

Forest of Dean Health Forum

NOTES - Via Zoom

Tuesday 7th September 7.00pm

Present:

Albert Weager - Chair
Linda Vaughan - Secretary
Claire Smeeth - Crossroads Care
Hilary Bowen
Brian Pearman
Gary Deighton - Community Wellbeing
Julie Mackie - Dev Manager GHC

James Spiers - Treasurer
Sylvia Francis - Committee
Marcia Gallagher - GHC
Doug Battersby
Jim Rollinson - GOPA
Chrissie Johnson
Lena Maller

Bren McInerney - Community Volunteer
Jackie Jenkins - Community Manager
Nancy Farr - Professional Head of Community Nursing
Hannah Williams - Deputy Director of Nursing and Quality

Apologies:

Ruth Wadley	Sue Henschley	Di Martin	Ingrid Barker	Paul
Roberts				
Bianca Bertelot	Cllr Smart	Mary Thurston	Judith North	Lynn
Teague				

1. Bren Mcinerney - Community Volunteer

The Community Nursing Plan for England
People and Community Advocates Forum
Care Quality Commission's Strategy 2021 - 2026

Bren talked about the development of a 5 Year National Community Plan. He is chair of a sub group which aims to get the voice of the people to be included in the plan. It is now close to the time to draft an application to join the Peoples and Community Advocates Forum which will collect the voices of the people. There are about 86000 community nurses who appear to have a lower profile than hospital nurses. Fragmented commissioning needs to be brought together along with more digital use. The engagement plan will engage both nurses and people. Covid highlighted things that are needed at community level including building relationships both locally and nationally.

The CQC has a new strategy for the changing world which was published in May 2021 Bren outlined this and the excerpt from their website is attached as an addendum.

The key points are:

- **People and communities:** Regulation that's driven by people's needs and experiences, focusing on what's important to people and communities when they access, use and move between services
- **Smarter regulation:** Smarter, more dynamic and flexible regulation that provides up-to-date and high-quality information and ratings, easier ways of working with us and a more proportionate response

- **Safety through learning:** Regulating for stronger safety cultures across health and care, prioritising learning and improvement and collaborating to value everyone's perspectives
- **Accelerating improvement:** Enabling health and care services and local systems to access support to help improve the quality of care where it's needed most.

2. Questions and Queries

Hannah Williams stated that she is pleased that Bren is involved in the Community Nursing plan and would like to thank him on behalf of community nursing, acknowledging that it is important to engage with people on the ground who are not usually heard. They are keen to be involved in the national strategy and will link up with Bren.

Marcia Gallagher stated that this is an exciting opportunity and that the CCG has a huge part to play.

There was a consensus that there are inequalities that need to be addressed and that the new plan has to be made resilient and should involve many providers and organisations so that there is a thorough and broad range of involvement from community workers.

Claire from Crossroads is keen to work alongside the District nurses to compliment and not duplicate care. Recruitment and retention of care staff is an ongoing problem. Jackie Jenkins agreed to meet with Crossroads.

Jim from Gloucester Older Persons Association emphasised the need for CQC inspectors to speak to people at the sharp end

It was agreed to ask a CQC inspector to speak at a future meeting.

3. Welcome Back Day at Yorkley Community Centre – Sunday 19th September
Organisations have been invited to have a staff to display their activities.

4. Chair's Report

Albert has been attending various meetings via Zoom or Teams including the ILP(Integrated Locality Partnership), Forest Community Connectors. The Forum has also sent a letter to Dr Sophia Sandford and Dr Paul Weiss to ask about the problems with getting a GP appointment.

It was noted that practices have had very bad press and are having to work in a different way but are actually working at 110%. In addition to their normal work they have been running the Covid vaccination programme.

There is a shortage of Doctors and the Covid crisis has led to many delays at our Hospitals.

5. Financial report

Balance of £1476.80 which includes a grant of £1000 from West Dean Parish Council and £70 from Newland PC. A further cheque of £200 from Cinderford TC has yet to show on the statement.

6. Any Other business

The next meeting will be held on Tuesday 5th October at 7.00pm via Zoom.

This will be our AGM and our speakers will be from Public Health who are going to tell us about the changes that will affect us in the future.

Addendum 1.

