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| Minutes | Title of Meeting: | Engagement & Communication Sub-Committee |
| | Time: | 13:00 – 2:30 pm |
| | Date: | 10th November 2017 |
| | Venue: | 2.03 Willow room, Oak House |
| | Chairperson: | Kath Henderson |

Present:

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| Kath Henderson | KH | Lay Member for PPE, RCCG – Chair |
| Helen Wyatt | HW | PPE Manager, RCCG |
| Richard Cullen | RC | Lead GP, Chair of RCCG |
| Janet Wheatley | JW | Chief Executive, Voluntary Action Rotherham |
| Ruth Nutbrown | RN | Assistant Chief Officer, RCCG |
| Nichola Barnes | NB | Information & Research Officer, Healthwatch Rotherham |
| Laura Dennis | LD | Administration Officer, RCCG (Note taker) |

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| 1. | <p>Apologies Sue Cassin, Rebecca Aitchison, Gordon Laidlaw.</p> | |
| 2. | <p>Conflicts of Interest KH explained the importance for Declaration of Conflict of interests to be declared by all if necessary. The meeting were asked to declare any general conflicts of interest, and any specific to agenda. No items were declared.</p> | |
| | <i>Items for discussion</i> | |
| 3. | <p>Engagement Assessment – results and feedback if available</p> <p>All CCGs have been assessed by NHS England in terms of engagement and we have been expecting the results for a while however there has been a significant delay.</p> <p>HW confirmed that she has received an email this week from NHS England to advise that they expect the results to be published within the next two to two and a half weeks' time. Once received she will circulate the results to the group and then discuss at next meeting in January.</p> | HW |
| 4. | <p>Accountable Care System (STP)</p> <p>A briefing has been circulated to the group for information. HW explained that the citizen panel is almost in place and a training day for recruits will be held on 13th December. Recruitment has been slow and we are not sure if anyone from Rotherham is on the panel.</p> <p>Action: HW to check whether anyone from Rotherham is on the Citizen Panel.</p> | HW |
| 5. | <p>Current & Future Work streams</p> <p>Hospital Services Review HW noted that we have extensively circulated the surveys locally. We have also been</p> | |

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| | <p>asked to put in a local meeting which will take place on 12th December 2017 at the Unity Centre. This is in addition to the regional meeting which is going to take place at the Source Meadowhall on 6th December. HW received an email from ACS colleagues saying that elected members were not happy with just the regional meeting so had to put in the local meeting at very short notice.</p> <p>There is concern from regional colleagues that the survey responses received are not being received from all areas. We have widely circulated the details of these events, and will continue to circulate and promote to mitigate this.</p> <p>The local meetings are designed as drop in sessions so that discussions can take place around tables instead of having a speaker on stage. This will allow people to have productive discussions while still managing attendees with specific or vested interests.</p> <p>Clinical Thresholds HW updated the group on the work the CCG has been doing around clinical thresholds. Janet Sinclair-Pinder has attended a number of sessions on this. People ask thoughtful and helpful questions and are happy with the overview of what we are doing. The comms and engagement for this now sits with the ACS.</p> <p>Action: GL to pick up on changes to websites to reflect the new obesity pathway</p> <p>Maternity Voices We have had our first report back from Forging Families who have been working in Sheffield and are now working in Rotherham. A video was shown at Governing Body and the report is being circulated. This will all feed into maternity voices work around Better Births. This has given us some reassurance and a basis to build on.</p> | <p>HW</p> <p>GL</p> |
| 6. | <p>Rotherham Place Plan</p> <p>HW advised the group that the Communication and Engagement Strategy for Rotherham Place Plan is currently being written and will link in to all the work streams. HW and GL will be at a meeting in at the end of November with Comms and Engagement leads across partners. We have had reassurance from the new Chief Nurse at TRFT that they are now increasingly focused on the need for engagement and to allocate leads, which will hopefully help us to take this forward.</p> | <p>GL HW</p> |
| 7. | <p>Community Transformation Pilot</p> <p>HW circulated a paper for information summarising the engagement activity on the community transformation work streams. Further work needs to be done as the work is rolled out. Until we know how it will roll out it will be difficult to understand what the engagement needs will need to be.</p> <p>JW noted that it is really important to get the engagement element into the transformation programme because its very service driven at the minute so the engagement element will highlight what patients actually want, need and will use.</p> | <p>HW</p> |
| 8. | <p>Urgent and Emergency Care Centre</p> <p>KH fed back to the group on the last PPG Meeting noting that we have started to get back some negative feedback on the new centre. We were aware that there were still some gaps in personnel along with the service not being in place for that long. The PPG Network will receive a more detailed feedback session in March 2018 in order to pick up on the negatives once the service has been running for a suitable amount of</p> | <p>HW</p> |

