

Kettering Health and Wellbeing Forum

Thursday 20 July 2017, 10.00-12.00

Lahnstein Room, Kettering Borough Council, Bowling Green Road, Kettering, NN15 7QX

Present

Trish Dewar (TD)	Chair. Groundwork / Kettering Voluntary Network
Tracey Angus (TA)	Nene CCG
Kanchan Bhanage (KB)	Health and Wellbeing Officer, Kettering Borough Council
Lynn Chapman (LC)	Kettering Community Unit
Jayne Chambers (JC)	Kettering General Hospital
Debbie Egan (DE)	Citizens Advice Bureau
Jayne Evans (JE)	NHFT
Eileen Hales (EH)	Councillor, Kettering Borough Council
Jo Pettitt (JP)	Kettering Mind
Shirley Plenderleith (SP)	Public Services, Kettering Borough Council
Karen Seagrove (KS)	Nene CCG, <i>Minutes</i>
Louise Tarplee (LT)	Nene CCG

Apologies

Richard Cook (RC)	Kettering General Hospital
Rajwinder Gangotra (RG)	Public Health, NCC
Charlotte Goodwin (CG)	First For Wellbeing
Ian Jelley (IJ)	Councillor, Kettering Borough Council
Peter Lynch (PL)	Health and Wellbeing Board
Shannon Petrossian (SPe)	Kettering Borough Council
Sara Robinson (SRob)	3Sixty Care Partnership
Sunny Rohit (SR)	Kettering Borough Council
Lesley Thurland (LT)	Councillor, Kettering Borough Council
Sue Watts (SW)	Age UK

1. Introduction and Apologies

TD welcomed everyone to the meeting. Apologies were received as noted above.

2. Minutes of the previous meeting held 18 May 2017

The following correction was requested to be made to the minutes:

Page 3 – the Four Seasons café was located in School Road (correct from Crow Lane)

Once this amendment was made, it was agreed that the minutes provided an accurate record of the meeting.

Updates were noted to the following:

Page 3 –

KBC were recruiting for a Co-ordinator post following their pilot around Delayed Discharges connected with Housing and KGH and Community Hospitals. **SP** updated the group to confirm that Karen Clarke had now been recruited to this role and she was working with the Discharge Team

3. Action Log from the previous meeting held 18 May 2017

No actions to update

4. Nene CCG Update

Louise Tarplee (**LT**) provided the group with updates on Nene CCG developments.

Communication and Engagement Strategy

- The group were provided with hard copies of the final version strategy document which followed a great deal of consultation with stakeholders, patients and providers. An Easy Read version was also circulated which had been created in conjunction with Healthwatch
- Nene CCG did not previously have a strategy to ensure engagement was carried out when needed and with who needed it
- The group briefly discussed the lack of a current Kettering Locality Engagement Group, although it was acknowledged that the Kettering GP Practices had active Patient Participation Groups (PPGs)

Autumn Patient Conference

- Nene CCG were organising an event for patients and local people to promote the value of Locality Engagement Groups and local health and social care services
- All Locality Engagement Group members, Patient Participation Group members and any local interested people would be invited to attend from the Kettering, Wellingborough, and East Northants localities
- The event would be held during the afternoon of Tuesday 10 October 2017 at Kettering Conference Centre, with lunch and a marketplace, before speakers through the afternoon
- It was noted that this was also World Mental Health day, and the Kettering Local Strategic Partnership (LSP) launch was taking place during the morning
- LT agreed to ask Kelly West (Nene CCG Communication and Engagement Lead) to attend the LSP launch event. SP would provide the contact details to LT for the LSP Lead, Shannon Petrossian
- LT invited all to send contact information to Kelly West for their organisations' Communication and Engagement teams

Care Navigation

LT spoke about Care Navigation and explained the aim of Active Signposting was to enable patients to see the most appropriate clinician sooner; it was not about stopping patients seeing a GP. This was being launched countywide by December 2017 as part of the NHS England General Practice Forward View and would be achieved by training reception and clerical staff to have the conversations required to establish a patient's need. This was separate to 3Sixty's Same Day hubs, but would upskill the practice staff and enable effective hub working. The group discussed care navigation, the main points were:

