

Notes of the One Northern Devon Communities Meeting

Held in Barnstaple Library at 9.45 am on Wednesday 12th June 2019

PRESENT:

John Womersley (JW)
Mark De Berhardt-Lane (MBL)
Duncan Buckley (DB)
Andrea Beacham (AB)
Janet Williams (JWi)
Hannah McDonald (HMcD)
Neil Ingram (NI)
Paul Huxtable (PH)
Natasha Koener (NK)
Sharon Bates (SB)
Lorraine Loveden (LL)

Chair
Commissioning Development with the CCG
Transformation and Engagement Lead
Partnerships Lead, NDHT
OND Partnership Manager
One Ilfracombe
One Ilfracombe Partnership Co-ordinator
Torrige Voluntary Services
Head of Service for Devon Cares
Barnstaple Alliance / One Barnstaple
Livewell, Braunton

APOLOGIES:

Sandra Crawley (SC)
Roger Byrom (RB)
Simon Jones (SJ)
Carol McCormack-Hole (CMc)
Steve Seatherton (SS)
Jennifer Martineau (JM)
Paul Jones (PJ)
Ali Boyd (ABO)
James Thornton (JT)
Karen Evans (KA)
Paul Collinge (PC)
Matt Wills (MW)
John Womersley (JWo)
Gail Mistlin (GM)
Sam Shortridge (SS)
Sarah Williams (SW)
Gill Garret (GG)
Rachel Raper (RR)

Chair, Torrington Care Forum
Livewell, Braunton
Barnstaple GP, One Barnstaple
One Barnstaple
Programme Manager One Ilfracombe
GP / Torrington 100
One Barnstaple / Project Co-ordinator
Communities, Public Health, Devon County Council
GP, LMC
CEO, NDVS
DCC Commissioner
Practice Manager, Combe Coastal Practice
Chair of the Northern Locality Board-NEW Devon CCG
One Barnstaple / Wellbeing Co-ordinator
Practice Manager Torrige Health
Ilfracombe G, CCG Social Prescribing Lead
Barnstaple District Nursing
One Bideford

Sandra Guard (SG)
Rodney Donavan (RD)
Tony Inch (TI)
Rebecca Harty (RH)

PSG, Torrington
Chair One Ifracombe
One Bideford / Torridge District Council
NHS Devon CCG, Head of Integrated Care Model- Northern and Eastern
Locality

IN ATTENDANCE:

Emma Ladd
Kate Winter

GP Trainee (For Min No: 35/19)
PA to Chief Executive and Director of Finance and Performance, NDHT

33/19 Apologies

The apologies were noted.

34/19 Minutes of the Last Meeting

The notes of the meeting held on 1st May 2019 were agreed.

35/19 Matters Arising

The action grid was reviewed and updated.

Community Partnership Update (Minute No: 26/19)

HMCD confirmed that information is being collated on the type of social prescribing referrals that have been made in Ifracombe which will be reported to the next meeting and that the National Lead for Clinical Prescribing (Michael Dixon) is due to visit One Ifracombe. Since the Co-ordinator has been located in the GP practice there has been a significant increase in referrals. Previously there had been 30 referrals a month which has increased to 60 referrals a month and includes an increase in GP referrals. It was noted that community self-referrals had not decreased since the Co-ordinator was located in the GP surgery. MBL referred to the increased demand and suggested understanding how all organisations will share the work. There has also been a discussion on whether resources should be located in the library.

HMCD

(Emma Ladd, GP Trainee joined the and explained that she is working on the evaluation for Livewell in Braunton)

AB suggested that there needs to be a stepped approach depending on how activated different areas are. LL felt that social prescribing should develop a network that can provide support.

NK suggested that there needs to be one common website/local based tool that all organisations can use as there are many different bespoke websites and databases. HMCD felt that there needs to be ownership of the source of information and this needs to be locally based information rather than from the wider community. DB asked whether there has been any demographic assessment on how people receive information including the level of experience and HMCD referred to work being undertaken by the DWP to map what IT facilities are available and the demographics. Consideration needs to be given to the target audience and how they can/prefer to receive information. JW asked how this can be explored further and HMCD was asked to make enquiries to assess alternative ways of linking clients to services. MBL suggested making contact with community connectors as they will hold the local knowledge of what is available in each area.