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| | <p>time.</p> <p>JW noted that one of her members of staff visited the UECC last week and would like to feedback to us. HW advised her to send it through to her.</p> <p>HW also advised that she has a member of the PPG who is very keen to feedback to Governing Body and would be really happy to come in and give face to face feedback.</p> <p>Action: HW to pick up with RC after the meeting.</p> <p>HW is monitoring the comments received on a monthly basis and will do some work with Healthwatch once we have enough responses.</p> <p>It was noted that the majority of the negative comments are about waiting times.</p> | <p>JW</p> <p>HW</p> |
| 9. | <p>Updates from Partners</p> <p>No updates from Healthwatch.</p> <p>JW noted that VAR are up for an award for their social prescribing work in the supported self-care category at the HSJ Awards on 22nd November.</p> | |
| 10. | <p>Our NHS at 70</p> <p>GL is hoping to arrange a meeting in December with Healthwatch and VAR on working together around the celebrations.</p> <p>RC noted that the Hospital also has a big anniversary next year.</p> <p>RCCG AGM is on the 5th July which is the day before the official anniversary so we will be doing some work to feed into that.</p> <p>HW has provisionally booked a floor at New York Stadium for this event.</p> <p>Info from NHS England has come out to advise that they are developing a comms toolkit which will be available by the end of November. This will include narrative and branding etc.</p> <p>There will be information and suggestions around staff awards by the middle of December along with a summary of national activities. By March there will be further information around the Big 7Tea campaign.</p> <p>Lots of work happening regionally and nationally but we would still like local stories and pictures. GL will be working with the Advertiser on this. RC also met with the Youth Cabinet and they are putting something in their work plan for this year around this.</p> <p>HW awaiting feedback from Rotherham Colleges as we are looking to engage people around the future and looking forward and not just looking back.</p> <p>We are looking to build up links with the Different but Equal Group as they have a large spectrum of people involved and they would be a really good group to engage with.</p> <p>Action: HW to follow up with Theresa at VAR.</p> | <p>GL</p> <p>HW</p> <p>HW</p> |
| | <i>For Information</i> | |
| 8. | H&SC Interoperability/Digital Road Map & Rotherham Health Record | GL |

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| | Information Governance procedures are all being followed and everything is being signed off via the correct groups over the next few months so once this has happened we will start to tell people about Rotherham Health record. | |
| 10. | Minutes of last meeting The Minutes were agreed as an accurate record. | |
| 11. | Action Log This was noted, and amended with additional actions. | |
| 12. | Any other business RN noted that the Equality & Diversity meetings would be linked to this meeting going forward. The group were comfortable with this. RC noted that he has to leave at 2:30pm to get back to his practice for a surgery. KH noted that she spoke to the PCC this week about extending and improving GP access and agreed there should be some work around engaging with patients on how we inform the next steps. Feedback will be brought to the Group in the future. HW noted that we need to make an amendment to the Terms of Reference as the minutes of these meetings need to be approved by AQuA. HW also advised that she is in conversation with community groups around the Minor Ailment Scheme as it is targeted at people on low incomes living in areas of low deprivation. Will do some work around this and report back early 2018. | RN HW HW HW |
| 13. | Items/ Risks for Escalation None | |