

CICC patient representative group

11 February 2019

Summary notes

In attendance

Sarah Beniams, Scheme Manager Mental Health, Broadacres/Hambleton and Richmondshire Mental Health Forum

Stephen Brown, Practice Manager, Harewood Medical Practice/Leyburn Medical Practice

Claire Canavan, Community Outreach Coordinator, Healthwatch North Yorkshire

Rosemary Colebrook, Retired Social Worker and Catterick Village Health Centre PPG member

Wendy Collins, Disability Employment Adviser, Department for Work and Pensions

Hilary Day, Service Improvement Manager and Programme Manager, HRW CCG

Dave Kirton, Harewood Medical Practice PPG Secretary

Lisa Pope, Deputy Chief Operating Officer and Programme Lead, HRW CCG

Nandaraj Rai, Open Reach, Nepalese Community

Jane Ritchie, CCG Health Engagement Network Representative (Richmondshire)

Veronica Robins, Harewood Medical Practice PPG Chair

Teresa Saint, Interim Project Director and Development Officer, Parents 4 Parents

Georgina Sayers, Communications and Engagement Manager, HRW CCG



Welcome and introduction

- Georgina welcomed everyone to the very first session and thanked them for their attendance.
- The group were asked for photography permissions to be used in CCG communications such as the annual report and on their website.
- Patient and public involvement 'ground rules' were shared.
- All group members introduced themselves and why they were there.

Why are we here?

- Georgina explained the value of the group and why it had been brought together.
- Lisa emphasised the uniqueness of the project and why it came about:
 - Joint Ministry of Defence (MOD) and NHS project which has never been done before.

- Joint vision of truly integrated health and social care services on one site accessible by the wider Richmondshire population.
- 3,500 (approx.) serving personnel expected on the Garrison by 2031 in addition to their dependents and other relations.
- The current infrastructure in the Catterick area has not been designed to cope therefore it is essential we proactively look at potential solutions which include health and social care services/facilities.
- This project is innovative and different – the first in the world which will receive national interest.
- The project is about providing holistic services for patients and is complimented by the new NHS Long Term Plan.
- The initial funding enables the CCG and MOD to work on a joint outline business case, however we need to know what the population's needs and wants are – that's where this group can help.

Why and how did we get to this point?

- The current patient list at Harewood Medical Practice is around 7,600 people and this is likely to double over the next 10 years.
- Stephen explained that the current facilities – both NHS and MOD – don't have the infrastructure to manage these patients effectively.
- Stephen explained the potential impact on primary care services (like GP services) saying that this project follows work undertaken to improve services like extended hours for GP services and the creation of 'primary care hubs'.
- Stephen shared concern over workforce challenges felt at both national and local levels and said that this project is an opportunity for the MOD and NHS to share resources.
- NHS England is backing the scheme from the highest level and recognises the need for a new build in the Catterick area.

What is the proposed 'CICC'?

- The initial vision is for an integrated health and social care community facility which has an ambition to support wellbeing.
- The programme is being called the 'Catterick Integrated Care Campus' (CICC) for now but the name will change to be more public/friendly.
- The group agreed that a more Richmondshire-inclusive name should be used.
- Areas like IT and technology need to be looked at to support the services.
- The early vision is for a 'hub' for patients from Richmondshire to access a range of services such as district nursing etc.
- The early 'rich picture' vision was shared with the group.
 - Lisa explained that this was an artist's impression of the early vision based on feedback from the MOD, NHS, clinicians and previous engagement.
 - It was not a formal plan for the site and it can be developed as the project moves forward.
- Lisa gave assurances that a new build would not be a detriment to other existing services but would complement. She expressed the importance of considering ideas and challenges of the wider system.

Where are we now?

- Hilary outlined the governance structure for the programme and shared that a Strategic Engagement Advisory Group (SEAG) had already met.
- The SEAG asked for a specific group of patients and/ or representatives to take part in the programme and help advise, challenge and communicate the work which was why this group was brought together.

- Hilary said that all being well with the programme, the aim is to open a new building Spring 2022 – however, clearly a complex project like this means it is likely timescales can slip.
- Hilary shared some statistics which included population health needs and inequalities.
- She emphasised that the services would not just be for Catterick residents.
- The group was asked to keep in mind any other representatives or groups that should be involved going forward to ensure we are being inclusive and reaching as many people as possible.
- Lisa outlined that a public consultation process may need to take place at some point in the future but that this group would be the ‘golden thread’ for patient and public involvement throughout the programme.
- Georgina said that previously Healthwatch had mentioned about joining other Healthwatch organisations across the country to identify and engage with people who may be moving into the Catterick area so they can understand their needs.

