

Community Engagement Partnership Action Log – Feb/Mar 19

*Items highlighted in grey do not necessarily require discussion but in a previous meeting it would have been agreed by all to keep this information on the log for future updates/info.

Date Raised	Issue/Agenda Item	Action Agreed	Resp.	Deadline	Update/Outcome	Completed / RAG
14/01/19	Member updates	CEP member had a recent experience of the urine sample pots - the instructions are not clear, with the lid not fitting on to the test pot. MBW to look into which GP this is.	MBW			
14/01/19	Alliance	Send out a list of Alliance partners	MG / MBW			
14/01/19	Member updates	It was reported that the wellbeing service have been diagnosing patients over the phone, having not met those patients. This is done by using a form that gives scores – the patient will fill this in and if their score is worse than the previous time they filled one in, they are advised to attend a day course which is a group session. This is an unrealistic expectation for those suffering severe mental	KS			

		health issues and those who are too scared to be in a group setting.				
14/01/19	Member updates	<p>Regarding the pathway for end of life care, there is very limited feedback as family members find the whole process very stressful and of course the patients who are receiving care are unable to comment on their experiences once they have passed away. Lots of gaps are making this care extremely difficult, which will become a growing issue for everyone in the future.</p> <p>IC to have a chat with CW about the end of life care</p>	IC			
14/01/19	Member updates	<p>The CCG have changed the discharge terms so that the patient's record is completed within 3 days of discharge. Unfortunately this is still not happening within the mental health service, would it be possible to find out if NSFT have actually implemented that change?</p>	MG			

		Find out if NSFT have implemented the new discharge terms				
14/01/19	Member updates	Riverside pathology clinic – issues with venue. Check on the interim measures – ask Maddie	MG			
10/12/18	Member Updates	Look into the concerns around nurses caseloads increasing to provide insulin	MBW and LN		Comments from meeting on 10/12/18: Due to the reduction of managers in community health teams, Community Nurses are picking up the role of giving insulin and palliative end of life care and District Nursing teams are currently delivering up to 100 insulin injections a day. GPs have also raised this concern.	
10/09/18	Member Updates	Concerns with the wheelchair and equipment contract			Update 06/03/19: Awaiting notes from the meeting – these will be sent out.	
14/01/19	Member updates	Invite Andy Mack along to a future CEP member to give an update on the wellbeing website, specifically how feedback was utilised.	MG		This has been added to the forward planner.	
16/04/18	Rheumatology backlog	CCG action plan to be shared with CEP	MBW		*New Action: Following the last action where we wanted to understand why there was such a large back-log, we learned that an action plan is in place with the	

					<p>hospital departments and CCG staff member Angela Ashton.</p> <p>We wish to invite Angela along to a CEP in a few months to give us an update on the actions and progress.</p> <p>This has been added to the forward planner.</p>	
10/12/18	Member Updates	The 'Commissioning Intentions' say that enabling people to die at home is a priority for the CCG. A request has been made that consideration be given to amending this statement.	IC		<p>This will be reviewed as part of the new Operational Planning process.</p> <p>IC will endeavour to obtain CEP views during this review.</p>	
10/09/18	CEP Review	Review of the ToR and send to CEP members	JT		The ToR is currently being reviewed and written by John Troup. Discussions have been had with the CEG in west Suffolk about how we can link both ToRs for consistency across the CCGs.	
12/02/2018	Wellbeing website	Recommended changes need to be asserted and further meetings to be held. NSFT accountable for improvements.	JT/ M G		<p>Update from CEP 10/12/18:</p> <p>Can we obtain some examples of how NSFT have used a 'You Said, We Did' approach and provide evidence of this.</p>	Ongoing
14/01/19	EZEC non-emergency patient transport	Wayne Spedding invited LG along to the call centre to give insight and feedback on the criteria for patients	MG			