Care Quality Commission Strategy

- **People and communities:** Regulation that's driven by people's needs and experiences, focusing on what's important to people and communities when they access, use and move between services
- **Smarter regulation:** Smarter, more dynamic and flexible regulation that provides up-to-date and high-quality information and ratings, easier ways of working with us and a more proportionate response
- **Safety through learning:** Regulating for stronger safety cultures across health and care, prioritising learning and improvement and collaborating to value everyone's perspectives
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Core ambitions

Running through each theme are two core ambitions:

- **Assessing local systems:** Providing independent assurance to the public of the quality of care in their area
- **Tackling inequalities in health and care:** Pushing for equality of access, experiences and outcomes from health and social care services

We'll look at how the care provided in a local system is improving outcomes for people and reducing inequalities in their care. This means looking at how services are working together within an integrated system, as well as how systems are performing as a whole.

We're committed to our ambition of regulating to advance equality and protect people's Human Rights. Everyone in health and social care has a role to play in tackling the inequalities in health and care for some people. This strategy sets out our ambition for how we can help influence change.

People and communities

We want to be an advocate for change, with our regulation driven by people's needs and their experiences of health and care services, rather than how providers want to deliver them.

This means focusing on what matters to the public, and to local communities, when they access, use and move between services. Working in partnership with people who use services, we have an opportunity to help build care around the person: we want to regulate to make that happen.

Listening and acting

People are empowered

Prioritising people and communities

Smarter regulation

We will be smarter in how we regulate. We'll keep pace with changes in health and care, providing up-to-date, high-quality information and ratings for the public, providers and all our partners.

We'll regulate in a more dynamic and flexible way so that we can adapt to the future changes that we can anticipate – as well as those we can't. Smarter use of data means we'll target our resources where we can have the greatest impact, focusing on risk and where care is poor, to ensure we're an effective, proportionate and efficient regulator.

Taking the right action at the right time
More meaningful ratings
Making it easier to work with us
Adapting to changes
Relevant for all

Safety through learning

We want all services to have stronger safety and learning cultures. Health and care staff work hard every day to make sure people's care is safe. Despite this, safety is still a key concern for us as it's consistently the poorest area of performance in our assessments.

It's time to prioritise safety: creating stronger safety cultures, focusing on learning, improving expertise, listening and acting on people's experiences, and taking clear and proactive action when safety doesn't improve.

The importance of culture
Building expertise
Involving everybody
Regulating safety
Consistent oversight and support

Accelerating improvement

We will do more with what we know to drive improvements across individual services and systems of care. We'll use our unique position to spotlight the priority areas that need to improve and enable access to support where it's needed most.

We'll empower services to help themselves, while retaining our strong regulatory role. The key to this is by collaborating and strengthening our relationships with services, the people who use them, and our partners across health and care.

Collaborating for improvement
Making improvement happen

Outcomes from this strategy

Our strategy on a page

- [View the outcomes of our strategy on a full-screen diagram](#)
- [Download the diagram to print or share](#)
- [Read an accessible text alternative of the diagram](#)

By delivering this strategy, we will achieve 12 outcomes:

People and communities outcomes

1. Our activity is driven by people's experiences of care.
2. We clearly define quality and safety in line with people's changing needs and expectations. This definition is used consistently by all people, and at all levels of the health and social care system.
3. Our ways of working meet people's needs because they are developed in partnership with them.

Smarter regulation outcomes

4. We are an effective, proportionate, targeted, and dynamic regulator.
4. We provide an up-to-date and accurate picture of quality.
4. It is easy for health and care services, the people who use them and stakeholders to exchange relevant information with us, and the information we provide is accessible, relevant, and useful.

Safety through learning outcomes

7. There is improvement in safety cultures across health and care services and local systems that benefit people because of our contribution.
7. People receive safer care when using and moving between health and social care services because of our contribution.

Accelerating improvement outcomes

9. We have accelerated improvements in the quality of care.
9. We have encouraged and enabled safe innovation that benefits people or results in more effective and efficient services.

Core ambitions: Assessing health and social care systems, and tackling inequalities in health and social care

11. We have contributed to an improvement in people receiving joined-up care.
11. We have influenced others to reduce inequalities in people's access, experiences and outcomes when using health and social care services.

Last updated:
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