

Voluntary and Community Stakeholder Reference Group Minutes of meeting held on 3 October 2017		
Date and time:	Date: 3 October 2017 Time: 10:00am-11:30am	
Venue:	Committee Room, Holbrook House, Cockfosters Road, Barnet, Herts	
Organiser:	Zoe Hodgson, Communications and Engagement Assistant	
Attendees:	Gail Hawksworth, Head of Communications and Engagement, Enfield CCG (Chair) Zoe Hodgson, Communications and Engagement Assistant, Enfield CCG (minutes). Danny Newland, Advocate, Enfield Carers Centre Tim Fellows, Chief Executive, Enfield Lesbian, Gay, Bisexual and Transgender Network Jo Ikhelef, Chief Executive, Enfield Voluntary Action Mark Eaton, Director of Recovery, Enfield CCG John Piesse, Head of Primary Care, Enfield CCG	Fazilla Aminde, Community Engagement Manager, Healthwatch Enfield Khilna Gudkha, Our Voice Enfield Vivien Giladi, Over 50s Forum representative, Enfield Over 50s Forum Niki Nicolaou, Third Sector Development Manager, London Borough of Enfield Litsa Worrall, Elected Patient Participation Group Representative Glenn Stewart, Assistant Director of Public Health, London Borough of Enfield Chris O'Donnell, Person Centered Learning Coordinator, Integrated Learning Disability Coordinator
Apologies:	Rosie Lowman, Lead Service Development and Commissioning Manager, Health, Housing and Adult Social Care, London Borough of Enfield Ben Jabuni, Chief Executive, Mind in Enfield	Ilhan Basharan, Consultation and Resident Engagement Services Team (CREST) Manager Chandra Bhatia, Chief Executive, Enfield Racial Equality Council

		Resim Clear, Our Voice Enfield
1.0	<p>Apologies and Declarations of Interest: Apologies received were noted.</p> <p>The following conflicts of interest were noted: Litsa Worrall (LW) declared an interest as a PPG chair of Arnos Grove.</p> <p>Gail Hawksworth (GH) declared an interest as a patient at Carlton House Surgery.</p>	
2.0	<p>Minutes of last meeting, action log and matters arising The minutes of the previous meeting were agreed subject to the following amendments:</p> <p>Section 3.0 Primary Care Access Update: comment should read: 'Forum members want 8am-8pm week day services but were aware of Government pressures.'</p> <p>Section 4.0 Commissioning intentions: comment should read: 'Enfield was clearly an example for how cuts were going to roll out over north central London (NCL).'</p>	ZH
3.0	<p>Sexual Health Services in Enfield Glenn Stewart (GS) provided an update on sexual health services in Enfield. Members noted that there was a block contract with North Middlesex University Hospital (NMUH). Silverpoint, Fore Street, was in the process of being opened. This was expected to bring people back to Enfield who were currently accessing sexual health services outside of the borough.</p> <p>In the future, there would be a sexual health e-service where residents could order tests and kits themselves. Work was being undertaken in changing the integrated sexual health tariff.</p> <p>Members had a number of comments and queries, including:</p> <ul style="list-style-type: none"> • Enfield needed to provide a good service to encourage people back. • The Town service had flaws. • Could anything be done about the Burleigh Way waiting room as currently people have to book in front of people in the waiting room and the doors opened 	

	<p>directly onto the street i.e. lack of privacy</p> <ul style="list-style-type: none"> • How will the e-service be advertised • How was it agreed that the location would be Silverpoint and when will it be opened <p>GS explained that LBE went through a long process to find Silverpoint, which was due to open on 16 October 2017. The service would be advertised widely to reach as many people as possible. London Borough of Enfield (LBE) and NMUH would be leading on advertising and there would be a launch event.</p> <p>Action: Send details of Silverpoint opening date to the group when confirmed.</p>	<p>ZH</p>
<p>4.0</p>	<p>Accessible Services in Enfield</p> <p>Chris O'Donnell provided an overview of accessible services for people with learning disabilities, including details of the teams and the types of advice they can offer.</p> <p>Members had a number of queries, including:</p> <ul style="list-style-type: none"> • How did this link in with Children's services • Was the base at St Andrews court full time • Could GPs refer to the service too • Did GPs hold the register people with a learning disability diagnosis at their surgery • other than self-referral, if people had care plans, was it automatic that those of aged 16- 18 would be referred • How did the service communicate with GPs • How was the data collected <p>Members noted that:</p> <ul style="list-style-type: none"> • Contact began with adult services at 15 years old • There was a transition service, with the start of preparations at 15, so, if the person was eligible, services would be available at 18 • St Andrews was the full time base; it was possible to self-refer • GP practices were aware of how to refer to the service • There was regular migration with GP learning disability • A referral was needed irrespective of whether someone had a care plan • To help publicise their service, they were going to attend protected learning time meetings to 	

	<p>communicate with GPs;</p> <ul style="list-style-type: none"> • An IT project manager oversees the data collection process <p>Action: Team to be invited to the meeting in April 2018 to provide an update</p>	ZH
5.0	<p>Adherence to evidence based medicine</p> <p>Mark Eaton provided an update on the Adherence to Evidence Based Medicine consultation (AEBM). AEBM was a clinically-led programme approved by the Governing Body. The consultation was not popular.</p> <p>Members comments included:</p> <ul style="list-style-type: none"> • Enfield had a shortage of GPs • The consultation undermined clinical decision making of GPs • It was a flawed consultation as many people lived outside of the borough and had their say on what would happen to patients in Enfield. • The consultation undermined the trust between GPs and patients. • The roll out across North Central London (NCL) was not supported by all five council leaders <p>Action: Further questions to be sent to the CCG for answers.</p>	All
5.0	<p>Primary care urgent access update</p> <p>John Piesse provided an overview of primary care access, with a focus on the primary care access hubs. The update included:</p> <ul style="list-style-type: none"> • Details of the GP patient survey results and seven day access survey evaluation. • All 3 current hubs remained underutilised. • A further evaluation would be completed in December 2017. • The CCG was working to reinvest underutilised capacity in the hubs on Sundays back into working week <p>Members had a number of comments and queries, including</p> <ul style="list-style-type: none"> • Was it standard practice to offer a GP hub appointment • If 50% of patients attending the Evergreen Hub were from the north east locality this demonstrates the need 	

	<p>for a hub in the north east.</p> <ul style="list-style-type: none"> • It was important to make sure that GP practice answer phone messages provided details of the hubs. • How confident was the CCG that difficulties faced with the recruitment of GPs could be overcome • There was concern about the closure of Park Lodge and the knock on effect on Green Lanes Surgery. • More information was needed about the app. which was rolled out in Enfield where you can contact a GP via FaceTime. <p>JP confirmed the following:</p> <ul style="list-style-type: none"> • It should be standard practice to offer a GP hub appointment. There will be more work carried out to enable this to happen. • There was also a direct number available during hub operating hours • Appointments can also be booked through 111. • The CCG was working to encourage doctors to see general practice as a first line career. Also the CCG was looking at international recruitment. • The CCG has funded extra work to help patients affected by the Park Lodge closure T • The Babylon App was being piloted in North Central London <p>Action: Send link to Babylon app to the group and confirm timelines.</p>	ZH
6.0	<p>Any other business</p> <p>Items for future January meetings:</p> <ul style="list-style-type: none"> - Meeting to focus on Primary Care, specifically workforce. <p>Action: Send details of items to be covered to ZH</p>	All
7.0	<p>Date of next meeting: 9 January 2018, 10-11.30am, Holbrook House, Cockfosters Road, Barnet, Herts.</p>	