

**NOTES OF THE
WORKING TOGETHER STEERING GROUP**
Thursday 18 January 2018
UCLAN, Samuel Lindow Building, Westlakes Science and
Technology Park, Moor Row CA24 3JY

In Attendance:

- Richard Pratt (**Chair**) (RP)
- Ali Atkinson-Budd (AAB)
- Kieron Bradshaw (**Notes**) (KB)
- Stephen Childs (SC)
- Julie Clayton (JC)
- Chris Whiteside (CW)
- Stephen Eames (SE)
- Sandra Guise (SG)
- Les Hanley (LH)
- Ian Hinde (IH)
- Rebecca Hansen (RH)
- Deb Lee (DL)
- Pam McGowan (PM)
- Heather Naylor (HN)
- Linda Mills (LM)
- Janet Riley (JR)
- David Rogers (DR)
- Val Smart (VS)
- Sue Stevenson (SS)
- Elizabeth Van Oudgaarden (EVO)
- Jon Ward (JW)

AGENDA ITEM 01: Welcome and Apologies

The Chair welcomed everyone to the meeting.

An introduction was given to Pam McGowan, who was attending as a reporter from CN Group. RC encouraged everyone to continue to speak openly.

Apologies were received from Jan den Bak, Liz Clegg, Mahesh Dhebar, Susan Graham, Ged McGrath and Eleanor Hodgson.

AGENDA ITEM 02: Reminder of purpose

RP gave a presentation to remind the members of the meeting of the purpose of the group, and how it does business.

AGENDA ITEM 03: Notes of meeting held on 6 December 2017

The notes were agreed as an accurate record of the meeting.

AGENDA ITEM 04: Reflection on Progress

The item was presented by SS, who gave an overview of a project that NHS North Cumbria CCG has commissioned, which involved Healthwatch and CLIC putting together training materials to share lessons and tools that have come out of co-production work in Cumbria. It was hoped that this project would be supported by everyone involved in Co-production work, including this group. It will be shared with NHS England to support work.

It was requested that if anyone had any ideas that would support the work they let colleagues from Healthwatch know.

Following this, brief discussion took place about funding available for co-production work. It was noted that in the future the work would expand beyond maternity services to include community hospitals, ICC, and mental health work, along with other areas, and so there may be more resource for co-production in the next financial year. It was also noted that based on this, the vision of the work would need to be amended to broaden it.

Conversation was held about the need to measure success of the co-production work. Examples of measures of success were discussed, which included:

- Producing a change in direction or management
 - People understanding that expectations can't always be met
 - Acceptance of change
 - Changes in the behaviours of the community, such as living more healthy lifestyles.
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AGENDA ITEM 05: UCLAN Update and Q+A

A presentation was given by VS, Project Manager for the School of Medicine at UCLAN. The presentation gave an overview of the current education programmes running at the School of Medicine, as well as its plans for the future.

This was received by all there who were pleased to see such innovative work happening in West Cumbria.

Conversation took place about the use of a composite workforce, which uses a range of specialist roles to cover elements of a doctor's work, and how this was an important way forward for small units.

The group discussed what they could do to support the work of UCLAN. Several areas were highlighted where the community could help, including:

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- Sharing the positive message of the work being done to educate new medics at UCLAN
 - UCLAN will be looking for volunteers in the future, so there may be an opportunity to get involved with work. Further information on this will follow.
 - Being open to different cultures and encouraging this attitude within the community, as the education programmes would bring people from a variety of backgrounds to the area and it would help if the community welcomed them.

Conversation was held about the location of the students' halls of residence. It was advised that the majority of students stay at Summergrove accommodation, which are adjacent to the Westlakes Science Park and within walking distance of the campus.

It was noted that transport was an issue for students, particularly as Cumbria is the only county in the country that charges students a full adult rate to use the bus.

ACTION: To help with transport issues for students and to consider if it may be helpful, the appropriate WTG sub group to consider if it could get a set price deal with a local taxi company for students.

AGENDA ITEM 06: MVP

SG gave an update highlighting areas of progress.

One area highlighted was the creation of a SLACK group, where members can communicate online with photos and messages about a particular topic relating to infants and children.

There was conversation about work that was being done to develop the MVP strategy. A need to get more people involved in the strategy was highlighted. Discussion took place about an idea for mothers to be educated about feeding cycles for infants, following concerns that child obesity programmes begin too late.

Work that was done to improve the midwife led unit was highlighted, as service users had been involved in decorating the room, including posters that show different birthing positions and ways of using equipment.