HMCD

EL referred to a successful social prescribing model in Oxford. They are based in one part of the city and locality is important to enable them to integrate with the local community as they can spend up to six weeks with one person helping them connect with services. It was suggested that the use of volunteers be explored as people can be referred to them and they can provide support to make contact with services. HMCD explained that this is the role of Community Development Officer in Ilfracombe who has been identifying key people in voluntary groups and making key links with them.

NB suggested that there also needs to be support to the Community Connectors in terms of succession planning so that the knowledge is not lost.

36/19 Social Prescribing Opportunities

HMCD referred to the social prescribing network which had been created by Paul Jones (One Barnstaple Project Co-ordinator) and reported on a recent social prescribers meeting where they were able to share learning and experiences. The meeting also started to develop networks to support all social prescribing roles and in future it is hoped that link workers can be brought into this network.

JWi asked whether there is a wider group as this just focusses on Northern Devon social prescribers. MBL advised that it would be dependent on how Local Care Partnerships develop but Devon STP recognise that there needs to be a digital discussion forum to share knowledge and they are currently discussing how this can be supported.

AB reported that the social prescribing network meeting had also discussed the need for training and the group have now booked motivational interview training. MBL referred to the appointment of a regional co-ordinator who will be responsible for identifying learning needs and

supporting the networks. They will be employed through NHSE and hosted by the CCG.

HMCD advised that the social prescribing meeting is held monthly and was asked to provide an update on the social prescribing network to alternative meetings. **HMCD**

37/19 Social Prescribing Evaluation

AB tabled an IBCF Pilots OND monthly activity report and impact assessment and sought views.

EL reported that the activity and impact assessment had been discussed in some detail in Branton.

HMCD outlined the proposal for monthly reporting back to MBL and the IBCF and three questions were proposed to fit all pilots as follows:-

- Activity report – this will include professionals taking part in social prescribing, individuals receiving intervention and any other relevant activity.
- Impact on individual – this will include personal outcome measures. It was noted that One Ilfracombe is using measures developed by the University of Bristol
- Impact on the Community/Wider System – this needs to reflect how the wider system has responded to the individual.

MBL referred to the Common Outcomes Framework published by NHSE which is inadequate as it does not include community resilience. Initially there is likely to be little resilience in communities as they will be unconnected however as this develops the number of connections should be measured. When the community is connected they will be able to share ideas on what is important to them and be able to develop an infrastructure.

NK referred to information that will be collected on the impact to individuals and suggested that this needs to be triangulated with data sets that are already available to create an awareness on what data is being collected by the wider system and where changes can be made. Currently all data is held in isolation.

JW felt that there were two questions under section B of the impact assessment that need to be answered and suggested that as the service develops, the impact on the system is as important as the impact on the individual. NB suggested developing an evaluation framework so there is confidence that change has occurred to justify the system working as it is with the different elements.

EL advised that Livewell Braunton will aim to collect a mixture of narrative and data and provide analysis on the changes that have been implemented to assess whether they have been responsible for any changes seen locally. It was recognised however that assessing any impact will be difficult and subjective and HMcD highlighted that any work needs to be mindful that funding is only available for one year which will be challenging.

MBL suggested showing system shift from an illness to a wellness model through different activities. JW suggested asking the system what they are expecting from One Northern Devon.

AB advised that individuals may have many different interventions so it will be difficult to identify what intervention had an impact. NK suggested looking at themes such as increased contact with family and friends which may reduce loneliness. PH felt that the most important aspect will be the impact to individuals. JW highlighted that the contribution to the system needs to be evidenced in order to gain funding.