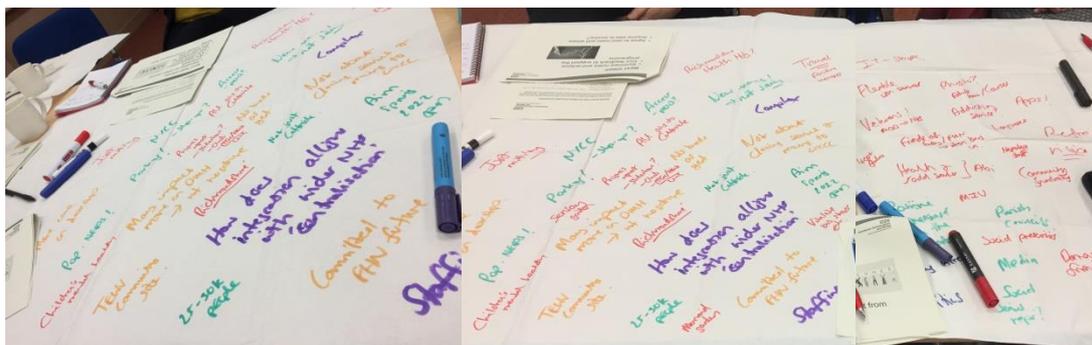
The group were asked to share their initial thoughts on the early vision

- Generally very supportive of the initial vision.
- Essential that transport and travel is considered (Patient Transport Services was mentioned).
- Public services, particularly in the outlying areas need to be taken into account.
- Communication and how to get the positive messages out early is essential.
- Some communication is better than no communication.
- PPGs and other community groups could support the flow of communication by leading their own presentations and public sessions on the project.

Themes and topics from the table-top worksheets

Money not yet set in stone	Approx. 25k more people	Parking considerations
Hydro pool would benefit	Veterans! MOD – NHS	Progress report for public – PPGs/HENs can help
More care on doorstep	Memorial garden for Viv (Parents4Parents)	May impact more on Darlington Hospital – not negatively
Not just for military	How to access the site?	No beds in the plans as yet
Population needs vs wants	“Richmondshire health hub”	Reduced travel = positive messages
NYCC partnerships	Using new money – not saving or reducing	Complex process
Children’s mental health	People think all services going to Catterick	Sensory garden
Not about closing services and moving to new build	This integration project vs wider NHS ‘centralisation’	Committed to Friarage Hospital future
Visualise bus stops etc.	Aim Spring 2022 open	Staffing issues
Adult learning/ courses	Signage for other languages and dementia friendly	400 new Ghurkha’s coming – Bradford model re Anglo/Pakistani families

Interpreting services for Nepalese and others	Wheelchair accessible Working on Friary Hospital separately but interlinked	Bus routes and patient transport
Tele-med and Skype – digital trailblazer?	Keep press locally linked in	Veterans care
MIU – OOHs	Flexible with seniors	Bus routes in the villages
Physio services	Apps!	Addiction services
Refresh the vision and use visuals	Nepalese staff would help the community	Friends of the Friary/FHN – when bring in?
Positive message from the start	Community fundraising	Parish councils
Waiting times	Media	Social prescribing
Social services rep	Politics	Dementia friendly



Next steps/actions

- Georgina said that members of the group might be asked to join specific working groups or provide feedback in other areas of the project.
- Georgina and Claire to discuss Healthwatch support in engaging across the country.
- Georgina said she would share the draft stakeholder briefing and media release with the group for feedback before publishing.
- The group agreed that this was a useful session and to continue to meet in person with more regular contact via email.
- Claire emphasised the importance of identifying those 'harder to reach' people to get involved in the project.
- We agreed to meet in person in two months' time – Georgina to arrange.
- Georgina will summarise this session and circulate notes.

Specific questions asked (to be added to FAQ)

Q. Where is the new build going to be located?

A. The site is Peronne Lines on the Garrison site. Lisa explained that some people have questions around access (e.g. through military barriers etc) which is why the group working is so important as it helps raise these. Jane suggested more visuals which help explain the location and include parking and transport routes.

Q. Is the site going to be dementia friendly?

A. Lisa said that it is going to be dementia friendly and that the appropriate groups and experts will be involved in the planning of the build which will include things like signage.

Q. How is this project being funded and have you got the money yet?

A. Lisa said that £317,000 had been given by NHS England to the CCG to fund the development of an outline business case which will then lead to a full business case which must be approved before the build can start. She said that around £15m had been earmarked by the MOD for the project and that the funding from the NHS had not yet been agreed as an assessment study for the site is currently underway. Stephen emphasised that there is a process to go through but that he has not heard anything to suggest it would not go ahead.

Other communities/groups to be approached to join the group

- Young people
- Working aged people
- Farmers unions
- Travelling populations
- Veterans
- LGBT
- Parish councillors
- Citizens Advice

(Consider the 9 protected characteristics)



Please email hrwccg.media@nhs.net with any queries.