

Carers Support Centre Forum November Meeting

Date

12/11/2019

Time

1.30pm-3pm

Attendance

8 members of Carers Support Centre Forum.

Amy Deakin.

Jo Austin and Latoya Nelson - Croydon Clinical Commissioning Group.

Apologies for absence

Angela, Yvonne and Brigitte.

Introduction & housekeeping

Welcomed new Forum members.

Additional note - we have two new members interested in joining, but they can't attend until January 2020.

Please note that one member has stepped down due to other commitments.

Update on planning application

Amy provided an update on the planning application - we now have just under 300 objections made online. Amy thanked everyone for their support and explained that we will update everyone once there is any further news.

Kailas asked if there is an alternative plan if we don't succeed. Amy said the Carers Information Service plans to continue to support carers, but unfortunately can't confirm what the plans are in that situation as nothing is confirmed.

Carers Partnership Board

Amy reminded members that at the last meeting Stephen Bahooshy let us know that the Carers Partnership Board has invited a member of the Forum to attend and represent the Forum.

There was a discussion on who should attend. Jeff said he was happy to represent Forum as long as others did not wish to. Debra and Matty volunteered themselves as interested in attending and finding out more. Kailas said he could attend if Jeff could not.

Amy suggested a rota. Kailas said that might not work due to a lack of continuity.

Members asked if a limit - Amy said she will find out.

Actions

Amy to contact Stephen Bahooshy to check if there is a limit on attendees.

Health and Care Plan in Croydon - Jo Austin (CCG)

Jo Austin presented on the Croydon Health and Care Plan.

Jo discussed NHS Long Term Plan - more people and services will be working together.

Croydon Clinical Commissioning Group (CCG) will be merging into South West London (six boroughs).

Amy asked for more details on One Croydon - Jo explained One Croydon is a group of partners including Croydon Health Services NHS Trust, Croydon Clinical Commissioning Group, Croydon Council, the Croydon GP Collaborative, South London and the Maudsley NHS Foundation Trust, and Age UK Croydon. Partners put some of their respective budgets together to work more closely to support people.

Pat - attended CCG Board meeting last time. Was told this would be the last one in Croydon and next may be in Wimbledon. What happens to local meetings?

Jo - there will be a local committee. Unsure where meetings will be. Matthew Kershaw is taking over. Will send Amy an image of the model.

New terminology - borough will be called "place". "Total borough" means everyone working together.

Useful facts about Croydon - NHS is largest local employer, over 60% of people who work in Croydon live in Croydon.

NHS moving to preventative model - this means rather than just curing people when they get sick, NHS wants to help people care for their own health and live healthier lives, preventing illness.

There will be a Croydon Local Committee, involving patients and carers, Croydon Council, Croydon Health and Primary Care Networks.

Pat - concern about older patients not seeing their own GP, lack of continuity under new system.

Jo - funding will go to Primary Care Network (local areas), not to CCG. There will also be more social prescribing (signposting people to non-health related support in local community).

CCG is still legal body and must listen to local people. There will still be public meetings, community talks, representation on planning groups and an email group which anyone in Croydon can join and comment on services.

Jo - How can we make it easier for you to have your say? What barriers are there for carers living in Croydon to feedback to us?

Peter - issue around language barrier, many languages spoken in Croydon.

Kailas - need to research into different community groups/schools - spoke about Tamil school. Outreach where people are.

Peter - need to target parents in England through schools - pupils with English as second language.

Jo mentioned work around supporting this group.

Latoya is looking at community groups to target locally.

Jeff wanted to know what email is - Amy to circulate.

Mary mentioned different faith groups locally to target.

Jo - is it easy to feed back?

Debra said it was not - gave example of issue with mother in getting a hospital bed. Took 5 months. Services not passing info on. Info on discharge should be provided up front.

Jeff - shouldn't be discharged without a care plan.

Debra - no one talks to each other.

Mary provided an alternative experience where hospital bed was done very quickly with help from supportive GP. Provided positive feedback on NHS Choices. Suggested that patients/carers should be given a paper feedback form in waiting room - more likely to do it.

Kailas - current GP surgery has leaflets in waiting room for patients to provide feedback.

Pat - suggested Friends and Family card and suggestion box used in her surgery. Asked if anyone is a PPG member.

Peter said he wanted to set one up but was blocked by doctors - they have an email newsletter.

Kailas said his surgery did have a PPG.

Jeff - what is relationship between Healthwatch and Croydon Clinical Commissioning Group?

Jo - CCG is partners with Healthwatch but Healthwatch has scrutiny responsibility.

Jeff - easy to talk to Healthwatch, more difficult to attend CCG meetings.

Kailas - you can attend Board Meetings.

Further details on the talk are in the slides Jo will circulate.

Actions

Jo to send Amy slides and contact details. Amy to pass this on to members.

2020 planning - Amy Deakin

Members took part in a mini workshop filling in ideas on each of the 5 priorities for the Forum in pairs/threes. We were unable to complete one priority, so Amy will ask members who could not attend if they would be willing to contribute.

Members fed back on their respective sections - comments attached in notes.

Actions

Amy to circulate priorities and actions.

Amy to ask members who could not attend if they can fill in final priority.

Members to review each priority and add any further comments.

AOB

There was no other business.

Next meeting date

Date of next meeting given as **28 January 2020, 1.30pm** at the Carers Support Centre.