Townlands Stakeholder Reference Group

Meeting Minutes

7th March 2016, 14:00-16:00, Haynes Room, Christchurch Centre, Reading Road, Henley-on-Thames

Item		Lead/Action
1.	Welcome and Introductions	СҮ
	See attendance list below.	
2.	Minutes of the Last Meeting	СҮ
	Points of Accuracy: It was noted that feedback had been received from DF and VL and that these suggested amendments had been incorporated into the minutes. Otherwise the minutes were approved as an accurate record. The amended minutes of the February meeting will be circulated and put onto the OCCG website.	Julia Stackhouse
	It was agreed that, to assist with the minutes of the meeting, there needs to be greater clarity at the end of each item as to the decisions taken and the actions going forward.	
	Matters Arising:	
	Healthwatch – ET has met with Carole Moore and Richard Maynard to discuss whether Healthwatch could conduct some structured patient experience interviews after the new RACU service and OSJ beds were up and running. Healthwatch will draw up a costed proposal and has recommended that, should the proposal be agreed, November would be a good time to undertake any interviews.	Healthwatch to provide costed proposal.
	SG asked if the Stakeholder Reference Group would be monitoring whether there was sufficient social care provided to patients who are discharged from the Royal Berkshire Hospital SG explained that, the view of the Townlands Steering Group was that, as social care was so important in supporting the new model of care, monitoring of these services should be in the remit of the TSRG. JS explained that there were existing mechanisms for monitoring these services for Oxfordshire residents, and suggested that Oxfordshire Social Care be invited to a future meeting to explain to the group the current monitoring arrangements.	Maria Melbourne to present to TSRG the quality- checking measures used for Oxfordshire Social Care at a future meeting.
	Actions Log: Please see updated actions log paper.	
3.	Monitoring of Services	GK
	GK outlined the three categories of services that will be provided at Townlands and commissioned by the CCG. These included those that have been 'lifted and shifted' from the previous facility, an expanded range of current services at the new site, and the RACU new services. He explained that there are formal contract mechanisms in place for monitoring all services commissioned by OCCG.	
	VL asked what new outpatient clinics were being planned for Townlands. AG explained that ongoing discussions were being undertaken with a number of specialties to look at demand, capacity and consultant job plans. AG committed to share further information with the group as soon as plans were confirmed.	AG to provide a list of additional outpatient clinics being planned.
	GK then talked the group through the detail of the particulars of the NHS Standard Contract, which is mandated for use by all NHS organisations. He drew the group's	

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	attention to General Condition 8 and 9 which outline the details of service review and contract management respectively.	
	GK explained that the original business case for Townlands Hospital had outlined expected benefits, and these would also be monitored.	
	GK invited the group to describe their expected key outcomes and assurances. ET suggested that it might be helpful to articulate four or five areas on which the group would particularly like to receive assurance, so that consideration could then be given to the most effective way to provide this information. For example, the group may want to know what sort of experience patients and carers were having of the new RACU service and/or their stay at the Orders of St John care home. A mechanism for providing that assurance could be through structured interviews and a feedback report by Healthwatch (as suggested in 2 above) combined with a summary of existing patient feedback reporting form providers.	•
	Other suggested areas raised by the group were bed usage and availability of social care. LH and VL volunteered to work with ET to articulate the key areas of assurance and feed back to the group.	ET, LH and VL to meet to define key areas on which the group would welcome assurance.
4.	Terms of Reference (ToR)	CY
	It was noted that the Terms of Reference had been amended following the February meeting and would be circulated to the group.	CY to circulate ToR v4 (Feb 16)
5.	Townlands Programme Update	ET
	ET informed the group that practical completion was successfully achieved on 15/02/16. As such, work is ongoing to install the equipment and ready the accommodation as part of the gradual transfer of services. 'Lift and shift' services are set to begin operating from the new Townlands building from 14/03/16. The group was also informed that, in addition to their TSRG site visit planned later today, there would be a media-only visit on 18/03/16. Attendees were informed that the Maurice Tate room was moving and would be opening in the new site.	
	A formal opening ceremony will be held later in the year when the old buildings have been demolished and some landscaping completed. Meeting attendees suggested the date should avoid major events such as the Henley Regatta and Henley Festival. The gardens are the responsibility of developer Amber and SG voiced his intentions to engage with the contact provided over development plans.	
	An update was provided on Orders of St John Care Trust (OSJCT) negotiations to agree a contract to provide 'step up' beds to support the RACU service and 'step down' care beds from acute hospital. It was confirmed that the CCG had purchased 11 beds which will be co-located on the ground floor of the new care home on the Townlands site. There will be 7 Townlands beds in line with the bed modelling which identified a need for 5-8 beds; 4 Continuing Healthcare Assessment (CHC) Beds which can be used flexibly and an OCC Respite Care Bed (1) making up a 12 bedded unit. ET confirmed that the contract for the beds will be for 3 years.	OSJ to provide a map of/ copy of the layout for the new care home
	[Post Meeting note: Having listened to the views of TSRG members at the meeting the CCG will now use the upper limit of 8 beds as our starting point. During times when more than 8 beds are needed, we will have access to the remaining 3 beds (of the 11 purchased) which will otherwise be used for patients who require a continuing healthcare (CHC) assessment.]	

