# VCFSE Representative feedback form

Use this form to plan your engagement before the meeting, and capture key points to communicate afterwards with sector colleagues.

Please email, with meeting name and date, to [stephanieg@communityfutures.org.uk](mailto:stephanieg@communityfutures.org.uk).

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| Meeting details |  | Rep details |  |
| **Title** | **Date** | **Name** | **Organisation** |
| Quality Committee | 16.11.22 | Joe Hannett (for AA) | Community Futures. |
| Resources / documents? | Yes / **No** |  | |
| **Main items discussed.** | | | |
| **1**. Output of development session and workplan. An official committee of the ICB with delegated statutory duties. Aim to focus on people’s experiences and not be overwhelmed by data and dashboards. This is very early days, still working out what information is required to do their job.  **2.** Patient stories. Both described separate struggles to get their children the health and care support they have a right to; the complexity of the system, barriers encountered, their frustration with bickering budget-holders and the time and emotional cost to get what their children were entitled to. One noted their fear as the transition from child to adult care approaches. One advised that every board and committee needs to support people with visceral experience to be part of them.  **3**. Continuing Health Care (CHC). A persuasive case-for-change describing a fragmented, expensive, poorly performing system which generates a large amounts of complaints from patients; with the exception of Blackpool’s approach. Recommendation is to adopt Blackpool’s “inhouse” relationship-based approach across LSC with additional investment. Choice seems to have been largely driven by the fact the complaints are lower in Blackpool; VCFSE involvement in the “all partners” T&F group unclear and VCFSE involvement in the CHC approach in Blackpool also unclear. Multi-Disciplinary Teams (MDTs) and “trusted relationships” noted as key to future success.  **4**. System risks escalation by exception. Learning Disability and Autism 8-week quality oversight visits – LSC currently 78%. Annual Health Checks for people aged 14+ on the LD register. Overall LSC performing well however, 32 GP Practices had done zero to date. Ambulance hand-over delays.  **5**. Assurance of secure services – following recent BBC Panorama Show Claire Murdoch – National Director Mental Health NHSE wrote to each ICB to answer these questions: • Could this happen here? • How would we know? • How robust is the assessment of services and the culture of services? • Are we visible enough and do we hear enough from patients, their families and all staff on a ward e.g., porter, cleaner, Health Care Assistants? In her letter Claire wrote “In the programme, patients told those around them of the unsafe and abusive care they were subjected to. In our organisations we must ask how we are not only hearing the patient voice, but how we are acting on it? When people and families tell us things are not right as leaders, we must take action. We should therefore consider independent peer-led support to people being cared for in our most restrictive settings and peer-led feedback mechanisms”. | | | |
| **Implications for the VCFSE Sector.** | | | |
| VCFSE Alliance and others might pick up this call for “lived experience” being a part of the way boards operate, with support for people to do so.  **Items 2, 3, 4 & 5**. **All feature a call for independent advocacy, advice, peer support and peer-led feedback mechanisms**. DB from Healthwatch highlighted training programmes for people with a learning disability to become effective quality assessors. JH from Community Futures mentioned Lancashire Learning Disability Consortium and it’s members in relations to the LD plans, and Citizens Advice/People First/I-CANN/CGL and many other VCFSE organisations who support people to navigate systems through peer support, expert advice and advocacy. **There are particular opportunities for these VCFSE strengths to feature in system response to items 3, 4 & 5.** | | | |
| **Items to follow up before next meeting.** | | | |
| VCFSE Lead to liaise with leads for items 3,4&5 connecting relevant organisations into these developments. | | | |
| **Date and venue of next meeting.** | | | |
| Wednesday, 21 December 2022,1.30pm-3.30pm. | | | |