

## COMMUNITY PARTNERSHIP FORUM

Windsor Racecourse

Thursday, 20 February 2014

### Attendance

Name	Organisation/role
Peter Haley (Chair)	PPI GB member, Winsor Ascot & Maidenhead CCG
Karen Maskell	PPI GB member Bracknell and Ascot CCG
Cllr Sayonara Luxton	Royal Borough of Windsor and Maidenhead
Cllr Lynda Yong	Royal Borough of Windsor and Maidenhead
David Mihell	Governor Royal Berkshire Hospital Foundation Trust
Madeline Diver	Bracknell Forest Voluntary Action
Mike Connolly	PPI GB member, Slough CCG
Dr Adrian Hayter	Clinical Chair WAM CCG
David Williams	Director of Strategy and Development, East Berkshire CCGs
Ally Green	Head of Strategic Communications and Engagement, East Berkshire CCGs
Elika Saedi	Communications Manager, East Berkshire CCGs
Roger Battye	Healthwatch WAM
Pat Rodgers	Governor Berkshire Healthcare Foundation Trust
Andrea McCombie	Healthwatch Bracknell Forest
Mark Sandres	Healthwatch Bracknell Forest
Sally Murray	Head of Commissioning for Children's services
<b>Apologies</b>	
Cllr David Coppinger	Royal Borough of Windsor and Maidenhead
Peter Squires	Health Advisory Group
Carol Brooker	Health Advisory Group
Val Pearce	Governor Heatherwood and Wexham Park Foundation Trust
Dr William Tong	Clinical Chair B&A CCG
Cllr Tony Virgo	Bracknell Forest Borough Council

### Notes of meeting on 16 January 2014

One correction was made to clarify Madeline Diver is a member of the Forum representing Bracknell Forest Voluntary Action. With this correction, the notes were approved as a correct record.

### Matters arising

David Williams gave a brief update on progress made on the Better Care Fund plans. These have all been signed off by the Health and Wellbeing Boards for the

three Unitary Authorities . It was agreed that the narrative would be circulated to members for information.

### **Conflict of interests**

There was no declaration of a conflict of interest.

### **Review of mental health services for children and adolescents in Berkshire**

Sally Murray, Head of Commissioning for Children's Services in Berkshire, gave a presentation describing the issue of mental health in children and adolescents and the services available to support them. The slides used in the presentation will be circulated with these notes.

The children and adolescent mental health service (CAMHS) is provided to children from birth to age 18. Once over 18, adult care normally takes over.

The impact of mental health difficulties in children is significant. 50% of life time mental illness (excluding dementia) begins by age 14 and it is estimated that the 45% of children who have mild or moderate conduct problems go on to commit half of all crime at a cost of £37 billion annually.

Intervening early can be effective and efficient in both reducing costs, reducing crime, increasing numbers of children with qualifications and going into employment or training.

Intervening early for children with mental health problems has been shown not only to reduce health costs but also to realise even larger savings from improved educational outcomes and reduced unemployment and crime.

Referral rates to specialist CAMHS has increased over recent years both nationally and locally.

As the research has evolved over the years, some risk factors have been identified. A number of protective factors have also been identified, including receiving consistent support from a trusted adult.

There is a range of evidence-based intervention services that can be offered.

It was stressed that there is not a one size fits all in terms of services. Some youngsters with anxiety might respond well to cognitive behavioural therapy. However, if the child has anxiety because of the family situation, it may be better to go for family therapy.

Schools have a role to play. Children will all have a GP and will be at school. This issue is everybody's business.

Services are organised into four tiers:

- Tier 1 services are universal and available to all. They are in schools and across the community.
- Tier 2 services are for children more at risk. Mild to moderate mental health problems. They will be supported by counselling in schools, some within other community settings with professionals working in a network.
- Tier 3 services are targeted towards children with illness and disorders.
- Tier 4 services are very specialist inpatient services for those children with very serious illness.

A good CAMHS service is effective, efficient and seamless across agencies.

The local and national demand for inpatient beds outstrips supply. Occasionally some 16/17 year olds are admitted to an adult ward.

There is no in-patient service in Berkshire working across the whole week. This means some young people will travel outside Berkshire with the closest services available being in London, Oxford or Swindon. There are a number of reviews currently taking place:

- NHS England is reviewing the tier 4 service across the country. A report about the results of this review is expected in early summer.
- Public Health with Local Authorities are mapping providers who contribute to the delivery of the Healthy Child Programme across the four tiers.
- Berkshire Healthcare NHS Foundation Trust is also reviewing the local CAMHS service and are benchmarking against other services across the country.
- Berkshire CCGs are reviewing CAMHS services across Berkshire.

The three CCGs in East Berkshire will be looking at the results of these reviews and will then be able to make a decision about how to commission services going forward.

