

Minutes of the Somerset Engagement Advisory Group held at Taunton Vale Sports Centre, Gipsy Lane, Taunton, TA2 6LP, on 8 October 2018

Present:	<p>Amanda Hirst Alan Thompson Brenda Prentice Chelsea Bennett Cheryl Thompson Claire Bray Claire David Cliff Puddey David Heath Debbie Ovenden Eilleen Tipper Elaine Cox Janice Thompson John Keep Lee Reed Lucy Nicholls Margaret Twidale Mary Clarke Mary Kelly Pat Barthram Pauline Tilley Shannon Tarr Steve Sharples Virginia Membrey Wendy Lynch</p>	<p>Chair Highbridge User SCCM Homegroup Bristol User Homegroup Somerset Parent Carer Forum Healthwatch Somerset CCG Compass Disability CCS Yeovil District Hospital NHS FT Bridgwater User SPARKS Somerset CCG Somerset Partnership NHS FT Springmead Surgery Lay User Highbridge PPG Highbridge PPG Compass Disability Compass Disability Martock PPG Bruton PPG Porlock & Dunster PPG</p>
Apologies:	<p>Alan Kitch Andy Kendall Angela Farmer Beccy Jesson Caroline Mead Debbie Penny Deborah Hicks Gill Waldron Hilary Dicks David Freeman Karen Holden Leila Middlehurst-Evans Louise Hawkins Janet Royston Matt Day Paul Dean</p>	<p>Sedgemoor District Council Community Council for Somerset Somerset Partnership NHS FT Carers' Voice Stokehill Headway Somerset Somerset CCG Taunton & Somerset NHS FT MS Society Headway Somerset Spark Somerset</p>

Peter Hillman
Sandra Corry
Sarah Cooley
Tom Rutland
Vicky Sullivan

Somerset CCG
Somerset CCG
Yarlington Housing Group
Somerset County Council
Spark Somerset

1 APOLOGIES

Apologies noted as above. Amanda Hirst (**AH**) opened the meeting and gave apologies for David Freeman at Somerset CCG who was originally due to chair the meeting.

ACTION: AH to feedback to the CCG Executive concerns about the absence of Nick Robinson and David Freeman.

2 PALLIATIVE CARE INITIATIVES

- 2.1 Jenny Coles (**JC**), Somerset CCG, presented work undertaken recently in respect of end of life planning - a new Planning Ahead booklet. JC outlined what an advanced care plan is and its usefulness in prompting sensitive discussion with family members. The booklet has been designed to help people think about their wishes and includes details of the Advanced Decision to Refuse Treatment.
- 2.2 JC also introduced the STEP (Somerset Treatment Escalation Plan) form to improve advance care planning for people in the last years of their life. The form is completed by the clinician in conversation with the patient to ensure the plan reflects the preferences of the patient, informed with clinical guidance.
- 2.3 JC stressed that details captured in the Planning Ahead document and on the STEP form are not set in stone and the person can change their mind or amend their wishes at any time.
- 2.4 The STEP is available on the CCG website, from GP practices or within the hospitals. There is still time to comment on the content via an online survey: <https://www.surveymonkey.co.uk/r/VWLCJVX>.

3 OUTCOME OF INTEGRATED URGENT CARE PROCUREMENT

- 3.1 Carly Jackson (**CJ**) explained the outcome of the recent process to procure the new integrated urgent care service had been to commission Devon Doctors to provide the service. They are already providing an interim out of hours service. CJ advised that the procurement process in

Somerset was very robust. Devon Doctors achieved 75% which was extremely high.

The CCG's Governing Body has approved the appointment of Devon Doctors (in partnership with Care UK) and the implementation will begin in February 2019 and continue with new IT developments over subsequent years. A Clinical Assessment Service will be an important part of the new service.

The overall aim is to deal with the presenting issue during a single phone call, where clinically appropriate. There will be exceptions where it is necessary to access ambulance and A&E services.

A public information and education campaign will be developed to promote better understanding of which service to use and in what circumstances.

4 HEALTH AND SOCIAL CARE STRATEGY

4.1 AH addressed concerns about lack of continuity and progression in previous STP and other transformation and change programmes.

She explained that the Fit For My Future programme is the transformation delivery arm of the STP.

Five work streams have been working on the evidence base - the case for change - since early 2018. This is a system-wide approach that spans most aspects of health and care across the county, and all providers including the Foundation Trusts and Somerset Partnership.

Engagement begins with the first of 16 drop-in sessions on Monday 16 October and continues until the end of November to listen and reach out to the widest possible group of communities and people across Somerset. The 16 locations reflect the new localities identified in the primary care review led by Michael Bainbridge.

AH outlined the full timeline and engagement and consultation process which is driven by NHS England; David Heath explained the national statutory requirement to follow a prescribed route, including the engagement which is about to be undertaken.

5 FUTURE PLANS FOR SEAG

5.1 A general discussion took place in respect of how SEAG can work better in the future. This will be looked at in more detail going forward but some of the issues raised were:

- The group has shrunk in numbers; attendance used to be much greater and the voluntary sector have disappeared causing an associated loss of different perspectives.

- SEAG has lost its impact as a consequence; terms of reference and purpose aren't clear and its usefulness as an entity is questionable.
- Concerns about the lack of attendance by Nick Robinson whose absence was noted. Questions and queries from the group don't get answered (for example concerns about plans for Weston Hospital and its impact on people living in the north west of the county).
- General consensus that a review is overdue; perhaps alongside other groups / meetings.

6 DATE OF NEXT MEETING

SEAG 2019 dates as below. Each meeting will be held from 9.30-12.00 at Wynford House, Yeovil:-

- Monday 21 January
- Monday 15 April
- Monday 15 July
- Monday 14 October