AB suggested that in terms of what the system wants OND should present a proposal to the system as it is aware of what is required locally. It was agreed that a proposal should be developed and section B of the impact assessment should include two questions e.g impact on individual and impact on system. **AB**

NK referred to the impact on individuals and asked whether peoples motivation levels are sought and suggested using a sliding scale to identify whether the individual is motivated. HMcD advised that each individual pilot can add what information they want based on what they are doing. In terms of funding, MBL advised that each area needs to demonstrate that it is doing something different.

38/19 Community Partnership Update

One Ilfracombe

- Discussions continue with Coastal Medical Practice around social prescribing.
- A business case is being developed for a connector role in South Molton and Holsworthy.
- Funding has been awarded from the Police for the 'out of the blue' programme which is now in its 14th round. Nearly 200 people have been through the course.
- Working with Active Devon and funding has been received. A local personal trainer is running an activity session for over 55 years of age – gentle activity to get people out doors.
- Community connector referrals have doubled and the Community Development Officer workload is increasing.
- A meeting has been held with all groups who deliver outdoor activities. Following the

success of this an awareness event was held.

- A meeting is being held next week with Michael Dixon (National Lead for Clinical Prescribing) to discuss social prescribing.
- One Ilfracombe is being represented at a mental health conference and it is hoped will get chosen to present at the Kings Fund.

One Bideford

- There has been no meeting since the last OND.
- AB suggested that there is a slight disconnect around health and wellbeing but it was noted that the PCN are keen to work with One Bideford. There is a plan to take health and wellbeing forward and link with One Bideford.
- JWi reported that a number of new members had been elected and a lead will be sought for health and wellbeing. It was noted that the lead would need to be health based and it was agreed that SJ and JW will approach Adam Kwiatkowski (Northam GP) to see whether he would be willing to take on the lead role.

SJ/JW

One Barnstaple

- A successful launch day had been held with attendance from many different organisations.
- A survey had been undertaken to ask people what they like about Barnstaple, what they thought could be improved and what they thought could be made healthier. There had been a lot of feedback suggesting healthier food outlets. The next One Barnstaple will review the feedback from the survey.
- One Barnstaple partners will be asked to continue to hand out survey questionnaires until 1000 responses have been received.

Live Well in Braunton

- A co-ordinator is now in post and working with different groups. The co-ordinator had found the social prescribing network meeting to be very helpful.
- Live Well in Braunton has decided to become a community interest group rather than a charity.
- A decision is awaited on lottery funding.
- The first living well in Braunton event is planned for 6th July.
- There have been discussions on how Live Well in Braunton will do the evaluation. A grant has been awarded to develop a database to facilitate the evaluation and this is currently being developed. EL asked whether other Ones are interested in the evaluation metrics as the database will be generic and can be tailored for each project. This may make data collection easier and reporting less onerous.
- EL provided an overview of the Braunton evaluation. An initial assessment of a person will be undertaken – who are you and what matters to you. A number of scores will then

be taken from individuals such as how many times they have attended the GP or A&E, had contact with someone for psychological treatment and their social activities. A six month follow up will be undertaken to ask for any changes in their lives including any new groups they are involved with and repeat the scores and a final focussed interview at 12 months with stakeholders to see what changes they have seen in the process and any changes in the community. The database will enable the data co-ordinator to easily collect the data which needs to be made meaningful for the stakeholders. MBL asked to link into this piece of work.

Torrington 100

- Torrington 100 has been successful with its IBCF grant application.
- Two part time community developers will be employed with the closing date for applications this week.
- It was recognised that Torrington 100 is more rural based than other Ones.
- Part of the IBCF bid included money for rural areas to develop activities and the community developers will be supporting this.
- A wellbeing event had been held in Torrington last week and had over 40 organisations represented at the event. There is also a group called Torrington Together which has links to all of the community groups.
- AB reported that she had met with Torridge PCN and discussed how the PCN Prescriber can link with the Torrington Community Developers. A further IBCF bid will be submitted to cover the remainder of the locality to provide community developers based in Bideford and Hartland. It was noted that all IBCF funding needs to be spent by March 2020 and North Devon is currently the most organised area.
- JW sought clarity on the population of Torrington 100 and was advised that there is lots of activity in the town but not in the wider rural area and it is important to cover these areas.
- JW sought clarity on Torrington Together and was advised that this is a group of all organisations who are active in the town. It is an informal group and the intention is for this group to join with Torrington 100.

