


Wigan Borough Engagement Group

29th January 2019, Minutes

Item	Action
<p>1. Welcome & Introductions</p> <p>See attendance log.</p>	
<p>2. Review of minutes and action log</p> <p>Approved as an accurate record of the last meeting. Action log review and updated copy attached.</p> <p>Healthwatch Wigan & Leigh update: On discussion of the action log Karen took the opportunity to update on the current status of Healthwatch. The contract for Healthwatch went out to tender before Christmas and has been won by the Wigan Borough Community Partnership which is a local organisation - https://www.wbcommunitypartnership.org/ They will take over the contract from 1st April 2019. Conversations will take place with current staff about TUPE (Transfer of Undertakings Protection of Employment) Regulations 2006)</p> <p>The group thanked Karen for working with us and welcome further updates as they are known. The action will be archived as not relevant at moment.</p>	
<p>3. Recent NHS England Assessment & Outcomes</p> <p>A copy of Rachel's presentation is embedded below:</p> <div style="text-align: center;">  <p>NHS England Assessment of CCG P</p> </div> <p>The focus of the discussion was around the things the CCG needs to improve on focus on for this year. Part of this is thinking about how the resources in the team need to be used carefully to make sure we broaden our engagement. We also need to work on giving better feedback.</p> <p>This presentation led into Alexia's discussion about the CCGs new Communications & Engagement Strategy.</p> <p>Outcome: Group received the information.</p>	

4. CCG Communications & Engagement Strategy

A copy of the draft strategy is embedded below:



WBCCG
Communications and

Questions and comments arising:

Question - What engagement do we do with Veterans?

Answer - We have done engagement work with Veterans that has tended to be project specific. Healthwatch have also done work in this area. We would like to have more time / resource to spend targeting groups like Veterans.

Comment – welcome the emphasis on working together. We should all be working together to do things once. This group should advocate this way of working.

Comment – it would be great if we could have one engagement calendar for the Borough.

Comment – positive change in the group driving engagement work.

Comment – group needs to have an action plan that can be shared on the website.

Comment – some projects may sit outside of a 3 month period as stated in the strategy. We may need to give some topics more time and this will be fine.

Comment – the process outlines seems positive. Healthwatch for example know of a project going on where there is no engagement and they could bring this to the group for consideration.

Comment – there was lots of discussion around how we hold organisations and staff within the CCG accountable for engagement work. It is an essential part of working.

Outcome: Group happy with the strategy particularly around the focus on partnership working and the having one big engagement programme for the Borough.

For the next meeting, members will think about things they know/have learned at meetings where we may need to focus some engagement.

ALL

<p>5. Discussion on group proposal / plan (key points)</p> <p>Some of the discussion under point 4 clarified the role of the group within the wider engagement process.</p> <p>The group will keep its next meeting date – Wednesday 27th February 2019, 1 – 3pm but then go to a 6 week cycle.</p> <p>It was agreed that we don't need all engagement officers at every meeting but they can come if there is something relevant.</p> <p>We need to do more cross referencing and sharing of engagement work. For example sharing Patients Forum minutes etc.</p> <p>We will try the new way of working for 6 months and then review how it's gone and how we can expand the membership.</p> <p>Outcome – agreements as documented above. Review after 6 months.</p>	
<p>6. Primary Care Standards Engagement Planning</p> <p>We didn't get to this. It was also discussed that as we are planning a big consultation for primary care it may not be best to focus on this as a first topic. The group will bring ideas for the first topic to our next meeting.</p>	
<p>7. Updates upcoming work/events etc.</p> <p>Bridgewater: Angela updated that the transfer of community services into the hospital Trust is aiming to be done for 1st April 2019. Discussions are being held with staff about their future and where they will sit. They are looking at staffing lists etc. Considerable impact on corporate staff such as Communications & Engagement and she will keep us up to date as she knows more.</p> <p>Wigan Council: Stephen updated that there has been a restructure in the council and he may not be present at future meetings. He will brief his colleague Nicola Rigby on the role of the group and who needs to be linked in.</p>	
<p>8. AOB</p> <p>No other issues raised</p>	
<p>Date of next meeting:</p> <p>Wednesday 27th February 2019 1 – 3pm Wigan Life Centre South</p>	

Agreed actions from the Meeting		Resp.	Deadline	Update	RAG
Sept 18	Marie Hart to be invited to future meeting	RR	November	Still on forward plan	Yellow
Sept 18	Invite the Bolton, Salford and Wigan Partnership to give a presentation	RR	November	On forward plan	Yellow
Sept 18	Quality Engagement work	RR	Before next meeting	Update for Feb 19 meeting: Discussions held in January 19. We will be designing a piece of engagement work (jointly with the council) about quality. Members of the group will be notified and will have a chance to give their views.	Green
Jan 19	ALL members to think of any topics/services they think would be a good idea to focus some engagement work on (if they can)	ALL	Feb meeting	On agenda	Green
Jan 19	Add a review point for the group on agenda in 6 months' time to reflect on new process and what we have learned	Rachel / Linda/ Ann		To schedule for future meeting	Green

