



**Consult and Challenge Meeting**  
**17<sup>th</sup> September 2014**  
**10:30 – 12:30**

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

**PRESENT:** Hilary Linssen, Becky Clegg, Bill Keats, Chris Andrews, Clare Petrie, Ali Frosdick (Choices), Claudia Murg, Gill Fields, Karla & Julia Huggins, Margaret & John Russell, Matt King, Paul Juan, Helen Woodland, Ray Harris, Richard Allen, Sam Goold, Saq Yasin, Gordon Wade (Minutes), Will Rosie. Fiona Walker (BSL Interpreter).

ITEM		ACTION
<p><b>1.</b></p> <p><b>a.</b></p> <p><b>b.</b></p>	<p><b><u>Introductions and Apologies for Absence</u></b></p> <p>Will explained that the C&amp;C meeting had been erroneously advertised on the SCC website as being a public meeting to discuss the consultation on day services, respite and residential care. The topic was on today's agenda but only as an item for group members to discuss as part of their regular business.</p> <p>As some members of the public were present, Will declared the meeting would be held in public, but not be a Public Meeting.</p> <p><u>Apologies:</u> Sam Goold, Dawn Buck, Lise Marron, Robert Droy, Steve &amp; Chris Beal, Sarah Parker.</p>	
<p><b>2.</b></p>	<p><b><u>Looking at the Minutes of the Last Meeting</u></b></p> <p>Agreed as an accurate record.</p>	
<p><b>3.</b></p> <p><b>a.</b></p> <p><b>b.</b></p>	<p><b><u>Matters to do with Last Meeting</u></b></p> <p><b>Item 3a.</b> Nothing known about local events to mark World Mental Health Day on 10<sup>th</sup> October.</p> <p><b>Item 3b.</b> There was a discussion about the closure of DAIN due to lack of funding and the future of the services they provide. There was nothing on the SCC website to indicate they were closing. Will spoke of the dilemma for C&amp;C on this issue. Whilst we can sympathise with DAIN's position, C&amp;C are not a campaigning group and there is little we can do practically. Saq also mentioned this being outside our terms and conditions.</p>	

<p><b>c.</b></p>	<p><b>Item 5b: Permission to Share</b></p> <p>Following a series of correspondence between Will and Angela Sumner regarding the production of a SCC version of the Permission to Share Form, Angela had agreed to set-up a small coproductive working group to include C&amp;C and SCC legal representation, to progress and get agreement on the Form.</p> <p>As agreed at the August meeting, Saq had emailed Will with the last approved Permission to Share Form that CAFA had produced to SCC, with a log. Will agreed to use this as a starting point for the discussions with Angela and the working group.</p> <p>Steve Beal had also forwarded Will a synopsis of Permission to Share events from the CAFA work for SCC.</p> <p><b>ACTION: Will to arrange meeting with Angela Sumner</b></p>	<p><b>WR</b></p>
<p><b>4.</b></p> <p><b>a.</b></p> <p><b>b.</b></p> <p><b>c.</b></p> <p><b>d.</b></p>	<p><b><u>Healthwatch Update</u></b></p> <p>Sam Goold was unable to attend, but had provided Will an update.</p> <p>Healthwatch have been working with Wessex Local Medical Committees (LMC) to make registering with GP's easier. The LMC had changed their policy early in September whereby new patients no longer needed to provide ID when first registering. However, GP surgeries still wanted photographic ID - Healthwatch was working to discourage this.</p> <p>GP's in Southampton are forming a federation of practices which should mean they could work more effectively together on issues such as Better Care.</p> <p>Will also mentioned there not being a duplication of services in Health and Social Care.</p> <p>The SEAP Independent Health Complaints Advocacy was not being used enough by people to raise health/social care issues. It was thought this could well be the public being not fully aware of the service.</p> <p>Hilary mentioned that reference to SEAP is made in the CCG Patient Experience (complaints) Form.</p> <p>SEAP - an abbreviation for; Support, Empower, Advocate, Promote.</p> <p>Healthwatch has attended public meetings concerning the SCC consultation review of some of its Adult Social Care Services.</p> <p>Sam mentioned that the SCC website did not currently specify which day services are mentioned, but he found this 'could' affect 39 services. Helen Woodland would speak on this issue later in the</p>	

