

## NHS Lambeth CCG Public forum 5<sup>th</sup> July Notes

	Source	Question	Summary response	Action
1	Cheryl Alfred Patient Participation Group Network	Purchase of Infection Prevention Equipment for use in Lambeth's practices: given the relatively low cost of this equipment, is there any reason why we cannot purchase near patient testing/CRP (C-reactive protein) equipment to inform decisions on antibiotic prescribing?	<p>These tests can already be undertaken by GPs but not in the way you describe. Further work to evidence effectiveness is also required.</p> <p>An item on self-care which looks at good practice in prescribing and managing medicines, including the use of devices by patients through pharmacies, will be covered in the Governing Body Meeting in Public later this afternoon.</p> <p>Lambeth's pharmacies are undertaking work to evaluate costs versus benefits/added value.</p>	No
2	Nicola Kingston, PPG Network	Access to information: how can we ensure that access to information for Lambeth's patients and residents is improved to empower, for example, Lambeth's patients to look after their own health care, also to provide support for patients to access their own records (Local Care Records)? Also can we look at whether LCCG can fund this work?	<p>Such information is already available; we would need to work out whether access to the LCR by Lambeth patients and residents is feasible.</p> <p>AM acknowledged the importance of ensuring that ease of access to information to support self-care is available for Lambeth patients and residents.</p>	No
2(a)	Odette Battarell, South East London Vision (SELVIS)	Accessible formats of health information for Lambeth's visually impaired patients and residents: can we look at how we might provide formats that blind and partially sighted people can read for themselves without assistance, as currently, due to the format of documents we are experiencing difficulty in accessing personal health information provided; for example, GP letters, test results and medication/prescription. A variety of responses to requests for accessible formats have been received as to why this information cannot be provided including	<p>Beyond our interest in seeing this happen, we have a statutory duty to do so. Equally, it is important for people to remain feeling empowered to ask.</p> <p>We would invite you to make us aware of where you or others have difficulty in accessing healthcare information.</p> <p>We need to find a better way to do this than simply for individual practices to make a decision on this,</p>	No

		<p>quoting data protection issues.</p> <p>It is also important to look at how to encourage people who are blind to use these accessible modes of communication as this becomes available. One way of doing this might be to have a notice in practices offering these services.</p> <p>RH added that there is a legal requirement to provide information in an accessible format and it is a reasonable request to make.</p>	<p>although the legal responsibility does actually lie with individual practices. The sharing of best practice locally would help to provide a more consistent approach.</p> <p>CF said that the Accessible Information Standard (the requirement on NHS providers) sets out the steps to make information more accessible; it starts with asking people what their communication preferences are, not by using a blanket approach such as using a particular size or style of print in written documents (although the RNIB has guidelines on both of these areas).</p> <p>CP advised that MENCAP had completed some interviews this summer. Information from this work would be ready to look at in the autumn. This might help us to look at how to address these issues, for example, with PPGs.</p> <p>The PPGN would be an obvious group to work on improving the information offer for visually impaired people in Lambeth. AM said it would be helpful to have further discussion to look at what role the PPGN could play.</p>	
3	Nicola Kingston, PPG Network	<p>Sustainability and Transformation Plans: there is concern amongst the PPG Network (PPGN) and a feeling from PPG Network members attending a recent Sustainability and Transformation Plan (STP) meeting that national policy is becoming top down. We are concerned that we are moving away from co-production, and that the good rapport that has previously been established and built upon over many years could be lost.</p> <p>We would like to see a continued strengthening of the existing partnerships within Lambeth and a sustained commitment to work on its integrated ambitions in a co-</p>	<p>We have set a high standard for engagement in Lambeth to which our commitment is not diminished. We will continue to learn and develop going forward. However, it will not be a one size fits all.</p> <p>CP agreed that it is important to preserve existing and well established partnerships and noted the challenge/risk associated with a change of focus/partnership.</p>	No

