



**Consult and Challenge Meeting**  
**16th July 2014**  
**10:30 – 12:30**

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

**PRESENT:** Becky Clegg, Chris Andrews, Clare Petrie, Gill Fields, Hilary Linssen, Karla & Julia Huggins, Lise Marron, Matt King, Paul Juan, Ray Harris, Richard Allen, Sam Goold, Saq Yasin, Steve & Chris Beal, Larna Dredge (Choices Advocacy), Julia Humpries (BSL Interpreter), Gordon Wade (Minutes), Will Rosie.

ITEM		ACTION
1.	<p><b><u>Introductions and Apologies for Absence</u></b></p> <p>Dawn Buck, Robert Droy, Sarah Parker.</p> <p>Joe Hannigan from the Fairness Commission had hoped to attend the meeting, but sent his apologies.</p>	
2.	<p><b><u>Looking at the Minutes of the Last Meeting</u></b></p> <p>Item 6.1; It was pointed out that this referred people with a Learning Disability (not, Learning Difficulties) – previous minutes amended!</p> <p>Otherwise minutes agreed.</p>	<b>GW</b>
3.	<p><b><u>Matters to do with Last Meeting</u></b></p> <p>a. Item 1a. Concerning inviting a guest from the Local Authority to meetings that the Group could challenge in a positive way. Paul Juan had accepted an invitation from Will to attend ‘this’ meeting.</p> <p>b. Item 3a. It was agreed to accept Angela’s offer to attend a meeting to explain action plans regarding the IG Framework – this would be discussed under item 7 of the Agenda.</p> <p>c. Item 3d. The accessible easy to read version of the CCG Patients Experience Form (updated complaints form) was now with the CCG graphics people to make changes recommended by People with a Learning Disability after they had reviewed the form. Proof of coproduction in action!</p>	

<p>4.</p> <p>a.</p> <p>b.</p> <p>c.</p> <p>d.</p> <p>e.</p> <p>f.</p> <p>g.</p> <p>h.</p> <p>g.</p>	<p><b><u>Healthwatch Update – Sam Gould</u></b></p> <p>Having spoken to GP Surgery practice Managers in the past week Sam advised it had been decided to put on hold until after the school holidays, the work stream about people’s access to their GP and GP services across the City.</p> <p>Larna (Choices Advocacy) spoke of a survey they had carried out with people with Learning Disabilities about their experiences visiting GP Services. The findings will be forwarded to Healthwatch.</p> <p>Healthwatch has launched a ‘One Change’ campaign that asks people, ‘One change that would improve my health.’ Postcards have been produced by Healthwatch asking people to fill in their answer. The postcard is also available online via Healthwatch Southampton. Sam distributed postcards around the meeting.</p> <p>Registering with GP’s and people being asked to provide some form of ID. This process has now been simplified and easier, after consultation with the Department of Patient Services NHS England (Wessex).</p> <p>There is to be a Mental Health Forum in August to identify issues to improve services in this area of health. Interested people were requested to get in touch with Sam Gould.</p> <p>Healthwatch are keen to keep local libraries across the city open, considering them a valuable source of information, and in particular; health issues.</p> <p>The meeting discussed the apparent targeting of people with Mental Health issues with changes to the assessment for those with a stress related illness. There was real concern about the suspension of benefit payments to these people, and consequently, the affect on their health.</p> <p>Local organisations such as DAIN and SARC are so busy taking up the cases of these people that they have had to close their lists to new clients.</p> <p>As a startling fact; Sam spoke of the financial benefits to the City by DAIN. For every £1 spent on the cost of funding DAIN by the Local Authority, they draw £24 benefit money from outside the City! Yet, a recent funding cut to DAIN has seen their working week reduced from 5 days to 4.</p> <p>The importance of keeping these support organisations was seen as very important to the citizens of the City of Southampton.</p> <p>As a result of this, it was mentioned that Sandy Jerrim (CCG) was carrying out a review of the overall picture of SCC Information and support services. It was agreed to invite Sandy to the August 20<sup>th</sup> meeting to advise and explain what is happening.</p>	<p><b>WR</b></p>
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<p><b>5.</b></p> <p><b>a.</b></p> <p><b>b.</b></p> <p><b>c.</b></p>	<p><b><u>Clinical Commissioning Group (CCG) Update</u></b></p> <p>Dawn Buck had written to Will about a workshop the CCG Comms and Engagement Group were holding to discuss procurement processes. The workshop had now been confirmed to take place on Thursday, August 7<sup>th</sup>, between 2 – 4 pm. The CCG wish C&amp;C to be involved and have extended an invitation to attend. Will requested interested people to get in touch with him.</p> <p>The contract for the ‘new’ Treatment Centre (RHS) is up for renewal in 2015. There will be a service review as they look to probably expand.</p> <p>The revamped Minor Injuries Unit (MIU) opens on August 1<sup>st</sup>, with more X-Ray provision. Care UK have the contract.</p>	
<p><b>6.</b></p>	<p><b><u>Break</u></b></p>	
<p><b>7.</b></p> <p><b>7.1</b></p> <p><b>a.</b></p> <p><b>b.</b></p>	<p><b><u>What’s going on in the Council (People’s Transformation Implementation Board Update)</u></b></p> <p><b>Our work on the council website (Online Portal)</b></p> <p>Will gave a short visual presentation of the work C&amp;C have carried out for the updated SCC Online Portal using a Mock-up of the Decision Tree part of the website.</p> <p>Will explained decision trees and that it was the only part of the website C&amp;C had been asked to review.</p> <p>Will is working with the Portal designers Open Objects.</p> <p>Decision tree labels were discussed and Paul spoke of SCC managing people’s expectations in the search feature.</p> <p>It was agreed to wait until the full Mock-up site is up and running and people were given the chance to make feedback, before any further comment.</p> <p>Julia Huggins was assured that Telephone contact will be there for people with multiple impairment issues.</p> <p>Will spoke of his frustration and disappointment the attendance for the workshop C&amp;C had arranged on July 10<sup>th</sup> to show the work so far on the decision tree side of the SCC Online portal, and to encourage the relevant SCC officers to start to discuss how their individual roles overlapped or linked with others. Unfortunately, the workshop clashed with a SCC workers strike day and an Ofsted review.</p>	

