

# Voluntary Sector Health Forum

Notes of the

## Fareham and Gosport Voluntary Sector Health Forum

1 November 2016, Fareham Community Church

The meeting was hosted by Community Action Fareham and a list of those who attended and those who sent apologies is appended to these notes.

### Welcome & Introductions

Paul O'Beirne began by welcoming new attendees:

- Matt Healey – Hampshire County Council
- Tom Armstrong-Collette – Kroma
- Emma Neal – Southern Health NHS
- Dawn Oliver – Young Epilepsy
- Emma Neil – Southern Health

All attendees then introduced themselves on their own tables.

### Responses from Survey, future involvement in MCP, Support Needs, Shape of the Forum

Paul explained that we have distributed a survey on what people think of the Health Forum, and their opinions of how it will work in the future. Please [click here](#) to view a slide show of the results.

Paul asked if everyone knows what the MCP means? He explained it is the 'Multi-speciality Community Provider'.

Questions were invited, there were none.

### Commissioning a Future MCP – Elizabeth Kerwood - F&G CCG

Please [click here](#) to view Elizabeth's presentation.

Following Elizabeth's presentation questions were invited, as below:

Q: How will the contract address local needs if they change?

A: To ensure the needs of local people are reflected we will ensure the Joint Strategic Needs Assessment (JSNA) drives focus areas described in the contract and the indicators we will use to monitor the provider's performance. This will also enable the provider to tailor their response to specific local needs. In addition, although the overall outcomes will remain the same for the length of the contract, the focus for these and associated performance indicators can change over the lifetime of the contract.

Q: Customer service – how will you ensure that staff will give good customer service? Empathy for those with disability / sight / hearing / mobility / language barriers?

A: We have worked with local people to develop person-centred outcomes which includes how

people are treated by local services. These are being included in the contract and the provider will be expected to demonstrate how they are delivering the outcomes. We can also specify "must-dos" for the provider in the contract which could include ensuring they carry out surveys, consultation and engagement with local people.

Q: As a small charity how can we be part of MCP? How to make early contact with them? Who is likely to be the MCP's type of organisations who may consider applying?

A: We would expect the MCP to work with a number of partners, including the voluntary sector, and are building this into the contract. The provider will need to determine how they do this.

Q: How many MCP locality groups are there, and where?

A: There are 12 MPC Localities and details of each are available on the Better Local Care website - <http://www.betterlocalcare.org.uk/>

Q: Procurement – can you be clear that the procurement process is blind and just because the contract is won by the private sector that does not mean the death of NHS services and it is possible that the contract winner would commission NHS and voluntary groups to fulfil that contract?

A: The 'blind' bit of the procurement process relates to the development of the selection criteria. The CCG determines the contract and then, before bids come in, sets out the selection criteria that bidders will need to pass to be shortlisted. There is then a period of discussion between the CCG and prospective providers. We know that the provider will not be able to deliver the contract without working with current NHS providers and partners, including the voluntary sector. The contract can and will specify certain services, for example Primary Care, that must be provided and by their nature only general practice will be able to deliver this to be awarded the contract any bidder must be able to evidence their ability to deliver on all of the services covered, and would be expected to work with current providers and partners to show this has been fully worked through and there is a workable plan in place.

Q: Are adult services being part of the board? Recipients – children & adults? Southern Health & Solent Trust?

A: The Boards for each MCP Locality have a range of partners as members including Southern Health NHS Trust and leads from Hampshire County Council.

Q: Is there an age pattern of the GPs that are happy to be involved?

A: We have surveyed the practices, rather than the GPs themselves.

#### **Self-administration of Drugs at QA – Raymond Hale**

Paul O'Beirne introduced the subject saying that self-medication of medicines had first been raised at the Health Forum by Valerie Rossiter of the Parkinsons Society. There had been several follow-ups and Dr Keith Barnard had pursued it the CCG. A review of the policy is now taking place and Raymond Hale along with Sally Symes has been invited to participate in a meeting on Friday.