e.	<p>meeting to answer concerns.</p> <p>Bill Keats raised his concerns about cuts to Eye Services and was advised to speak to Jeff Page (CEO of Southampton Sight) about the lack of consultation over sight related issues.</p>	
5.	<p><b><u>Clinical Commissioning Group (CCG) Update</u></b></p> <p>Richard Allen gave the update in Dawn Buck's absence.</p> <p>a. CCG has asked for C&amp;C representation from the Group involved in the SCC Online Portal work to a small party workshop at Oakley Road on the 30th September at 10am to discuss website design. Matthew, Chis and Ray expressed their interest.</p> <p>b. There was a query from C&amp;C members about emails being sent by the CCG referring to a meeting, but there was no text to within the mail to indicate when and where it was. Richard suggested that people reply to the email to remind the sender of being unable to access the message. The sender will then make the necessary updates to their messaging software.</p> <p>c. For those not able to attend the CCG AGM on 24<sup>th</sup> September, their website provides a link to the Annual Report and the 5 year plan. <a href="http://www.southamptoncityccg.nhs.uk/news/363-all-welcome-to-our-first-annual-meeting">http://www.southamptoncityccg.nhs.uk/news/363-all-welcome-to-our-first-annual-meeting</a></p> <p>e. Procurement Training is to be arranged for non Healthcare and CCG staff. Will to investigate this.</p> <p>f. Comms and Engagement Group: The CCG has asked the C&amp;C Group to share their health experiences – good or bad – to help improve services. These should be passed to either Will or Dawn who will use these cases at the end of each Comms and Engagement Group Meeting. Karla also mentioned her communication concerns.</p> <p>g. Comms and Engagement Group are looking at the effectiveness of the Mental Health Capacity Act and Valuing Every Voice (and respect every right). There were concerns about it being used appropriately.</p> <p>h. Richard gave a brief summary of the Wessex Senate who met for the first time recently to work on the new Major Treatment Centre that will be built in the near future. Richard attended as a Patient and Citizen representative (he is one of 2 of these representatives). He reported the Senate being useful in highlighting the differing views of the professional and the public.</p> <p>i. Richard concluded by stating how fortunate C&amp;C were in having</p>	WR

<p>6.</p>	<p>Dawn Buck as a link with patient involvement.</p> <p><b><u>Members Updates</u></b></p> <p>Lise Marron forwarded details about a Capable Creatures, a Peer Support Dog Owners / Lovers with a Mental Health Condition Dog Walking Group she is launching on Tues 23rd of Sept on the Common. The Group will meet at the Hawthorns every 4<sup>th</sup> Tuesday of the month and walk on the Southampton Common.</p> <p>Lise and Bill were members of the Southampton Sight Writing Group for creative writers for blind or partially people.</p> <p>Lise was also member of the Keeping Pace with Pain; a self support group for people with chronic pain.</p>	
<p>7.</p> <p>a.</p> <p>b.</p> <p>c.</p>	<p><b><u>What's going on in the Council (People's Transformation Implementation Board Update)</u></b></p> <p><b>Progress on Information Governance - Permission to Share</b> See Item 3c. Angela Sumner forming a small working group involving C&amp;C to progress Permission to Share Form.</p> <p><b>City Deal.</b> Will had met with Denise Edgehill, Head of Skills, and Employment at SCC to discuss City Deal. One of the main aims of the government backed City Deal scheme is to support 1000 unemployed people in Southampton and Portsmouth back into work. The Project Team are very keen to involve C&amp;C in the process. Will asked for anyone from the Group who wished to be involved to get in touch through him.</p> <p><b>Online Portal</b> Group members felt the C&amp;C work on the Decision Trees element of the SCC website was in danger of being pushed to one side after Will reported he had been informed it was too complicated. Will had shared the Group's feelings with SCC Project Manager Becky Davis about this apparent loss of coproduction. Becky has reassured C&amp;C that this is not the case. Will wanted to set-up a meeting with Open Objects as to why the decision trees designed by the Group would not work. His concern was of Open Objects just giving SCC something off the shelf and avoiding the real work! Ray stated that the C&amp;C position was to make the website workable for all; otherwise people would just go back to using the phone. Saq spoke of the importance of the Portal and working within the boundaries for getting about 'online' in Adult Social Care. This was the specification C&amp;C had been presented with. Richard closed the discussion mentioning a website having the</p>	