<p><b>7.2</b></p> <p><b>a.</b></p> <p><b>b.</b></p> <p><b>c.</b></p> <p><b>d.</b></p> <p><b>7.3</b></p>	<p><b>The Council's four key messages for Transformation.</b></p> <p>Paul distributed copies of the four key messages that were included with the minutes of the previous meeting:-</p> <ol style="list-style-type: none"> <li>1. SCC and its partners will work together to transform adult social care to be more flexible, clear, straightforward and easier to access.</li> <li>2. Our vision is that people will be able to support themselves and others in their communities.</li> <li>3. Safeguarding people in Southampton continues to be one of our top priorities.</li> <li>4. We will listen to and learn from the people of Southampton and from our staff to shape and improve our future services.</li> </ol> <p>The issue was raised of who to contact at SCC when these key points were not being are not being met. Paul explained this was the job of the Communications Team.</p> <p>It was agreed SCC must get this information to the wider audience.</p> <p>The availability of feedback on issues was not just about taking phone calls with no following action. There should be some form of monitoring process.</p> <p>The transforming of adult services was seen by some as an annual event. It was agreed that it was no bad thing for there to be a rolling agenda for change. Requirements do change and Local Authorities Nationwide has to make changes to comply.</p> <p><b><u>SCC and Consultation on Services</u></b></p> <p>SCC decided on July 16 to carry out a 3 month consultation (end of July to end Oct) period into some of its city-wide services -</p> <ul style="list-style-type: none"> <li>* a proposed closure of a Care Home.</li> <li>* review of day services, both provided and bought.</li> <li>* review of respite services for people with LD - and the best way of providing this service.</li> </ul> <p>As part of the process, SCC is consulting with people via various meetings and Groups such as C&amp;C and Busy People.</p> <p>Paul hoped for local people to see honest transparent feedback from the consultation to understand why a decision was made. He stressed the idea was not to take away the service, but to see what was the best way to provide them.</p> <p>A final decision after the consultation will be made in December.</p> <p>Sam raised the point about democratic shortfalls following local elections! Budget changes and the pressures that follow.</p>	
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<p><b>7.4</b></p> <p><b>a.</b></p> <p><b>b.</b></p>	<p><b><u>Information Governance and Permission to Share Form (PTS)</u></b></p> <p>In a recent exchange of emails, Angela Sumner mentioned to Will that she had missed the invitation to come to the July C&amp;C Meeting. She did however forward Will an email regarding P2S (Permission to Share) that he read-out to the meeting.</p> <p>Richard gave some background on the local issues regarding the P2S Form. CAFA (now C&amp;C) had done some work on a P2S Form some 2 years previously for SCC which was positively received, but with no follow on.</p> <p>The Form however was taken to Hampshire County Council (HCC), who having made numerous changes and gone via their legal department, now has a fully functional P2S Form.</p> <p>The HCC Legal Dept offer to be a point of reference for SCC has not been taken-up.</p> <p>The PTS Form is just not happening in Southampton at the moment. C&amp;C really believe they can help SCC move this forward. Will spoke Of the SCC Director being quite aware of concerns about IG – super risk area being mentioned!</p> <p>Members were confused about how work could go with Information Governance without service users being involved with the decision making around THEIR information.</p> <p>Steve spoke of an NHS Patient Safety Officer (Julie Cox) and the use of patient information at a local hospital. He believed there was no reason P2S could not start in ‘Health’ before SCC were able to proceed. Will to contact Julie Cox and invite her to a meeting.</p>	<p><b>WR</b></p>
<p><b>8</b></p> <p><b>a.</b></p> <p><b>b.</b></p>	<p><b><u>Any Other Business</u></b></p> <p>The Hants Health Record (HHR) has been chosen as one of six finalists in the Annual Awards for the best use of Information Technology (IT) to support Integrated Health Services 2014. HHR were asking for comments, feedback and views of people who had used the service.</p> <p>Hilary asked people that before leaving the meeting they look at the Allowable Expenses Form she had distributed earlier to enable her to make any updates. Hilary re-iterated that only a small % of expenses could be claimed. An update of the form will be sent out with the minutes.</p>	
	<p><b><u>Date of Next Meeting: Wednesday, 20<sup>th</sup> August 2014</u></b></p>	