

CCG Annual General Meeting / Health Network Event

Tuesday 26 September 2017

Parbold Village Hall



This Health Network Event was held in partnership with the NHS West Lancashire Clinical Commissioning Group (CCG). The event included the NHS West Lancashire CCG's Annual General Meeting to which members of the public were also invited.

The event was well attended with 102 individuals from 50 different organisations present as well as members of the public. There were also 27 information stands from different voluntary and community groups as well as the private and statutory sectors.

Introduction – Greg Mitten, Chief Officer, West Lancs CVS

Greg opened the event and welcomed everyone to the meeting. He thanked the volunteers who run Parbold Village Hall and acknowledged the great things that can be achieved by volunteers working together for the local community.

Greg then introduced the first speakers – Mike Maguire and Paul Kingan, from NHS West Lancashire CCG.

Annual accounts – Paul Kingan, Chief Finance Officer / Deputy Chief Officer, NHS West Lancs CCG

Paul began by stating that the [annual report](#), annual accounts and the [minutes](#) from last year are available and that he was happy to take questions on these. He stressed the importance of working together and that the CCG wants to build a relationship with the CVS and the VCFS in West Lancs and that 'My View' is the main channel to use if people have views they want to share.

He then went on to look at the geography of West Lancs and complexity of the CCG's footprint, with large numbers of residents using health services in Merseyside and Greater Manchester, emphasising the need to work with other geographical areas as well as other service providers. He also talked about how West Lancs is divided up into three neighbourhoods covering: Ormskirk & Aughton, Skelmersdale and Burscough & the Northern Parishes and the differences in life expectancies between the areas.

He then talked about the difficulties with increased demand for services and the emphasis on keeping people out of hospital. He concluded by saying how the CCG was given a clean audit report from an External Audit which said they provided value for money.

Plans for the future – Mike Maguire, Chief Officer, NHS West Lancs CCG

The Chief Officer of NHS West Lancashire CCG, Mike Maguire followed Paul by highlighting what the CCG had achieved in the last year and introduced a new lay member, Steve Gross, who now chairs the Primary care committee. He gave some examples of the CCG's work from the past year, including the Patient Participation Group (PPG) Forum which was established in 2016, chaired by Greg Mitten. He explained that every GP practice has now got a PPG.

Mike spoke about the completed mental health scoping exercise which aimed to gather views of the people about transforming mental health services. He explained that the Children and Adolescents Mental Health Service (CAMHS) has now been extended up to the age of 19 years and that the Eating Disorders Service now covers all ages.

He also talked about the redesign of musculoskeletal (MSK) services and explained that a pilot social prescribing project is currently in the process of procurement. He said that there is now greater access to GPs during evenings and weekends and that they are now looking at ophthalmology services to prevent people travelling out of the area or to hospital for minor procedures.

He finished by describing a prescribing POD (Prescription Ordering Direct) pilot in Skelmersdale and that a self-care programme has been launched.

To support the CCG's formal AGM presentation, additional presentations were also delivered at the event. These included:

- Jackie Moran (head of contracting, performance and quality) and Karen Tordoff (head of service redesign) talked about the challenges the CCG faces, from people living longer, an increase in long-term conditions and health inequalities before explaining that by joining up care further we hope to address these issues.
- They then both gave examples of what our population had told the CCG and what we did as a result, this included joining up systems and processes, an increased focus on self-care and the work being carried out to work towards a seamless service.
- They concluded by talking about how the CCG will measure success in the future and what the challenges are to joining up health care.
- Dr Peter Gregory, GP executive lead for the CCG and a GP at Parkgate Surgery in Ormskirk concluded the CCG's presentations by continuing from Jackie and Karen's presentations by talking about primary care.
- Dr Gregory explained what the role of General Practice is, how demand is increasing in primary care whilst there is a decreasing workforce and that there is a decrease in funding within primary care.

Following a networking lunch, the event continued with a Question and Answer session. The panel consisted of Dr John Caine (Chair of NHS West Lancashire CCG), Mike McGuire, Paul Kingan, Nicola Baxter, Jackie Moran and Dr Peter Gregory. It was chaired by Greg Mitten, West Lancs CVS.

Various questions were submitted by attendees. Although the panel provided answers on the day, some queries and concerns will be followed up directly with individuals following the event.

Read the CCG's presentation [here](#).

Q&A session with NHS panel

Read the questions and answers [here](#).

If anyone would like to raise a question with the CCG directly, relating to the presentations at this event or on another issue, please contact myview@westlancashireccg.nhs.uk

Greg then introduced Guy Simpson from West Lancs CAB who spoke about the West Lancs Digital Inclusion project which came about following a survey of people in Skelmersdale which found that 19% of those surveyed had never seen the internet and 50% only had access to the internet via a smart phone. He explained that this led to the development of a Digital Help Centre with volunteers helping people to access the internet.

Janice Greenhill from Virgin Care said that it was part of their remit to work with the VCFS and explained about the Citizens' Panel which she urged people to join to have their voice heard.

The next speaker was Dr Peter Gregory who talked about some of the challenges facing primary care and the GP Out of Hours service.

Following a short film called Love has No Labels (which can be found [here](#)), the final speaker was Lindsey Frew, the Prevent – Education Lead from Lancashire Police who talked about 'Keeping Our Communities Safe'.

Greg then closed the event, thanking all the speakers, staff and delegates.

All presentations are available on the West Lancs CVS [website](#).

Feedback

Feedback from the event was very positive with 89% of participants thought that the length of the event was sufficient to cover content and that the event provided them with new information.



88% of those who feedback thought that the information was relevant with 89% thinking that the displays were informative.

Some of the comments included:

- “Good to see GPs present”
- “Excellent time control, good content”
- “Informative event and excellent networking opportunity”
- “Maybe a bit more on digital inclusion and social prescribing”
- “Excellent”.