	ET explained that, if demand rises to the point where 14 beds were needed, the CCG will buy further beds by using Oxfordshire's well-established spot purchase system. If possible this would be a bed within the OSJCT care home but if a suitable bed was not available, the CCG would purchase one from the next nearest provider to the patient's home. The general consensus was that attendees were 'shocked' that the contract with OSJCT did not allow for all 14 beds to be available at the OSJCT Henley care home. There was a strong feeling that, as such, the group felt dialogue up to this point misleading. Whilst the CCG felt that this agreement was in line with the agreement reached at the Board in September, the TSRG wanted it included in minutes that they feel local people's views have been misrepresented. The feedback from the group stated that this announcement should have come with greater initial clarity.	CY to write up and summarise the arrangement for beds at OSJ and circulate to members this week as a note.
6.	Integrated Locality Teams	TR
	Given the length of the debate on item 5, there was unfortunately not time for TR to present on the Integrated Locality Teams as planned. TR did, however, share the presentation slides with the group and will be invited back to a future meeting to present with Maria Melbourne to discuss the service and social care in more detail.	TR to be invited back to a future TSRG meeting to present on ILT.
7.	Communications	DF
	It was agreed that this would be discussed in full at the April meeting.	
8.	Appointment of Independent Chair – update	ET
	The deadline for applications was today with an interview date set for 15/03/16. The group was asked for 2 representatives to participate in the interview panel. DF and VL volunteered.	ET, VL & DF to interview candidates for the independent chair on 15/03/16.
9.	AOB	All
	Future suggested agenda items: • Social Care provision and care packages • OSJ monitoring and KPIs	
10.	Next Meeting	All
	To be decided offline; it was agreed that setting a regular day/time would be beneficial and could be agreed with the new independent chair if an appointment is confirmed	Julia Stackhouse to confirm future meeting dates

Attendees			
Corrine Yates (chair)	CY	Head of Strategic Communications and Engagement South Central and West	
		Commissioning Support Unit (SCW CSU) for OCCG	
Emma Torevell	ET	Programme Director , SCW CSU for OCCG	
Julia Stackhouse	JS	Senior Communications & Engagement Manager, SCW CSU for OCCG	
Stuart Duncan	SD	Project Manager – Transformation & Consultancy	
Pete McGrane	PMcG	Clinical Director for Older Peoples Services, OHFT	
Alison Gowdy	AG	Directorate Manager, Integrated Medicine, RBFT	
Janet Waters	JW	South East Locality Forum (Patient Participation Group)	

Sue Frayling-Cork	SF-C	Patient representative	
Stefan Gawrysiaka	SG	Townlands Steering Group	
Lorraine Hillier	LH	Mayor, Henley-on-Thames	
Rebecca O'Leary	RO	Carer Representative	
Dick Fletcher	DF	Hart Surgery Patient Participation group	
Vivienne Laurie	VL	Bell Surgery Patient Participation group	
Tine Rees	TR	OHFT	
George Leslie	GL	Henley Volunteer Drivers	
Guests/observers			
Gareth Kenworthy	GK	Director of Finance, OCCG	
Apologies			
Anne Brierley	ABr	Service Director, Older People's Services, OHFT	
Mandy Carey	MC	Dementia Oxfordshire	
Ellen Pirie	EP	RBFT	
Toni Chan	TC	RBFT	
Dr Andrew Burnett	AB	Clinical Locality Director, OCCG	
Richard Maynard	RM	Healthwatch Oxfordshire	
Maria Melbourne	MM	Oxfordshire County Council	

Scheduled TSRG meeting dates for 2016			
Meeting Date	Meeting Time	Meeting Location	
TBC			