Update on Holsworthy

- Gary Patch has invited HMCD to attend the next Holsworthy Community Involvement Group, which was implemented when the hospital beds were temporarily closed, to look at the health needs of the local population. They are considering whether they should move to One Holsworthy.
- AB reported on a community engagement meeting which discussed how organisations are joined up. AB suggested that the STP and CCG should manage the bed position and One Holsworthy should focus on other local needs.
- PJ reported on the Holsworthy Community Forum meeting which is run by volunteers

and needs to be involved in any activity for One Holsworthy.

South Molton

- The Mayor of South Molton has been contacted and a meeting is being arranged.

AB asked for all Ones to contact their community nursing leads to engage with community nursing teams. NK said she will also be asking social care leads to engage. Andrea can provide the contacts.

39/19 OND Website

Although there has been a slight delay, a meeting is scheduled to take this forward.

40/19 Support Needs of Ones

HMCD had met with Live Well in Braunton and meetings are being arranged with other areas.

41/19 OND Communities Newsletter

HMCD tabled a draft newsletter which has been developed to provide an update on what each One is doing. This will be circulated to the wider community.

HMCD asked for comments on the draft newsletter to be forwarded direct to her and for each One to provide information that they would like to include. **ALL**

HMCD agreed to circulate the draft newsletter electronically. **HMCD**

42/19 Funding Opportunities

HMCD tabled a paper on funding opportunities and asked whether this was useful for the communities to receive. HMCD agreed to collate and circulate funding opportunities and asked for information on any opportunities to be forwarded to her. **ALL**

AB suggested including funding opportunities on each of the One Town meeting agenda's and to provide NDVS and TTVS contact details who are able to provide support.

JW asked whether there should be an evaluation of each One Town rather than just the IBCF

pilots. MBL suggested that the evaluation would demonstrate benefits to the wider system. HMCD suggested using the notes from meetings as evidence of activity and it was agreed that this will be included on the next agenda for further discussion.

AB

(LL and SB left the meeting at 11.39 am)

43/19 Public Health Data

AB agreed to circulate data for each of the One Towns.

AB

44/19 Support Needs of the Ones

AB advised that each One needs to escalate any barriers that they have come across which need support. These can then be assessed and be taken to the OND Board. JW suggested including this on future agenda's and be included on the One Town activity reports.

45/19 Date of Next Meeting

24th July at 1.30 pm in the ~~Training Room, Bideford Hospital~~ Chichester House Boardroom, NDDH

ONE NORTHERN DEVON COMMUNITIES METING ACTION GRID AS AT 12TH JUNE 2019

Action			Comments	Lead	Outcome
14th February 2019					
1	07/19	Has work been undertaken in local areas to identify priorities	Communities to provide feedback on what public health data they are interested in receiving for their areas	14.03.19 no feedback had been received to date. SJ referred to an overview of JSNA which public health are working on for Barnstaple, Bideford and Ilfracombe. SJ agreed to circulate the Barnstaple report to all groups for comment so that they can confirm what information they would like to receive from public health. SJ also offered to provide support in reviewing information on JSNA. 01.05.19 public health information will be circulated to the communities and it was suggested that interpretation be provided when the information is circulated. 12.06.19 Public health data for Barnstaple had been presented to One Barnstaple and will	ALL

