

Wigan Borough Engagement Group

Catch up meeting, 5th November 2019, Sunshine House

Present:	Apologies:
<ul style="list-style-type: none"> • Dave Suddell • Rachel Richardson (notes) • Ernie Rothwell • Alexia Mitton • Bill Greenwood • Andrea Arkwright • Dennis Dewar 	<ul style="list-style-type: none"> • Linda Sykes • Ann Heaton • Alan Baybutt • Dave Brown • Pauline Gregory

This wasn't a formal meeting and we didn't have an agenda. We talked about the following:

Locality Plan Engagement Work:

- We completed the engagement work in September and October 2019;
- Members of this group helped with our plans and suggested different target groups;
- We reviewed the engagement feedback report;
- A key theme coming up around care closer to home is transport and travel across the Borough. It is an area the group could work on.

Feedback on community services engagement:

- This was the service/s this group agreed to look at after Digital health services;
- Andrea and her team have already started engagement work in different community services, with district nurses first;
- Andrea will include ear care services on the schedule;
- We'll report the outcomes and feedback via the group.

Reflections on how the group has been working:

- We're concerned with the lack of attendance at the meetings recently;
- Some members haven't been sure what difference the group has been making;
- We talked about the new process we agreed last year where:
 - The group would help identify the area/services that need engagement work;

- We would work with the group on planning the engagement;
- We would bring results back to the group and they would help shape recommendations;
- We've only completed one full cycle of this process, with the digital engagement work;
- We need to complete the cycle again and then review how it's working;
- We'd really like to encourage people to attend the meetings and be clear on what we are going to be working on.

What is on our work plan / forward plan:

1. Helping us to develop a CCG Volunteer programme;
2. Engagement work around travel/transport across the Borough;
3. Need Jonathan Kerry to give more feedback around digital to close the feedback loop;
4. Community services;
5. Future of primary care.

Next steps:

- Develop some promotional materials for the group;
- We'll arrange our next meeting in December 2019;
- Rachel put some initial ideas together for engagement work around travel/transport. Will speak to Jonathan Kerry and Ella Bailey at the CCG to explore how this work might support the review of buildings for care closer to home.