

Stakeholder Checkpoint Meeting

Wednesday 21 November 2018: Notes from meeting

Name	Organisation
Attendees	
Maria Anderson	Midlands and Lancashire Commissioning Support Unit
Charlotte Bennett	VAST
Anna Collins	Staffordshire Clinical Commissioning Groups
Eileen Cox	Staffordshire Moorlands area representative / Patient Congress
Marijke Jackson	Midlands and Lancashire Commissioning Support Unit
Geoff Lawton	Haywood Users Group
Deb Neal	Midlands and Lancashire Commissioning Support Unit
Ian Syme	Member of the Public
Stephen Williams	Midlands and Lancashire Commissioning Support Unit
Margy Woodhead	Stoke-on-Trent Clinical Commissioning Group
Apologies	
Simmy Akhtar	Healthwatch Stoke-on-Trent
Dr Lorna Clarson	North Staffordshire and Stoke-on-Trent Clinical Commissioning Groups
Peter Dartford	North Staffordshire Clinical Commissioning Group
Charlotte Eccles	Stoke-on-Trent City Council
Cllr Allison Gardner	Councillor, Newcastle-under-Lyme Borough Council
Jenny Harvey	Staffside Rep
Kevin Hawkins	Stoke-on-Trent City Council
Jackie Owen	Healthwatch Staffordshire

Introduction from Anna Collins – Associate Director of Communications and Engagement

The Pre-Consultation Business Case is currently going through the NHS England assurance process and is awaiting approval from NHS England and NHS Improvement. The CCGs have received a verbal confirmation that it has been approved, but are still awaiting the formal letter (and cannot progress until the formal letter is received).

NHS England requested to see the public consultation document before they will issue the letter; this was provided to NHS England on 21 November.

The CCGs are holding a Governing Body meeting on 4 December and the single agenda item will be to review and approve the Pre-Consultation Business Case and consultation documents so that the consultation can begin. All Governing Body members have received regular updates and have been kept fully briefed throughout the process.

If approved on 4 December the consultation will begin on 10 December. The CCGs will then send a formal letter of notification to consult to the Joint Health Overview and Scrutiny Committee.

The meeting today is to review what the CCGs are planning to do to publicise the consultation and to obtain feedback on what else we may need to consider.

1. Consultation document and survey

a) How should we publicise and circulate these?

Proposed channels:

- Press releases and interviews
- website microsite
- social media
- videos
- radio interviews
- distribution via partners and stakeholders.

b) Where should we make paper copies available?

Proposed locations:

- GP surgeries
- hospitals
- pharmacies
- council offices
- leisure centres
- libraries
- all public events, focus groups and promotional stand opportunities as detailed below.

Feedback from meeting:

Area discussed	Point raised	Outcome / consideration
Consultation documentation	How can people request further information if they want to know more detail about the information in the document and how the CCGs got to this point?	The full Pre-Consultation Business Case (PCBC) will be available on 27 November as part of the Governing Body papers and will be available throughout the consultation on the Future of Local Health Services website. This 600-page document includes all the information and detail that exists and that has been used at all stages of the process. All documentation produced will include the website address on it so that people can access the PCBC.
Consultation documentation	Explanation provided regarding types of documentation and level of detail	The documentation being produced to support the consultation will be in a variety of levels of detail, from the PCBC (with all the information and detail), to the consultation document and then a summary document.
Sustainability and Transformation Partnership (STP)	Will it be clear how this consultation differs from the Sustainability and Transformation Partnership (STP) and that this just relates to northern Staffordshire?	The documentation explains in detail what the consultation is about and that it only relates to northern Staffordshire. At the CCGs' Patient Congress meeting this week Simon Whitehouse confirmed that the STP consultation will be separate to this consultation, and the STP consultation will take place after the Consultation on the Future of Local Health Services in northern Staffordshire.
Social Media	Request made to ensure that any social media include links to both the summary and full versions of the documentation.	Confirmed this will be the case.

Social Media	Facebook advertising	Budget set available for Facebook advertising. This will allow us to target specific geographic areas and to set targets for specific groups.
Monitoring progress during consultation	Further information provided (see outcome/consideration).	There will be a midpoint review where we can review feedback received and check for any groups of people who are under-represented so that we can specifically target these groups.
Easy Read Version	Will there be an easy read version?	Yes - an easy read version which will be produced by Reach. They also have a "parliament" at which they will review the consultation and send a formal response to the consultation.
British Sign Language (BSL) Version	Further information provided (see outcome/consideration).	The CCGs' Local Equality Advisory Forum (LEAF) has a representative from Deafinitequality who communicates solely in BSL. They will produce a version for the visually impaired and hearing impaired.
Partners and stakeholders	Discussion about ways to engage them.	We will request to be included in any newsletters that are produced and for them to share via all their channels, including social media.
Video	Further information provided (see outcome/consideration).	Video to be produced with Marcus Warnes, Dr Lorna Clarson and Mark Seaton. Marcus to give overview, Lorna to cover the clinical case for change and Mark to talk about local health needs.
Radio	Request to ensure that radio stations include all community radio stations, so also Leek Moorlands Radio and any of the University radio stations.	Request noted and to be actioned.
Other Channels	Request to consider local schools (including through ParentMail) and school governors, school nurses, health visitors, Citizens Advice Bureaus, and Haywood Information Centre, Fire and Rescue Service, Police, Ambulance Service, care homes.	Request noted and to be considered.
Methods for responding	How will people be able to respond?	The longer consultation document includes a survey which people can complete and return via a Freepost address. The summary document has a link to the survey on the website but also includes information on how to request a hard copy of the survey, or to request the information in different formats.
Methods for responding	Can people choose to respond in more detail?	The survey does have free text within it for people to write additional comments. People will be able to use the Freepost address or send an email to write in or send additional information.