Action				Comments	Lead	Outcome
				form part of the one year plan for One Barnstaple. The data for each area had been circulated to the PCN and the Board agreed to circulate the public health data to the One Communities.	HMCD/AB	Ongoing
2	07/19	Has work been undertaken in local areas to identify priorities	Follow up issues with accurate acute admissions data being received	14.03.19 AB advised that the data team will need to be asked specific questions. JWor suggested formally asking the A&E Board and Planned Care Group whether there are any issues that Communities Group can impact on. 01.05.19 action carried forward 12.06.19 no update	AB	Ongoing
4	08/19	Questions for OND Communities to Develop and Agree	Communication to go out asking communities to consider whether the PPGs need representation	14.03.19 AB suggested that each community should decide representation for their respective groups including from the PPGs. JW suggested that the ToR should reflect that the role of this group is to have appropriate representation in the communities. CM referred to the public stakeholder network which enables PPGs to feedback on issues and also enables early engagement with the	AB	Closed

Action				Comments	Lead	Outcome
				public on matters. 01.05.19 action carried forward 12.06.19 AB referred to the model ToR which support One towns engaging with PPGs. SB reported on a joint primary care network taking place in July that will discuss PCNs. HMCD confirmed that she will make contact with each PCN to assess whether they are engaging with their PPG.		
13 th March 2019						
7	18/19	Second Communities Conference	Make enquiries to see whether there is a remit within the Council for partnership working across health within	01.05.19 JWi agreed to follow up on the action. AB reported on joint commissioning engagement manager post that had been created across DCC and the CCG. The post will work with communities and in-house teams to develop engagement processes. 12.06.19 It was agreed that early October will be a time for a second Communities Conference. Invitations will go out to District and Town councils.	JWi AB/HMcD	Ongoing
12	22/19	How do communities	Provide feedback from One Barnstaple workshop	01.05.19 action remains ongoing	AB	Ongoing

Action				Comments	Lead	Outcome
		want to measure success?		12.06.19 there had been 300 responses received for the One Barnstaple engagement exercise. It was agreed that the feedback will be presented back to the next meeting.		
1st May 2019						
13	26/19	Community Partnerships Update	01.05.19 provide more information to the next meeting on the type of social prescribing referrals being received in Ilfracombe.	12.06.19 a full discussion was held which is reflected in the notes and it was agreed that information on the type of referrals will be provided to the next meeting.	HMCD	Ongoing
14	26/19	Community Partnerships Update	Provide an update to the next meeting on One Bideford	12.06.19 this was included on the agenda	JWi	Closed
15	27/19	Public Health Data	Circulate data to the members of OND Community meeting and include on the next agenda for further discussion	12.06.19 included under action 1 and on the agenda.	AB	Closed
16	28/19	Draft Terms of Reference	Update the draft Terms of Reference and circulate to One Northern Devon Community	12.06.19 AB confirmed that this action was complete	AB	Closed
17	29/19	Joint Evaluation Requirements	Collate evaluation measures from each community prior to the next meeting to be reported collectively on a quarterly basis	12.06.19 included on the agenda	AB	Closed
18	30/19	For OND Communities to Develop and Agree	Support Needs of Ones to remain as a standing agenda item	12.06.19 this remains business as usual	HMCD	Closed

Action				Comments	Lead	Outcome
12th June 2019						
19	35/19	Matters Arising / Community Partnership Update	Explore alternative ways in which information can be provided to local communities to link clients to services. Suggest making contact with community connectors		HMCD	
20	36/19	Social Prescribing Opportunities	Provide an update on the social prescribing network to alternative One Community meetings		HMCD	
21	37/19	Social Prescribing Evaluation	Section B of the impact assessment to include two questions - the impact on the individual and impact on the system. A proposal to also be developed to present to the system to assess whether it provides the information they require.		AB	
22	38/19	Community Partnership Update / One Bideford	Approach Adam Kwiatkowski (Northam GP) to see whether he is able to take on the role of health and wellbeing lead for Bideford		SJ/JW	
23	41/19	OND Communities Newsletter	All Ones to comment on the draft newsletter and forward any information they would like included for their respective areas. HMCD to circulate the draft newsletter electronically.		ALL HMCD	
24	42/19	Funding Opportunities	Any information on funding opportunities to be forwarded to HMCD		ALL	
25	42/19	Funding Opportunities / Evaluation of One	The next meeting to consider evaluation of each One Town and not just IBCF pilots		AB	

Action			Comments	Lead	Outcome
		Towns			