- It was acknowledged that not all alternative clinicians could refer patients directly for tests, this would still be done by a GP or Nurse Practitioner, although this would be a long term ambition. A GP would always be available to provide clinical support if required
- It was noted that Care Navigation would not be a triage service as the Navigators would not be clinically trained. The Navigators would be trained to have a conversation with a patient to establish their need and make suggestions of where a patient could get treatment faster, they would not follow a script like 111 operators. The Navigators would be provided with online and Face to Face training before putting into operation
- All practices have been sent promotional posters for Care Navigation, how they chose to inform their patients was the decision of each practice. PPGs had been encouraged to decide with their Practice Manager how best to promote these changes.
- Patient Choice still to be paramount, if a patient maintains their need to see a GP, they will be provided with an appointment, although this may be slower to access than an alternative clinician
- It was thought that Corby CCG were looking to implement Care Navigation
- It was envisaged that this would enable patients to access services faster and discourage them from attending A&E, as well as reducing DNAs (Did Not Attend) at practices
- It was discussed and agreed that the training for receptionists and promotion to patients would need to be carefully managed to ensure a positive launch of care navigation. It was noted that the training was being carried out by West Wakefield where care navigation had already been successfully implemented; the service would be clinically led. Regular audits of the navigation service would take place and learning taken from it
- Phase 1 services that had been agreed at several workshops including stakeholders, patients and service

providers were:

- o Talking Therapies (IAPT)
- o Community Pharmacy
- o First For Wellbeing
- o Sexual Health
- o Nurse Practitioners
- o Physiotherapy had now been postponed due to resources, this would be reviewed for inclusion with Phase 2
- It was noted that IAPT provided high level mental health services and clarification was requested as to why the Mental Health Navigators were not part of the Care Navigation service as they dealt with the low level issues . It was suggested that services such as Crisis Cafes could be included with Phase 2 navigation services. LT agreed to confirm with the Mental Health team the pathway to be used regarding IAPT

(1040 – Jayne Evans entered the meeting)

- The first Care Navigation training sessions would be held on 15 August 2017, with further sessions to follow over the next few months, all Northamptonshire practices should have this implemented by the beginning of December 2017
- It was suggested that use of the Kettering Futures Partnership website and its Directory of Services (professional/organisational access only) should be promoted to Kettering practices. It was planned that there would also be a customer/patient facing version of this by November 2017. Links to the Kettering Futures Partnership should be included with any wider Directory developed by the CCG or 3Sixty Care Partnership

ACTION	1 (#11). SP to provide LT with Shannon Petrossian’s contact information
	2 (#12). LT to confirm IAPT pathway/criteria and use of Mental Health Navigators

5. Kettering Health and Wellbeing Forum Task and Finish Group

Kanchan Bhanage updated the group around recent developments:

One You Health Campaign

- 30 May – 31 July national campaign targeted to the local population, local workplaces and ensuring accessibility for older people
- Kettering One you event held 04 July at the Cornmarket Hall with around 70 members of the public attending on the day, and 15 organisations present such as KGH, Kettering MIND, Age UK, Healthwatch, Rocket team, First For Wellbeing and some alternative therapies
- The unique Kettering One You URL had received around 750 clicks, which meant that a person had taken part in the online quiz and asked for further information/support. The online quiz was complimentary to the NHS Healthchecks, encouraging participants to pursue further support. It was noted that as this was a national campaign, KBC were not able to access the full details of each participant but had received information around local overall numbers and activities connected with the campaign
- The main outcome was to reach out to as many people as possible and get them to take the online quiz, it was considered that this had been successfully achieved. This was a positive campaign about how you could change, not why you should change

(1055 – Louise Tarplee and Tracey Angus left the meeting)

The group discussed the ongoing benefits of an all round health campaign, agreeing that what was previously the Task and Finish Group was now part of a larger prevention strategy

(1100 – Tracey Angus entered the meeting)