A discussion took place about the issues raised during the presentation with a number of concerns raised:

- Concern that there may be a lack of resources available locally to improve services. This was answered in part by explaining that the review will show how things could be delivered differently and recognising there is a significant cost associated with referring children to services out of the county.
- There is evidence from elsewhere that if services in the community are available 7 days a week, children are more supported in the community and foster carers feel more confident.
- Concerns were expressed about the lack of a local Tier 4 inpatient service and the impact this has on children needing to travel out of area. In particular,

for those most vulnerable children who are under the care of the local authority.

- The young people who have used the service in the past should also be contacted for their views in the local review.
- Healthwatch Bracknell have been working with the youth council and might be able to help identify young people who have used the service.
- Healthwatch in Slough have a meeting next week focussing on young people.

## **Update on the Urgent Care Centre**

An update was provided on progress towards the opening of the new service on 7 April 2014. A communication and engagement plan is unfolding with materials being distributed widely across communities, in GP practices, schools, libraries and other community settings. Banners will be displayed in strategic points to redirect people from the Heatherwood site.

Open days and 'meet and greet' sessions are being organised and the members of the CPF will be invited to participate in one of these. A community launch is planned to mark the opening, with more details to be shared soon.

A final draft of the leaflet and poster was shared with members. Their comments were gathered for any final corrections and these were noted:

- Front page / coloured dial: These colours reflect Choose Well. The only difference being that 'NHS Direct' has been replaced with 'NHS 111'. The order of services will remain the same as it should read self-care, then 111 as after calling that service you would be redirected to either pharmacy / your GP / UCC or A&E.
- The colour figures again reflect the services on the coloured dial, however, the figure that represents NHS 111 has been replaced by a more appropriate figure on the phone. This also goes some way in resolving the issue of the French pharmacy branding by removing the green image with white cross.
- The leaflet is specifically about the UCC and although will be shared widely with stakeholders it needs to stay focussed. There are other communications channels where we can give reassures around other services, such as Maidenhead MIU and Charles Ward.
- The map has been changed and the title box of the roundabout moved as per the suggestion made – the roundabout is in the right place, but the title caused confusion.
- The directions under 'Reaching us by car' have again been changed and the ref to the 'A322' removed.
- The ref to parking under 'Reaching us by car' now reads that 'free & disabled parking is available' rather than stating exactly where it is. Once the Centre is open there will be clear signage.
- As anticipated at the meeting, the NHS 111 branding on the back-page cannot be changed.

A media plan is also in place and this will stretch to the papers covering the wider area to ensure the widest catchment.

Positive comments were received about the sensitivity being expressed by the contractors who are working around existing services with minimal impact on patients.

### Forward Plan

Future topics for discussion at the CPF were discussed and it was agreed that the following should be arranged:

20 March 2014 6.30pm - 8.30pm  Legoland	<ul style="list-style-type: none"> <li>• Early Supported Discharge service update</li> <li>• Review of winter pressures</li> <li>• Communications strategy</li> </ul>
17 April 2014 6.30pm - 8.30pm  Venue to be confirmed in Slough	<ul style="list-style-type: none"> <li>• Developing the 5 year strategy</li> <li>• Obesity</li> </ul>
15 May 2014  Venue to be confirmed	<ul style="list-style-type: none"> <li>• Frimley Park acquisition of Heatherwood and Wexham</li> <li>• Alcohol</li> </ul>
19 June 2014  Venue to be confirmed	

### AOB

Suggestions were made to formalise the membership to create a more balanced Forum across the three CCG and Unitary areas. Terms of Reference will be drafted by Ally Green and circulated to members for consideration at next meeting. It was felt to be important that issues to be discussed had clarity about what influence they could have for commissioning and demonstrating the difference the group makes through the organisations represented.

Linda Yong reported that following some of the discussions at the Community Partnership Forum, the Royal Borough of Windsor and Maidenhead had had discussions on the following:

- Female genital mutilation at health and wellbeing board which led to a motion to council.
- Obesity, looking at a health and wellbeing support possibly with funding from big society.
- Older people - a paper has been written to present to telecom companies about communications for older people. The potential for using Skype (and other technology) to talk to a GP or nurse, meaning the older person could stay at home and remain connected and supported by local services.

The role of the Forum was discussed and it was felt that it is not a decision-making body, but as a networking and influencing body, which was potentially very powerful given the commitment of our partners.

Ally Green explained that work has started to incorporate a page on the CCG websites about the Community Partnership Forum. This will include details of meeting dates, times and venues as well as papers and presentations and an open invitation for members of the public to attend.

It was suggested that an annual report about the Community Partnership Forum would be useful. This could be shared with local community groups and be published on the CCG websites. It was noted that this would be incorporated into the CCG annual reports this year and further consideration would be given to a stand-alone report.

### **Date and time of next meeting**

20 March 2014, 6.30pm – 8.30pm at Legoland Hotel.