Clarification was given on the expected start date for the testing of moving high risk births to Carlisle. It was noted that it would need to be agreed by the NHS North Cumbria Clinical Commissioning Group Governing Body, which is due to meet in February. It was noted that any decision on the sustainability of the service would only be made when the Governing Body had received clear implementation plans, which were advised by Dr Bill Kirkup's Independent Review Group. It was advised that planning was still underway and an analysis of staffing was being

carried out to measure progress around recruitment of paediatric staff. Concerns were raised that this needed to be made clearer to staff at NCUHT as it was causing worry for both staff and patients.

The meeting paused for a break.

AGENDA ITEM 07: Childrens

The meeting reconvened at 19.50.

JC gave an update.

It was noted that particular areas of progress from the Children's group included:

- Positive developments on the asthma pathway
 - Continued work to support the whole system implementation of a new Short Stay Paediatric Assessment Unit model
 - Groups and networks had been identified to target to ask for support and feedback on a new Childhood Health App, which gives health advice relating to childhood issues
 - Identifying areas of prevention work to support; in particular two main areas have been outlined: childhood obesity and smoking cessation. It was noted that the Children's Group would link with the MVP Group on work around obesity.
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AGENDA ITEM 08: Care At Distance

A brief update was given.

It was noted that work was being done to provide patients with practical, supporting information about how to get to hospital and where to park.

AGENDA ITEM 09: Telemedicine

DL gave an update.

It was noted that the work of the Telemedicine Group was being carried out on other services as well as paediatric and maternity services.

Key updates included:

- Work has been done to link services with the digital institute at UCLAN.
 - A bid is due to go to the Sustainability and Transformation Partnership relating to seven pilots that involve linking paediatric services to primary care and tertiary care. It was noted that services didn't require lots of technical equipment, and would allow clinicians based at different sites to gain advice from a colleague with a specialist interest, such as cardiology or mental health.
 - There is a hope to investigate a service for deaf people, where sign
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language can be provided by a person from a remote location. This will resolve current issues where people have trouble getting someone to provide sign language.

AGENDA ITEM 10: Recruitment and Retention

JC gave an update.

Key developments included:

- Links have been made between NHS and Sellafield HR Teams. Ideas under discussion include how to form a network for young professionals here, and look at how we are recruiting to see if we can share any lessons.
- The group heard about work that was being done to promote nursing roles. There are a number of events coming up.
- There was news that following overseas recruitment work, there were several new members of staff starting at both West Cumberland Hospital and Cumberland Infirmary this week.
- An update was given regarding the three posts linked with UCLAN that are hoped to be advertised soon. There is now an agreement for NCUHT to fund the posts initially until the staff are in post, and then UCLAN can provide the research money. UCLAN will input into the job adverts when an agreement around funding has been finalised, and then they will be published.

ACTION: Any members of the Steering Group that were interested in the Recruitment and Retention work were encouraged to get involved. JC to circulate information, including meeting dates, following the meeting.

ACTION: Following discussion about the new 'Is This You' recruitment campaign and the good feedback that it had received, it was noted that it would be beneficial to have someone give a presentation at the next Steering Group meeting. JC to pick up with Rhia Heron or Rachel Benn.

AGENDA ITEM 11: Feedback from other groups

A brief update was given and it was noted that work was happening to set up community stroke workshops, which will be facilitated by the Stroke Association.

AGENDA ITEM 12: Matters for discussion – topics for next meeting

It was agreed that the new structure of the steering group meetings worked well.

The following updates were requested for the next meeting:

- A presentation about the new 'Is This You' recruitment campaign, as noted above.
 - An update following the upcoming CCG Governing Body meeting, where a
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decision is likely to be made about the start date of the 12 month period to test maternity services. It would be useful to explain what the next set of challenges will be and how to progress that.

- A demo of the co-production pages on the CCG's website.

ACTION:

- The group requested that a member of staff from North West Ambulance Service be invited to the next meeting, to give an update on recruitment and to ask what we as a group can do to support them with recruitment and retention.
- Regarding the location of future meetings, JC to link with IH to see if the Council Chambers in Workington could be used.

AGENDA ITEM 13: Feedback for our networks

The group were encouraged to take information from the meeting back to their networks and try to get more people involved.

AGENDA ITEM 14: Date and time of next meetings:

- 28 February 2018, 18.00 to 20.00
 - 18 April 2018, 18.00 to 20.00
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