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**Walsall Together Service User Group Meeting**

**Meeting Notes -11am, 16th February 2021**

**Present**

Sam Hulme Walsall Resident, Service User

Mandy Poonia Healthwatch Walsall HAB Chair

Phil Griffin Walsall Together, Service User Group Chair

Paul Higgitt Senior Engagement Lead

Sean Noone Zebra Access, Service User

Yvonne Smith Rethink Walsall

Diana Mason Walsall Resident, Service User

Bryony Helm CAMHS Council, Service User

Christine Hall Walsall Resident, Service User

Raj Patel Walsall Resident, Service User

Teresa Tunnel Healthwatch Walsall HAB Member, FACE

Rachel Barber  Walsall CCG, Lay Member Patient and Public Involvement

Kim Green Walsall Resident, Service User

Andrew Green Walsall Resident, Service User

Colin Richert Walsall Resident, Service User

Agnes Expert by Experience

**In Attendance**

Michelle Beddow Communications Lead, Walsall Together

**(Item 5)**

Jane Lilley Rethink Walsall

Natalie Harding Walsall CCG, Engagement Lead

**(Item 9)**

Jess Bates My Time Active

1. **Apologies & Chair Welcome**

Michelle McManus Programme Manager, Walsall Together

Naresh Hargun Service User, Resident

Phil Griffin, Walsall Together Service User Chair, welcomed everyone to the meeting.

1. **Notes of previous meeting.**

Point of accuracy 2020 not 2021 from December Minutes.

Date and time of next meeting page 5 should be 16th February.

Page 5 should read not fewer than 1500 integrated health care professionals now in community settings.

With amendments agreed as a true record.

1. **Matters Arising**

From the presentation from David Walker, Walsall Public Health on the implications of COVID, BAME communities and inequalities. The data is being updated regularly. This data is available on the Walsall Public Health website and can be accessed upon request. Members to contact Paul Higgitt initially.

Arising from discussion it was confirmed that Public Health are looking at data on inequalities and locality of death through COVID.

1. **Action Log**

Action log is an update on the reference points on the discussion points through the meetings.

1. Discussion around commissioners supporting co-production in particularly from the intel that we have presented. This is ongoing however in relation to the diabetes report a paper will be tabled at this meeting on recommendations that were put forward.
2. Discussion around making the papers from these meetings public with additional information and intelligence reports. The Walsall Together website is in its later stages of development and all the papers to be sent to Michelle Beddow. There will be a page around how to get involved.
3. Case for change animation and a visual concept of the model of care to be presented at this meeting.
4. GP access and implications for patients with long term health conditions. Healthwatch Walsall report on the website on implications and concerns raised regarding access and communication.
5. Service User Group Representation. We have had some new members to the group but have also made links with members of the Walsall BAME Steering Group who will be invited and encouraged to be part of this group. We are still looking at links to other groups and representatives.
   1. **Action:** to look at wider engagement with Community Associations.
   2. Wider engagement is a priority in the development of this group.
   3. Update in this meeting on a wider engagement model across networks and providers through the development of a Citizen Forum.
6. Presentation from David Walker – Walsall Public Health: **Completed**
7. HAB Assurance Report, January to February 2012– tabled for information.
8. Completed actions removed from action log.

**Query**

When we discussed intelligence feedback concerns still around, why existing organisations were not able to be addressed these issues before transformation takes place. Has this been addressed?

There have been several discussions on this. We wanted to make sure that the impact of these discussion was around improvements. Need to see evidence that this is being considered. Commissioners and Clinicians time have been prioritising work on COVID-19, thus is has been taking longer to look at feedback from our intelligence. However, we have had a formal response on the diabetes from Donna Chalenor.

In addition, the Clinical and Professional Leadership Group under Walsall Together where we feed in intelligence had been stood down during the pandemic. This group has now been reinstated. A CPLG meeting has now taken place and co-production and the work on the WT Service User Group is now firmly back on the agenda. There will now be plans drawn up to take this intelligence forward and look at how we embed patient views where possible into real actions.

**Query – Andrew Green.**

**Action** – To highlight that this is ongoing, and that work is still being progressed on the action log. This need to be on the action log for the service user group to monitor this. Also, we need to feedback to service users.

We have though been getting feedback and signposting to services through this work noted by Rachel Lewis.

Mandy Poonia – Andrew is quite right to highlight this but as assurance it is starting to become transparent as we are developing collaborative links with providers and commissioners.

Whole issue around patient voice is really important and very powerful.

