

Somerset CCG Engagement Advisory Group (SEAG) held at **Somerset CCG,**
Wynford House, Lufton Way,
 on Monday 16 April 2018

Present:

Pat	Barthram	Highbridge PPG
Tim	Baverstock	Somerset County Council
Chelsea	Bennett	Homegroup
Claire	Bray	Homegroup
Alex	Burn	Somerset CCG
David	Chalkley	Taunton and Somerset NHS Trust
Mary	Clarke	Lay Member
Hilary	Dicks	Headway Somerset
Jill	Downey	Somerset CCG
Nigel	Engert	Wincanton PPG
Jane	Hamlin	Beaumont Society
David	Heath	Somerset CCG
Elaine	Hodgson	French Weir PPG
Beccy	Jesson	Community Council for Somerset
Mary	Kelly	Highbridge Medical Centre PPG
John	Keep	SPARK
Jo	McDonagh	Somerset County Council
Virginia	Membrey	Bruton PPG
John	Pimblott	Cheddar Community Partnership
Sue	Place	Balsam Centre, Wincanton
Lee	Reed	Somerset CCG
Paull	Robathan	South Petherton Hospital League of Friends
Nick	Robinson	Somerset CCG
Janet	Royston	Bridgwater Senior Citizens Forum
Steve	Sharples	South Petherton and Martock PPG
Jackie	Sopwith	Somerset Sight
Margaret	Twidale	Springmead PPG
Marcia	Willcox	Somerset Parent Carer Forum

1.0 WELCOME AND APOLOGIES

Nick Robinson, Chief Officer at Somerset CCG introduced himself to the group and welcomed the attendees to SEAG.

Apologies were received from:- Janette Cronie, Matt Day – SPARK Somerset, Jim Kent – Dunster PPG, Wendy Lynch – Porlock PPG, Teresa Mason –

Alzheimers Society, Caroline Mead – Sompar, Brenda Prentice, Matt Robert – Diabetes UK, Eileen Tipper – North Petherton PPG, Emily Taylor – Healthwatch Somerset

2.0 **MINUTES OF MEETING HELD ON MONDAY 15 JANUARY 2018**

The minutes of the last meeting from Monday 15 January 2018 were approved.

3.0 **MATTERS ARISING**

Nick Robinson gave an update, explaining that Somerset was going through a process of change and that the CCG had started what it should have done five years ago. The following comments were made:

- Greater outreach is needed – the CCG should go out to the community to listen to feedback and to engage.
- How does the CCG intend to communicate with SEAG and other community stakeholders? How will information be cascaded to the wider population?
- Following SEAG's experience of the STP, belief and trust in the process are missing.
- There is a perception that nothing is improving or changing. Are there any 'low-hanging fruit' that we can use to make people feel that progress is being made?
- There are concerns about the massive pressures of timescale and financial deficit.
- There are inconsistencies in how medication is being prescribed across the system.
- Workforce and staffing are the biggest challenges.

4.0 **OVERVIEW OF HOW SOCIAL CARE COMMISSIONING WORKS**

Tim Baverstock gave a presentation on social care commissioning.

- There was agreement that SEAG needs more social care involvement.
- Tim agreed to help identify people in social care whom we could invite to future meetings.

Action: JD to liaise with TB.

5.0 **THE CHEDDAR 4U YOUNG PEOPLE'S WELLBEING PROJECT**

John Pimblott gave a brief presentation on the above project which has identified high level needs at levels 3 and 4 among young people who have had to be escalated to the emergency duty team. There is a loss of early support and early intervention.

6.0 **111 AND OUT-OF-HOURS UPDATE**

Alex Burn gave an update presentation on 111 and Out of Hours services

- Issues raised include the need for a culture change, how 111 staff were treated and the pressure put on patients due to the script used by call handlers.
- The new provider will be Devon Doctors with the new contract starting from 30th April. Nick Robinson confirmed that he was keen to have SEAG input and for SEAG to link with the new provider.

7.0 **BME PROJECT FINDINGS**

Becky Jesson gave a presentation on the BME project

- The project confirmed that most support for BME communities is delivered by small, informal groups with limited capacity and resources.
- A new Syrian Refugee Forum has been set up.
- Top needs identified were: funding, open engagement and participation events (rather than consultation of a few active people), a central point of contact, capacity building and training, hate crime, transport and venues / facilities.

8.0 **UPDATE ON STREAMS APP AND DEEPMIND WORK**

David Chalkley gave a digital update on the above. SEAG members were invited to make contact with David by emailing david.chalkley@tst.nhs.uk if they were interested in finding out more and David agreed to invite SEAG to future open days.

9.0 **ANY OTHER BUSINESS**

Catherine Falconer trailed the Health and Wellbeing Strategy under AOB and invited SEAG members to contact her for more information. cfalconer@somerset.gov.uk

10.0 **DATES OF SEAG MEETINGS 2018**

TBA