with the Implementation Board.</p> <p>Item 5a. Better Care Meeting 30<sup>th</sup> April. The meeting was in fact an in-house CCG gathering to choose a Provider. C&amp;C will be asked to form a small working party to get involved in the decisions made about the services of that Provider.</p>	<p>WR</p> <p>WR</p>
<p>4. a.</p>	<p><b><u>Volunteering Opportunities – Berni Vincent</u></b></p> <p>Berni gave a brief outline of her new job role for the Independent Living Team (ILT) at Spectrum under the terms of their new Direct Payments contract with SCC.</p> <ol style="list-style-type: none"> <li>1. Berni is responsible for recruiting and training Disabled People and Carers as Volunteers to join the ILT to support people on Direct Payments (DP).</li> <li>2. Full Training will be provided to give an understanding of the role before a recruit becomes a Volunteer.</li> <li>3. Volunteers will require a higher ‘capacity’ and some selection will have to be made based on this.</li> <li>4. The meeting gave various suggestions and agencies to help recruit volunteers, such as City Limits who have SCC supported employment project.</li> <li>5. ‘Reasonable’ expenses will be paid to Volunteers.</li> <li>6. Berni advised that Spectrum (SCIL) has been supporting DP users for many years, both for Southampton and previously, Hampshire.</li> <li>7. Will thought it would be a good idea to place a link to Direct Payments on the new online portal C&amp;C were involved with SCC. This could be developed into a link to the various Advocacy Providers across the City.</li> <li>8. During the discussion on DP, Clare raised her concerns for those people not using the internet who received ‘jargon’ filled letters from SCC that were hard to understand.</li> <li>9. Matt thought the advice about DP was complicated for some vulnerable people who needed more support.</li> </ol>	

<p>b.</p> <p>c.</p> <p>d.</p>	<p>Matt spoke of the aggressive nature of the (Capita) Financial Assessment Team and it not being a good experience. This he thought was in contrast to the Care Management Team who were helpful and positive towards SCC Service Users.</p> <p>It was agreed to put a Direct Payments as an Agenda Item for the June C&amp;C Meeting.</p> <p>The reorganisation of the ILT at Spectrum will see the PA Register, managed by Michael Grimmett, scrapped and replaced by a web based 'Notice Board', where basically, Service Users input their information and requirements and interested potential PA's respond!</p>	<p><b>WR</b></p>
<p><b>5.</b></p> <p>a.</p> <p>b.</p>	<p><b><u>CCG Update – Dawn Buck</u></b></p> <p>NHS Southampton CCG launched a locally developed complaints procedure called, 'Patient Experience Service' on April 1. The service is designed to cover all concerns – not just complaints, but feedback from service users and relatives about their experiences, concerns and compliments using NHS services. A Patient Experience Service leaflet has been produced and is widely available in NHS locations. It is also available in a variety of multi-lingual and interpreted versions. An Easy to Read version is being developed with Hilary Linssen from the SCC Partnership Board.</p> <p>The leaflet contains contact details and a 'Feedback Form'.</p> <p>The Service will be formally logged and monthly reports taken for review and to get a picture of what is happening.</p> <p>The CCG were complimented for making 'things' easier with their user friendly approach.</p> <p><b>Better Care:</b> Dawn advised that regardless of media speculation, from the Southampton City point of view, the commitment remains with Health Care and Social Services.</p>	
<p><b>6.</b></p>	<p><b><u>The Local Account</u></b></p> <p>Will gave a brief description of what a Local Account is having met with Jeanette Clarke of the Policy and Practice Development Manager for SCC.</p> <p>(Under Charter) All local authorities Adult Social Care directorates publish an annual Local Account. The Local Account is a report for local people setting out what the Local Authority did over the last year; what customers have told them and how they plan to improve.</p> <p>This did not happen in Southampton City Council for 2013</p>	

	<p>Sam was concerned that there was Local Account for 2013 and therefore no Service User involvement. He stressed he wanted to see Service User/C&amp;C involvement for 2014.</p> <p>Will got the impression that Jeanette Clarke was eager to work with the C&amp;C Group in the production of the next Local Account and that there would definitely be Service User input.</p>	
<p><b>7.</b></p> <p>a.</p> <p>b.</p>	<p><b><u>Knowledge Hub (Online Portal) – Will Rosie</u></b></p> <p>Will gave a brief update of the work on the project. He spoke of the look and feel of easy access to the website – what buttons to press. Hilary spoke of the use of SCC symbols. Will took note of including an ‘in-screen interpreter’ for Hearing Impaired and Deaf People.</p> <p>There was concern that Capita/SCC Refresh Team had gone ahead with the online refresh for the project without reference to C&amp;C. There was a risk of the C&amp;C work on the project being adapted to the Capita project to the detriment of C&amp;C and our involvement being in vain! It was pointed out that C&amp;C are the local ‘experts’ on this project for SCC. It was agreed C&amp;C should work together with the Refresh Team. Will to follow this up.</p> <p>Will urged caution around the Group’s perception of the Online Portal work and likened C&amp;C to a ‘council department’ who are providing ideas and direction. If only 30% of the overall ideas and suggestions from the working group are taken on board, this should still be seen as a success.</p>	<p><b>WR</b></p>
<p><b>8.</b></p>	<p><b><u>Healthwatch Update – Sam Goold</u></b></p> <p>Sam spoke of a survey being carried out by Healthwatch of GP services in the City to get a picture of what was happening across Southampton.</p> <p>He mentioned that GP’s are self employed and have been since the NHS was founded in 1948.</p> <p>Sam asked people at the meeting for ideas for questions that could be included in the survey.</p> <p>The issue of GP appointment discrepancies across the city was a theme that was repeated as a key issue in the responses. The timing of getting a GP appointment varied considerably between practices.</p>	

<p>9.</p>	<p><b><u>Swap with Me Event – Hilary Linssen</u></b></p> <p>The Royal National Institute for Blind People (RNIB) and First Bus are to hold a Swap with Me Event on Friday, 18<sup>th</sup> July at the First Bus Depot in Empress Road, Southampton. SO14 0JW.</p> <p>The event is for First Bus drivers and staff to meet and discuss with local access groups the barriers they face when travelling by bus.</p> <p>Bus drivers and visitors will have the opportunity to wear SIM specs and simulate bus travel for visually impaired and blind people; try to flag down a bus, board, obtain a ticket, get seated and thereby gain some understanding of the issues faced by those passengers.</p> <p>Customer Services Manager <a href="mailto:Natasha.Tagholm@FirstGroup.com">Natasha.Tagholm@FirstGroup.com</a> is the contact - also via, Tel: 0117 373 6671, Mobile: 07713 321214.</p>	
<p>10.</p>	<p><b><u>Any Other Business</u></b></p> <p><b>Carers Week:</b> Gill Fields outlined a Carers Week being organised by Carers Together, Southampton and Romsey. A series of events will take place from Tuesday 3<sup>rd</sup> June to Tuesday 24<sup>th</sup> June. These will include Fish &amp; Chip Lunch, Cream Tea, Asian Carers Cafe, Theatre trip etc.</p>	

**Date of Next Meeting: Wednesday, 18<sup>th</sup> June 2014**