<p>d.</p> <p>i.</p> <p>ii.</p> <p>iii.</p> <p>iv.</p> <p>v.</p>	<p>'look and feel' of a joined up design for Health and Social Care.</p> <p><b><u>Southampton CC 3-month Consultation and review of Services</u></b></p> <p><b>Helen Woodland – Interim Head of Social Services and Project Manager, Pau Juan.</b></p> <p>Paul outlined the three main areas in the Consultation period which started in July and will close on 30<sup>th</sup> October.</p> <p>These were (1) closure of Woodlands Lodge; (2) day service provision and the best way of meeting it; (3) Respite services for people with Learning Disabilities at Kentish Road.</p> <p>The reasons given were to;</p> <ol style="list-style-type: none"> <li>1. Provide services that increase Service Users independence, choice and control.</li> <li>2. To produce services that are good value for money</li> <li>3. Planning for the future increase of people wanting to access these services</li> </ol> <p>There will be a public consultation meeting at the Civic Centre at 6pm on the 22<sup>nd</sup> of October.</p> <p>Helen explained that SCC are trying to meet different requirements but a more flexible approach to respite care was needed.</p> <p>Group members expressed concerns about eligibility for service and about the closing of centres.</p> <p>Helen stated that any decisions made would not have any effect on a person's eligibility.</p> <p>Helen explained that SCC were only consulting on the 4 in-house services they provide after Will asked whether the 37 Day Services would be affected. However, she stated that CCG colleagues are consulting with the other services, including setting up coproduction groups.</p> <p>There was a general discussion around topics such as Independent Living, making respite more flexible and responsive, Friendship Groups, Activity Holidays and the changing expectations of Service Users.</p> <p>Helen explained that a full report would be given to the Council in December, including a coproduced report on what the changes may look like.</p>	
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<p><b>7.</b></p> <p><b>a.</b></p> <p><b>b.</b></p> <p><b>c.</b></p> <p><b>d.</b></p> <p><b>e.</b></p>	<p><b><u>Any Other Business</u></b></p> <p>Richard wanted guidance from the Group regarding an issue that came up at the recent Hants Health Records Advisory Group. A request has been made to input information from the ‘Say it Once’ Form into the Hants records.</p> <p>The meeting agreed that as there is no access for a service user to view this information and if it had been input correctly, we were opposed to this. It was not helpful to by-pass Citizen Access!</p> <p>Saq believed it timely for the C&amp;C to carry out the periodic review of the Group, its aims and direction – and how on track we are! A meeting was agreed for 10:30 on Monday 29<sup>th</sup> September at Unity 12 and all members would be welcome.</p> <p><b>Other notes from the meeting:</b></p> <p>A microphone to be made available for future meetings.</p> <p>A reminder for members to give Will a brief description of other groups they are involved with.</p> <p>As a result of government funding cuts to local authorities, SCC are withdrawing bus passes for Disabled People. No new, or renewal, passes have been issued since April 2013.</p>	<p><b>GW</b></p> <p><b>All</b></p>
<p><b>8.</b></p>	<p><b><u>Date of Next Meeting: Wednesday, 15th October 2014</u></b></p>	