

Notes of the Working Together Steering Group

Thursday 14th September 2017

Energus Centre, Workington

In Attendance:

- Richard Pratt (**Chair**) (RP)
- Amanda Boardman (AB)
- Julie Clayton (JC)
- Allan Cooper (AC)
- Belinda Cooper (BC)
- Ellen Cullen (EC)
- Mahesh Dhebar (MD)
- Stephen Eames (SE)
- Yvonne Fairbairn (YF)
- Wendy Forster (WF)
- Sandra Guise (SGu)
- Julie Haigh (JH)
- Christine Harrison (CH)
- Elaine Heron (EH)
- Rhia Heron (RH)
- Celia Heasman (CHE)
- Ian Hinde (IH)
- Eleanor Hodgson (EH)
- John Howarth (JH)
- Christine Jones (CJ)
- Dawn Melville (DME)
- Karl Melville (KM)
- Linda Mills (LM)
- Heather Naylor (HN)
- Belinda Rae (BR)
- Janet Riley (JR)
- Dorothy Robinson (DRo)
- David Rogers (DR)
- Elizabeth Simcock (ES)
- Stephen Singleton (SS)
- Georgina Ternent (GT)
- Steven Wright (SW)

1. Welcome - RP

RP welcomed everyone to the meeting and as there were lots of new faces there was a round of introductions and a brief update on where we were.

2. Apologies

- Stephen Childs
- Ged McGrath
- Deb Lee Alan Alexander Jon Ward
- Helen Sant
- Elisabeth van Oudgaarden

Liz Clegg
Gillian Troughton

3. Royal College of Anaesthetists Report

DR pulled out highlights from report, which can be accessed at the following link: <http://www.ncuh.nhs.uk/about-us/our-publications/rcoa-report-august-2017.pdf>

It was clear that the report did not talk about closing the unit but that there was a need to look at how it could be sustained in a different way across a wider footprint linking with different models of care both community and regional.

4. Encouraging and enabling other people to get involved

JC talked about how to get a wide range of people involved including young people, who the changes were likely to impact more.

Local press are interested in doing an article on co-production and it would be nice to have members of the public involved. Anyone interested should contact JC.

It is up to everyone involved to share information with their networks and point people to the information available on the North Cumbria CCG website. www.northcumbriaccg.nhs.uk/ournhs

5. Update from Working Groups

RP talked about the difficulties with new ways of working and that some groups will overlap so it was important that the groups talk to each other. Papers from all the working groups are available on the CCG website.

- a. **Recruitment & Retention:** 12/14 people attended with discussions about what was stopping people coming; what's already happening and next steps paper. It was acknowledged that it is important to celebrate success and to promote the areas as a whole. Next date not set yet.
- b. **How we work together:** talked at great length about behaviours and Terms of Reference as well as how we would judge co-production was working. Agreement it may evolve further.
- c. **Children's:** felt it was a positive meeting, full of energy looking at getting young people involved via the youth alliance. Next meeting has been arranged for 28th September 10-11.30am at Ann Burrows Thomas centre in Workington.
- d. **Telemedicine:** it is becoming clear that this isn't just an issue for maternity and paediatrics but covered other specialties too. CCG and trust to attend next meeting and look at the options to visit other areas where this is working well. JH talked about the challenges to co-ordinate the initiatives and that he would be a link for this. UCLan have a project manager looking at connections with technology.
- e. **Maternity:** the group (Maternity Voices) are already working together looking at 'Better Births' reviewing information leaflets around choices, pain relief and collecting women's views. There has been a request for a similar meeting in Carlisle which will be picked up.
- f. **Treatment at a distance: (or Care At Distance)** This group has developed from the Success Regime work stream on transport group and has been going for over 18 months. Although it started looking at transport, it's developed into care at a distance. Looking at the overall experience when there is a change to where a service would be provided.

They have developed a checklist and are testing it on a service that has already been relocated to see if things would have been done differently if the checklist had been used. This will include looking at the cost impact to those using the service, carers and families as well as the cost to staff and services. Next meeting early October.

MB thought the check list was very good and would like to use it with tertiary providers.

6. Maternity Audit

EH presented an update on process for developing the maternity audit which had been requested by the CCG as part of the decision making process.

The proposed audit question is: Can a free-standing MLU in Whitehaven be safely instated?

- Safety – The audit will measure care against agreed standards it is proposed to use national standards for MLUs, and nationally used maternal and neonatal measures, including both care and outcomes to define auditable safety criteria

In addition the audit will measure aspects of:

- Quality – where this is considered to potentially impact on safety
- Women and families experience – where this is perceived to impact on safety

There was a discussion on the scope of the audit, what it would and would not cover. Concerns were expressed that it would not provide all the information required. It was suggested that figures from the Penrith standalone unit could be upscaled to contribute to the west audit.

Timescales are still being finalised but results will come back to the group and feed into the co-production process.

SE gave a brief update on a range of activities from a wide range of people looking at international recruitment to support gaps in the system with new innovative ways of working. He went on to comment that a wide range of community support would be needed to support clinicians and their families to settle into the area.

CJ from NWAS commented on the success of their international recruitment of paramedics, and welcoming people had been which had made the difference as it hadn't worked as well in other areas where the support wasn't there.

7. Subgroup Leadership and next steps

A Governance [flow chart](#) is available highlighting how groups fit together. The Steering group reports to the Independent Review Group. DR confirmed that Dr Bill Kirkup will chair the group which is made up of an obstetrician, paediatrician anaesthetist, neo natal nurse and a midwife. There are no CCG or Trust members on the group, this is an independent set of experts who will decide if enough progress has been made and will meet for the first time in next month.

There was discussion about the importance of keeping up the momentum in all of the subgroups, ensuring dates were set and people had things to do. IH said it was important that people could feel they were making a contribution and JH explained that controversial service

change was going on all round the country but this isn't happening anywhere else – people have committed to this way of working and should be proud of themselves. He said even if we don't always agree we are committed to finding a way through and not walking away.

As a system the more we can work through it together the more sustainable and exciting model we are going to get and that people should continue to talk positively about the process when they leave the meeting.

8. How do we assess how we feel about co-production as we start the process – draft survey?

JC explained the purpose of the survey, as the process is new to all of us it's a way of checking how we are doing in 3, 6, 9 months. People were asked to look at the questions and see how we can make them more inclusive. The first survey will provide a starting point and then repeat in 6 months' time to see if things have changed.

9. AOB

RP was concerned that not everyone had spoken, so went round the room to give people the opportunity.

IH example of new paramedics should be used in recruitment.

GT next meeting of children's group is 10am at ABTHC on 28th September.

RH has already filmed paramedics to share about living and working in Cumbria – they are all very positive about their experience of working here. RH is also promoting a double page feature about working here; link will be circulated for people to share through networks and social media etc.

JC thanked everyone for coming and for the amount of work that had been put in.

Dates of all meeting will be on website – CCG page co-production

Next year the NHS is 70 – opportunity as a community and health system to come together and celebrate its people and the changes.

RP said West Cumbria Forum was tomorrow at Northside Community Centre at 10 if anyone would like to attend.

10. Next Meeting – Thursday 12th October at Lakes College, Lillyhall, Room F084 6 – 8 pm.