1. **Diabetes Report**

As a result of holding workshops and individual patient stories around living and managing with diabetes and tabling a report. A recommendation report from the Community Diabetes Team has been presented. Key Points:

* Development of a Diabetes Peer Support Group.
* Ensuring that there is progression for patients to get their diabetes check-ups. The need for consistency across GP relating to diabetes advice and support.
* Work around impact on anxiety and mental health and to coordinate this in more detail with IAPT and mental health support.
* What’s App Group set up for Type 1 Diabetics.
* Community Diabetes Team develop a bite size video on foot care.
* More partnership working with One You Walsall on lifestyle support for people particularly for people who are pre diabetic.
* Better information and communication on pre diabetic support and quicker earlier intervention.
* Local offer for structured information on diabetic support
* Development of 4 integrated health care teams with specialisms around diabetes.

It needs to be noted that other partners involved in diabetes service delivery need to input and sign up to taking these recommendations forward.

**Question - Andrew Green**

Very useful report. Some of the actions could be taken by partners now. Considering going back to providers to highlight things are happening now.

**Action**: Paul Higgitt to email Donna Chalenor. Are there aspects of the diabetes care pathway which the intelligence gathered suggest isn’t working well that can be changed immediately. It would be helpful to get some assessment from this from Donna Chalenor.

**Question** - **Rachel Lewis**

Concern 18 months since I have had a blood test. Movement has been very slow in relation to home visit for those who are clinically vulnerable.

**6. Walsall Together Animation and Model of Care**

Outline of what Walsall Together is and what we are aiming to achieve.

There were technical issues showing the video however the link to this video shall be shared with WT SUG members after the meeting.

Michelle Beddow also requested feedback from members, and this will be feedback at the meeting on the 13th of April.

**Question**

Will this animation have subtitles? As this will be on You Tube there is an option to for this. It was also questioned will subtitles be on the front pages of this.

**Question**

Will this be made available in other languages bearing in mind the demographics of the Walsall population. We need to reach people from other communities. There may be other ways in where key representatives in communities can explain what the video is about.

**Action**: Any feedback to be sent to Michelle Beddow. We will also need to have collective feedback at the next meeting.

Model of Care developed by Walsall Together presented. Providing something that is more understandable for people of Walsall.

Need to allow members to digest the model and feedback.

**7. Patient Story**

Presented to the Group for noting. It highlights that complexity in health and social care and how they intertwine with the needs of some people. In that health inequalities and health concerns can be impacted in socio, economic, issues.

**Action**: To request a presentation from the Walsall Together Resilient Working Group at the next meeting.

Update we have become aware that this Patient Story has also been identified through Walsall Housing Group and that partners are working with the individual around their housing and care needs.

**8. Priority Care Pathways**

The Respiratory Report will be tabled to the CPLG group in March and presented at the next WT Service User Group on the 13th of April.

Cardiology Report work is ongoing, and the aim is to complete by end of April.

We are now looking at other key lines of enquiry around Outpatient Reconfiguration and End of Life Pathway to develop an End-of-Life Engagement Plan. Further update on this at the next meeting. This will be pre and during COVID**.**

1. **Assurance Report**

Assurance report tabled to the group to give assurance that the Walsall Together programme team are content that the programme of engagement is on track even with the challenges of engagement during the pandemic.

**10. Wider Engagement Model – Walsall CCG**

**Natalie Harding, Engagement Lead**

Update on the workshop on February. The purpose has been to look at developing a model to bring partners, commissioners, representative groups in health and social care together. An example there were a number of organisations doing engagement around the impact of COVID and mental health in isolation from each other.

Series questions are what engagement already exists in Walsall and where are the gaps and how do we reach those with the worst health outcomes in Walsall.

**Action**: Report to be presented at the next Walsall Together Service User Group and invites to be sent to Walsall Together SUG members.

**Question: Andrew Green**

That some people had not known about this event. Also has there been legislation around this merger and communication. Has there been wider consultation?

Natalie that this was raised who was going to manage Walsall. This is Geraint Griffiths, Walsall CCG Managing Director.

Natalie explained that the consultation was GP lead across the CCG’s and through stakeholders on the views of the merger. All GPs voted and majority agreed. It went to governing body and NHS for approval. This is happening nationally.

Information is available on Walsall CCG website.

**Question: Mandy Poonia**

What assurance will we be given that as the merger takes place local people will still access the service that work for them.

Natalie explained that we are working very closely with Walsall Together. The model has not yet been finalised. We still need input from service users and representatives.

**Action**: To send out details of the Patient Participation Group in April

1. **AOB**

Janet Lilley – Rethink Walsall, agreed to present findings of engagement around the impact of COVID-19 and mental health at the next meeting.

1. **Date and Time of Next Meeting**

**11am, 13th April 2021**