		Action - check that this is included and made clear in the documentation.
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2. Public events

We are proposing to hold one large public event in each of the following five areas: North of Stoke-on-Trent, South of Stoke-on-Trent, Staffordshire Moorlands and Newcastle-under-Lyme.

Timings: weekday evenings between 14 January to end February 2019

Proposed locations:

- a) Bradwell – Holy Trinity Community Centre, London Road, Newcastle-under-Lyme, ST5 1LQ
- b) Cheadle – The Manor Hotel, Watt Place, Cheadle, ST10 1NZ
- c) Haywood – Port Vale Football Club, Hamil Road, Burslem, ST6 1AW
- d) Leek – St Edward’s Church of England Academy, Westwood Road, Leek, ST13 8DN
- e) Longton – Ormiston Meridian Academy, Sandon Road, Stoke-on-Trent, ST3 7DF

- **Are the venues in the best locations?**
- **Is the timing right?**
- **Are they accessible?**
- **Are interpreters required?**
- **Is there anything else about the locations we should consider?**
- **How should we promote the events and venues?**

Feedback from meeting:

Area discussed	Point raised	Outcome / consideration
Public events – weather	As the events will take place in January and February – is there a plan B in case of bad weather?	We will ensure that we attend all the events even if the weather is bad. However, if we turn up and people have been unable to make it, we will re-arrange the event.
Public events – locations	Once again there is a public event in Leek but not in Biddulph; for people in Biddulph this is an ongoing issue.	We haven’t chosen one location over another. The locations for public events have been chosen because that is where the community hospitals are.
Public events – timings	Timings and refreshments; timings dependent on what type of refreshments available.	Refreshments will be tea and coffee only. Suggested timings - registration/signing in for event from 6.30pm with a 7pm start and finish by 9pm.
Opportunities to engage	Discussion about different types of activities and giving people different options and opportunities to engage.	Public events are in the evenings, but there are other activities during the daytime (e.g. attending shopping centres). People who attend the public events, and any other activities, can still go away and complete the survey.

Public events – publicising	Include details of the public events on documentation, also which buses serve each venue.	Request noted and to be considered.
Consultation documentation/ public event presentation	Don't use abbreviations or acronyms.	Noted.
Public events – booking	Will people need to book a place at public events?	Yes – we need to manage numbers, for refreshments and also for fire regulations.
Public events – special requirements	Discussions about whether to ask people about special requirements as part of the booking process, e.g. for signer; is it acceptable to ask people to identify a need and only provide if required.	As part of the booking process we will ask if people have any special requirements including need for sign language and interpreters.
Public events – special requirements	Hearing loop	Action: check venues have hearing loop.
Public events – special requirements	People with dyslexia	Action: presentation and information to be black text on white background.
Public events – numbers	Consider what happens if numbers exceed maximum capacity.	Need to have contingency for this.
Other language groups	Make contact with groups whose first language is not English, e.g. Polish and Kurdish communities (and any others).	Request noted and to be considered.

3. Focus groups and workshops

a) Protected characteristics and seldom heard people

10 focus groups specifically for people with protected characteristics and seldom heard people.

We are proposing to hold:

- Two in Staffordshire Moorlands
- Two in Newcastle-under-Lyme
- Six across Stoke-on-Trent.

b) Voluntary sector

Workshop in liaison with VAST and Support Staffordshire for up to 50 people.

c) Healthwatch volunteers

Focus group for volunteers from Healthwatch Stoke-on-Trent and Healthwatch Staffordshire.

Feedback from meeting:

Area discussed	Point raised	Outcome / consideration
Protected characteristics and seldom heard people	Further information provided (see outcome/consideration)	Organisations/support groups representing these groups have been identified. Proposal is to offer 10 focus groups, asking if they would like to host one, inviting them to attend and promote to their members. We considered holding each focus group for a specific group/characteristic but considered better to have a more flexible approach so individuals potentially have 10 sessions to choose from.
Protected characteristics and seldom heard people	Reach was mentioned earlier – will this be one of these sessions or separate?	Reach will be holding their own separate session, which is not one of these.
Protected characteristics and seldom heard people	List of organisations/support groups	CB offered to review list to see if there are any others which should be included.
Protected characteristics and seldom heard people	Will you take advice from the groups about the best time/place to hold the sessions and if any specific resources will be needed to run the session?	We are asking the groups if they are able to host the sessions so we would be going to them.
Focus groups	Invitation from GL to attend the Haywood User Group meeting taking place in February (11th – TBC).	GL to confirm date and time of meeting.