Raymond, who is Chairman of Diabetes UK Local Voluntary Group asked for this help because he is concerned about the fact that self-medication in hospital is not always enabled. He gave his personal account. There is to be a review. He gave out the Self-administration of Medicines QAH policy sheet and asked everyone to consider it and give feedback. This can then be passed to Community Action Fareham or himself. Please [click here](#) to view the policy sheet.

#### **Equality Duty – Gail Tong - HCC**

Gail had a survey that she asked everyone to complete – 14 questions around ensuring that the services that are being purchased on our behalf by CCG are accessible to everyone and that they meet our needs.

### **Noticeboard**

Groups promoting themselves at Westlands Medical Centre in Portchester – location for the Fareham Surgery Signposting team. The Centre is keen to get more community groups in to host an information stand in the waiting room. Groups such as Portchester Community Association, Walking for Health and the Osteoporosis Society have been hosted there in the past year and provided local patients with information about health and wellbeing support in the area. They want a different group every month with a stand on display for 2-3 half days during the month. Contact [enquiries@farehamvolunteers.org.uk](mailto:enquiries@farehamvolunteers.org.uk) to put your group forward.

Paul said that there would be a Target training day (a mandatory training session for all GPs and Nurses) in March. This one will focus on the voluntary sector in the same way as the one held last year at the Holiday Inn at Titchfield. There were expressions of interest in speaking.

There is a new project underway in Fareham North West called Tea, Talk & Tonk. Community Action Fareham is employing a worker for 6 months to set up an afternoon club. The 'Tonk' is short for Petanque but really means any activities that will enable health.

Osteoporosis group has an event coming up, Love your Bones, Wednesday 29<sup>th</sup> March 2017.

The public meeting on Wednesday 16<sup>th</sup> November, 13.30 – 15.00 at Portchester Community Centre, Westlands Grove, regarding Portsmouth Hospitals NHS Trust – 'see how we have improved your emergency department' was advertised at the meeting.

### **Break for Lunch & Networking**

#### **Update on MCP Frailty Group – Emma Neal – Consultant Nurse**

To view Emma's presentation please [click here](#).

Following Emma's presentation questions were invited and are as follows:

Q: Is there an assessment centre at Gosport War Memorial?

A: Yes, Dr Blake runs this.

Q: How will you alert people of your service?

A: The frailty index uses a matrix, i.e. blood tests etc and will give you a frailty score. People scored as mildly frail will to be triggered to come and see us.

Q: What groups do you work with?

A: We are doing a pilot in this area so we are assessing which groups we could link with.

Q: Can the voluntary sector make referrals to you?

A: This may be a possibility, I will feed this back.

Q: Do you have the authority to expect private care homes to buy into what you do?

A: Impossible to let you know at the moment as there are so many projects going on.

Q: Concern about the early identification process, as this depends of the patient going to their Doctor? How will you reach them if they don't volunteer to go?

A: We are ironing this out currently and will identify options.

Q: Some people can't see their GP on the same day, may take quite some time to get an appointment, how do you get past the waiting system of people that may not yet realise you are frail?

A: Work being done on this by the nursing team, we can educate our nurses to work with community nurses.

Q: Many community groups do try to help frail people, could we work together?

A: This is part of the frailty pilot, working out what services we need to come together with.

Q: Will we be kept updated on this?

A: A Fareham frailty group has been set up, we will continue to keep everyone posted.

Q: Groups that work with abuse suffers, we could refer plenty of people to this, but what would the waiting lists be like?

A: A waiting list doesn't exist at the moment, but when up and running we would need to consider ways of keeping it low.

Paul mentioned that Community Action Fareham run regular Tea & Tiffin trips, which are extremely popular and book up very quickly, perhaps there is some mileage in some sort of 'Tea & Consultation' event.

### **Who Cares Book**

Paul explained that Community Action Fareham are printing posters of entries and displaying them at Lockwood Surgery and Highlands Surgery and it will be rolled out to all surgeries in the area. Photographs of the display were shown.

