

JOINT CCG PATIENT CONGRESS

Summary of meeting on Tuesday 16th February 2016

Welcome and Introductions

- Margy Woodhead, Lay Member, PPI, Stoke CCG and Naomi Chambers, Lay Member, PPI North Staffordshire CCG introduced members to the second Joint CCG Patient Congress meeting and advised that the aim of the session would be to explore the opportunities for working more closely with the Voluntary Sector to support improvements in Health and Social Care in the context of rising demand and financial pressures.
- Margy Woodhead provided members with an overview of her history in the Voluntary Sector.

Voluntary Sector

- Lorien Barber, Strategic Liaison Manager, VAST and Garry Jones, Chief Executive, Support Staffordshire provided a verbal presentation on the part that could be played by the Voluntary Sector in improving Health and Social Care for people in Stoke-on-Trent and North Staffordshire.
- Members heard that the purpose of the Voluntary Sector was to improve and enrich society and that it existed to create social wealth rather than material wealth. It was variously referred to as civil society, the third sector, the voluntary and community, voluntary, community & social enterprise, non-profit, not-for-profit, charity, social and even beyond profit sector. It was made up of many different categories of activity that affected many aspects of society. The Voluntary Sector was incredibly diverse and covered everything from neighbourhood watch groups to social enterprises, to national and international charities and everything in between with incomes to match.
- Lorien and Garry outlined the current position locally and informed members that historically CCG commissioning of the Voluntary Sector had been fragmented with differential investment strategies and inequity in the level of support and engagement between North Staffordshire and Stoke-on-Trent CCGs.
- LB and GJ highlighted that the Five Year Forward View clearly articulated the need for stronger partnerships with charitable and voluntary Sector organisations, particularly in their ability to reach and serve underserved populations whose health is invariably poorer than the rest of the population.
- LB and GJ advised that VAST and Support Staffordshire had been working together with the CCGs to develop and co-produce a strategy for working with the sector moving forward. The strategy seeks to establish a clearly aligned direction of travel for the future, to enable the CCGs to commission collaboratively to achieve parity and efficiency and maximise value for money, impact and outcomes delivered. The aim was to move toward outcomes based commissioning, developed around key work streams of Prevention and Early Intervention and supporting those who were identified as at high risk of requiring increased health and social care.
- Members were invited to work in groups and consider the following key areas:-
 - 1) To share stories celebrating an example of Voluntary Sector contribution in health or social care locally,
 - 2) To review and feedback on the Voluntary Sector Strategic Priorities that focused on early intervention / prevention, support at times of crisis and helping people to get home from hospital,
 - 3) To think of what new service Patient Congress members would like to see the Voluntary Sector provide locally
 - 4) To consider what are the desirable characteristics, features or principles for how the NHS should be working with the Voluntary Sector, as providers and champions and advocates and critics.

Local Authority

- Naomi Chambers, on behalf of Melanie Dunn, Strategic Manager, Stoke-on-Trent City Council verbally presented the Local Authority vision for the Voluntary Sector.
- Members heard that Stoke-on-Trent City Council had taken a different approach to that of



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Staffordshire County Council i.e. the Stronger Together initiative. The Stronger Together Team were going out to neighbourhoods, working closely with the general public, gathering activity in areas around what could be developed and to integrate this learning into strategic planning. The team were also focusing on collaborative working between the public, fire services, police and Voluntary Sector.

Hot Topics

Members heard that:-

- Both CCG Governing Boards had approved the proposal for a second Citizens Jury and that the focus would be around mental health-
- Healthwatch Staffordshire and Health Stoke-on-Trent had supported the engagement of the Northern Staffordshire Primary Care Delivery Plan and advised of upcoming engagement events and that there was an online survey available on the Healthwatch websites enabling patients to provide feedback and that Healthwatch volunteers had been visiting GP practices encouraging patients and members of PPGs to complete the survey.