Task and Finish Core Group

- The core group had met once to discuss the events calendar which would be compiled to show local events as well as connected national campaigns and events, such as World Heart Day on 02 September and Health Heart Month in October. The core group required more members to make it more effective,

and any interested parties were invited to contact Kanchan Bhanage

- It was suggested that NHS Healthchecks could be promoted in connection with the Healthy Heart campaign. All agreed that a linked up promotional campaign would be most effective such as with the local media and KGH activities around heart health. All to ensure local events information shared with Kanchan so that relevant connected information could be collated. The calendar should be targeted and relevant, rather than trying to cover everything
- Dementia was suggested as a subject for the core group to look at. There was increased media coverage and it was a growing concern. The group discussed ideas for prevention work and campaigns, suggestions made such as activities for mental health, local businesses such as Retro Union and Barclays already had additional services, local knitting groups. It was discussed that activities were hard to find for men, Sudoku was suggested as well as physical activities using hands due to the engineering/manufacturing backgrounds of many of the local population. It was noted that the Fire Service and Council had the contact with isolated people, and should be encouraged to refer on to relevant services such as Age UK. Make Every Contact Count (MECC) would be valuable training for all local organisations. It was confirmed that NCC had a Dementia Officer, although it was difficult to make contact

KB added that KBC was running a town centre consultation conference on Wednesday 13 September 2017. The purpose of this was to find out what local people wanted to see in Kettering town centre

ACTIONS	3 (#13). KB to share national campaigns/local events calendar with group and to include Nene CCG Communication and Engagement team (Kelly West and Pat Haslam)
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6. Partner Updates (Papers already circulated)

There were no questions on the circulated Partner Updates, the following additional information was discussed:

- Improved Better Care Fund – NHS England had announced a requirement to achieve associated targets, local councils were in dispute regarding this. No further update at present
- TD encouraged all to complete the online consultations regarding NCC Commissioning Healthwatch Northamptonshire 2018-2021 Consultation, Commissioning Support for the Voluntary and Community Sector 2018-2021, Commissioning 0-19 years Public Health Nursing Services Consultation – all could be found on the Healthwatch site <http://www.healthwatchnorthamptonshire.co.uk/consultations>. It was noted that due to purdah around the local and national elections these consultations had a short turnaround time (September 2017)
- Debbie Egan informed the group that Kettering Futures Partnership was holding a pop-up shop on Tuesday 10 October for the public to see what organisations and services were available. As it was being held on World Mental Health Day it was being themed around mental health, but other complimentary services would be present. Kirsty at Kettering MIND was organising this event
- The next Kettering Futures Partnership day would be held on Tuesday 07 November 2017. This would be promoting the use of warm referrals to keep people in the system rather than feeling they were being pushed from place to place. A survey would be issued to all 65 member organisations to ask whether they knew what a warm referral was and whether they used them
- It was noted that First For Wellbeing had an advisor within Citizens Advice Bureau for a further year. The FFW advisor was considered valuable due to the breadth of perspective of knowledge, advisors would be beneficial for secondment into other organisations

7. Any Other Business

Future Meetings

TD proposed the following themes/speakers for future meetings, these were agreed for invitation:

September – Care and Repair Northamptonshire and 3Sixty Care Partnership
November – Consortia
January – Healthwatch
March – First For Wellbeing

Women’s Aid was now called Northamptonshire Domestic Abuse; it was suggested that they be invited to speak at the Forum

EH reminded the group that all KBC Councillors had a discretionary budget of £5000 to spend on community projects; encouraged all to apply with details of their relevant projects

LC informed the group that Kettering Community Unit’s foodbank stock was running very low, further information could be found here www.kcultd.org.uk. KS agreed to circulate information to the Forum members following this meeting. Discussions were ongoing regarding a possible partnership and develop into an organisation called Dignity In Crisis

(1150 – TA left the meeting)

Following discussions with Sunny prior to this meeting, TD proposed that Sunny Rohit be appointed Vice-Chair of the Forum. Sunny had agreed to this, and there were no objections from those present. The proposal was that Sunny took over as Chair from April 2018, there were no objections from those present

ACTIONS	4 (#14). KS to circulate information regarding Kettering Community Unit foodbank to All.
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8. Networking

Due to over-running, networking did not take place

NEXT MEETING

Thursday 21 September 1000-1200
Oakwood Centre Meeting Room
St Mary’s Hospital, London Road, Kettering, NN14 7PW