Therefore, to keep the directory up to date Paul asked that all groups review their entries and send corrections. The format is that the first paragraph should be the "mission" – who the service is for and what benefit will arise. The second Paragraph is about who the activities or service is provided The last part is the practicalities of contacts and times etc. The web form structures this.

Various feedback on the directory was given including readability of the index, consistent formatting of the contact details. Agreed that entries should all be in the same format.

There was debate about whether or not there was value in having the directory professionally printed. Also that Social Media channels could provide a way of broadcasting the information.

## Health Forum Meetings in 2017

### POST MEETING NOTE – RE: 2017 MEETINGS

It was agreed at the meeting that in 2017 we would keep to the existing format of six meetings per year. However, following the meeting discussions with Gosport Voluntary Action took place and it was decided that going forward meetings will be necessary to drop to five per year. Provisional meeting dates were given out at the meeting, however, these have now been revised to the following dates.

**All noon to 2.30 or 2.40** (depending on agenda.)

All Fareham's will be in the Community Church

Tuesday 7<sup>th</sup> February - Fareham

Tuesday 2<sup>nd</sup> May - Gosport

Tuesday 4<sup>th</sup> July - Fareham

Tuesday 5<sup>th</sup> September - Gosport

Tuesday 7<sup>th</sup> November - Fareham

For each meeting please book in or give apologies through the [web page](#) as usual.

We have created an ics file so that you can load these into your diary in one go . if using Outlook

rt clk icon  [ics](#) file, save link as ...to save the ics file to your PC then click through file, options, advanced, export, "import from lcal (ics)", browse to file, import (or for step-by-step guidance about importing a .ics calendar file see [this info sheet](#)) sorry no mac option available yet!

**Close of Meeting**

## Appendices

### Attendees:

Cailey	Chapman	Headway
Caroline	Hodkinson	Lee on Solent Residents Association
Cathie	Bolwell	Everyone Active
Chris	Robson	Shore Leave Haslar
Christopher	Staples	Patient Research Ambassador for QA
David	Pointon	The Moving on Project
Dawn	Oliver	Young Epilepsy
Elizabeth	Kerwood	F&G CCG
Gail	Tong	HCC
Istvan	Szucs	The Rainbow Centre
Jayan	Pillai	Community Action Fareham
Jeanette	Perry	AVFG. GAGDF. Surgery Signposter
Jennie	Romicheva	Community Action Fareham
Jenny	Wilford	HCC
Jessica	Wooldridge	Community Action Fareham
John	Habberley	G & F Branch – MS Society
Julia	Dixon	North East Hants & Farnham CCG
Karen	Jones	Hampshire County Council
Kate	Heggarty	Gracewell of Fareham
Laura	George	Community Action Fareham
Lucie	Debenham	Alzheimer's Society
Lucy	Docherty	CCG / Fareham Good Neighbours
Mary	Sheppard	QAH
Matt	Healey	Hampshire County Council
Mik	Norman	Portchester Community Association
Nik	Quest	Kroma
Pat	Gulliford	Friends of Fareham Community Hospital
Pat	Shirley	Fareham & Gosport CCG
Paul	O'Beirne	Community Action Fareham
Raymond	Hale	Diabetes Support Group
Bob	Hulman	??????
Sacha	Clark	Southern Domestic Abuse Services
Thomas	Armstrong-Collette	Kroma
Vivienne	Pugh	Community Action Fareham
Ronald	Linsley	Hants & IOW I.A
Emma	Neal	Southern Health NHS
David	Kett	Macular Support
Graham	Edwards	COPD
Shandrika	Day	Marvels & Meltdowns
June	Powell	Community Action Fareham
Margo	Berry	Osteoporosis
Sally	Bigham	Gosport Voluntary Action
Madeline	Close	Diverse Communities

**Apologies:**

Mandy	Bright	Gosport Voluntary Action
Shandrika	Day	Marvels & Meltdowns
Tricia	Lyons	Marvels & Meltdowns
George	McAleese	MS Society
Melanie	Whitfield-Tinkler	Harbour Cancer Support
Donna	Simpson	Gosport Borough Council