4. Promotional stand events

a) Shopping centres

Proposed locations:

- Affinity (Freeport) Shopping Centre in Talke
- Cheadle outdoor market
- Hanley InTu Centre
- Leek market
- Longton indoor market

b) 10 biggest employers

Proposed employers to contact:

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| <ul style="list-style-type: none"> • Alton Towers • Bet 365 • Churchill China • Don-Bur • KMF, Michelin | <ul style="list-style-type: none"> • Ornuva Foods UK • Portmeirion • Seddon • Steelite International |
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c) Hospital sites

Proposed locations:

- Royal Stoke University Hospital
- Bradwell Community Hospital
- Cheadle Community Hospital
- Haywood Community Hospital
- Leek Moorlands Community Hospital
- Longton Cottage Hospital
- Midlands Partnership FT, Morston House

Feedback from meeting:

Area discussed	Point raised	Outcome / consideration
Shopping centres	What about Newcastle? – consider going to some of the supermarkets e.g. Morrisons or Sainsburys.	Request noted and to be considered.
Shopping centres	Other suggestions – Tunstall Market, Asda Wolstanton.	Request noted and to be considered.
Shopping centres	Very important to be present as many of the areas are very parochial.	Request noted and to be considered.
Give-aways	Discussion about ‘give-aways’ e.g. pens, stress balls, or other items to encourage people to take part. Suggestion about only giving pen if they complete the survey, but will people actually stand and complete the survey there and then?	Agreed that pens could work. Noted and to be considered.
Publicising on social media	Important to post on social media regarding when/where these stands will be.	Agreed that this can be done and also on the day, posting photos of the location and ongoing updates about being there.
Employers	Also consider JCB, Wedgwood	Noted; identify other employers to whom just send information electronically and asking to share.
Employers	Council organisations, including town councils	On stakeholder list – asking them to send out to staff.
Other considerations	Football clubs, particularly Port Vale, Stoke City and Leek Town	We have previously contacted the larger clubs, but they want to charge. Suggestion that they usually have a community section and that this is the appropriate channel to try.
Hospitals	Add in North Staffs Combined Healthcare – Harplands Hospital.	Noted.

5. Attendance at existing meetings

a) Residents’ Associations meetings

There are circa 20 residents’ associations and we are contacting to request attending as an agenda item.

b) Carers Hubs Meetings

The carers hubs have agreed that we can use their existing meeting to run focus groups.

- Biddulph Carers Group (Carers Hub) - The Green Treehouse Community Café, High Street, Biddulph, ST8 6AS
- Bradwell Carers Group (Carers Hub) - The Jill Clewes Academy, Riceyman Road, Bradwell, ST5 8LF
- Carers Support Group (North Staffs Carers) - Carers Centre, 1 Duke Street, Fenton, ST4 3NR
- Cheadle Carers Group (Carers Hub) - Cheadle Community Fire Station
- Headway Carers Group (Carers Hub) - Headway Day Services, Cobridge, Stoke-on-Trent, ST6 2JE

Area discussed	Point raised	Outcome / consideration
Existing Meetings	Need to include PPGs	Request noted and to be considered.
Existing Meetings	LEAF and Patient Congress meetings	Add in dates to calendar.
Other stakeholders	Also consider Keele University (through Students Union and their radio) and Medical School.	Request noted and to be considered.

6. What else can we do?

- Are there any opportunities you know about that we might take during the formal consultation period in January, February and early March 2019 to get out to groups across North Staffordshire and Stoke-on-Trent?
- Is there anything else we haven't considered?

Feedback from meeting:

Area discussed	Point raised	Outcome / consideration
Additional ideas / feedback	Group to consider and let the CCG know if any further ideas.	Consultation will be 14 weeks and CCG will constantly review progress, including a mid-point review. At any point during this time people can request attendance at meetings or groups. End date will be 17 March 2019 at 11.59pm.
Dates of activities	(see outcome/consideration)	These will be available after the Governing Body meeting on 4 December.
Duration of consultation	Clarification provided (see outcome/consideration)	14 weeks because of Christmas and New Year; good practice is for consultation to run for 12 weeks, but as the two-week holiday period falls within CCG decided to extend to 14 weeks.
Health Overview and Scrutiny Committees (HOSC)	Clarification provided (see outcome/consideration)	CCGs have requested a joint HOSC be formed. Joint HOSC has met once informally re what the options look like. On 17 Dec AC meets with two HOSC officers to set the dates for joint HOSC to meet in public. Probable timings: one around the midpoint review and then two weeks before the end of the consultation.

<p>Health Overview and Scrutiny Committees (HOSC)</p>	<p>Locations for HOSC meetings</p>	<p>Locations will alternate – the informal meeting was in Stafford, the next meeting will be in Stoke-on-Trent, then Stafford. There will be a further meeting after the decision and this will take place in Stoke-on-Trent.</p>
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