		produced way.		
3 (a)	Nicola Kingston, PPG Network	<p>Input into Local Strategic Partnership developments, in particular Local Care Networks. A concern that forthcoming training for LCNs had been cancelled.</p> <p>Equally, the voluntary sector is not being supported and 'people powered health' is not currently a reality. Can we have a report in the coming months to look at how this can be made a reality? NK said that to have an action plan going forward would be helpful.</p>	<p>UD explained that the scheduled LCN development and training had been temporarily postponed.</p> <p>CF confirmed that the Strategic Partnership Board (Task and Finish Group) had specified some development work to address questions of citizen engagement in relation to the Strategic Partnership; it was acknowledged that NK had been party to developing this. AM accepted that this has been long process and it is hoped that this will be completed by autumn time. AM said that as a member of that board he would ensure that that process happens efficiently. AM reflected it was not certain that this in itself would achieve 'people powered health', which is a larger and longer term ambition. We do want/require an action plan on the areas mentioned in order that we can see how to resolve and progress these.</p> <p>Regarding the nature and effectiveness of the (Living Well Network) Collaborative development it is still to be determined what is the best approach and how we jointly agree on this.</p> <p>In terms of a plan towards this, AM considered whether the CCG would be able to devise a plan and if this could be aligned to strategic partnership.</p> <p>AM said that it would be good to have a more detailed conversation in order to take stock of where we are at.</p> <p>CP noted a report to the Health and Wellbeing Board which highlighted progress made on the development of Black Thrive (a partnership between statutory and</p>	Yes – in progress

			<p>community partners to improve mental health and wellbeing for Lambeth’s black communities). CP said with external funding, work to develop an evaluation plan for Black Thrive was being undertaken.</p> <p>RH noted the importance of engaging people and said that there would be opportunity to hear about engagement activities across Lambeth in the Governing Body later today.</p>	
4	Jenni Rodgers PPG	<p>Use of unoccupied space at Baldry Gardens GP Practice: JR provided a brief update on the work of the Streatham PPG Network and asked whether it would be possible to continue to use this space. Work has included a coffee morning attended by 30-50 providing a forum for patients to discuss personal issues; and participation by some members in a recent community connector course (Project Smith).</p> <p>JR explained the difficulty in finding free space to continue with the work described and asked if there was any other free NHS space in which these meeting could be held.</p>	<p>Work is taking place to look at how to ensure that underutilised space at Baldry Gardens and other NHS buildings is occupied.</p> <p>The CCG is also having conversations to identify what is available more generally within NHS premises in Lambeth – most of which are not leased by the CCG.</p> <p>Sinead MacManus, Startup Manager, Health Foundry offered meeting space at the Health Foundry for use free of charge to the Lambeth PPG Network on a case by case basis. Activities around health and wellbeing are particularly welcomed.</p> <p>The CCG offered to publicise the offer by Health Foundry.</p>	Yes - completed
5	Elizabeth Rylance Watson, Southwark resident	<p>Consultation on NHS prescribing: a consultation around discontinuing the offering of certain medications is being carried out in Southwark. Is this also happening in Lambeth? This is a concern as it would have profound inequality implications.</p>	<p>The consultation has taken place in Lambeth and a report on this and discussion will be covered in the Governing Body meeting later that afternoon.</p> <p>There are three different proposals relating to amending local guidance on prescribing: health supplements and self-care medication for short-term minor ailments and conditions that usually get better with time; malaria prevention medicines for travel; also</p>	No

			<p>selected vaccinations for travel.</p> <p>RH confirmed that in terms of malaria the risk of this has reduced significantly over time, and that work is planned to look at the impact of the proposed changes over time.</p>	
5 (a)	Elizabeth Rylance Watson, Southwark resident	<p>Clarification on entry requirements for phlebotomists locally: ERW had seen an advertisement on a lamp post in Southwark which indicated that no experience was required to apply for a position as a phlebotomist. ERW asked for clarification on entry requirements for phlebotomists locally</p>	<p>This is indeed a concern. AM said that he would be interested in seeing the advert as this is an unusual way of advertising.</p> <p>AM confirmed that there are standards and a clear process for recruitment of phlebotomists in Lambeth.</p> <p>UD said that she would look into the matter (and forward to her information regarding entry requirements for phlebotomists locally).</p>	Yes – completed
6	Jackie Ballard NHS Lambeth CCG Governing Body Lay Member	<p>Financial reporting: frequently these meetings ask about finances and we are looking at presenting financial reports in a way that is easier to understand. Are we making ourselves clear on our financial reporting? Attendees were invited to let CC and JBd have any comments regarding this matter.</p> <p>A request was made for the inclusion of a summarised financial report, and a glossary of new terminology.</p> <p>Equally where possible it would be useful to have a read across to SEL Sustainability and Transformation Plans financials.</p>	<p>CC confirmed that a summary is included in the financial report.</p> <p>Kings Health Partners has just published a useful glossary of new terms. The CCG can arrange to make a copy available to anyone interested.</p> <p>CC said that her team were considering the format/presentation of future detailed financial reports.</p>	No