

Life in Wyre task group Minutes

The minutes of the Life in Wyre task group meeting of Wyre Borough Council held on Tuesday, 1 August 2017 in Committee Room 2, Civic Centre, Poulton-le-Fylde.

Life in Wyre task group members present:

Councillors Lady Dulcie M Atkins, Colette Birch, Emma Ellison, Patsy Ormrod, Julie Robinson, Christine Smith, Matthew Vincent and Val Wilson

Others present:

Kate Hurry, Head of Communications, Engagement and Development, Fylde and Wyre Clinical Commissioning Group

Amanda Bate, Community Engagement Manager, Fylde & Wyre Clinical Commissioning Group

Peter Foulsham, Scrutiny Officer

15 Apologies for absence

Apologies for absence were received from Councillors E Anderton, M Anderton and Walmsley.

16 Declarations of interest

None.

17 Fylde and Wyre Clinical Commissioning Group - contribution to the Life in Wyre Resident Survey

The Chairman, Councillor Christine Smith, welcomed Kate Hurry, Head of Communications, Engagement and Development and Amanda Bate, Community Engagement Manager, representatives of the Fylde & Wyre Clinical Commissioning Group (CCG), to the meeting.

Ms Hurry informed councillors that the CCG found the Life in Wyre resident survey very valuable indeed. The CCG had contributed its own targeted questions to the last two surveys (2014 and 2016) and the results had been used to triangulate with information gathered from other surveys and data gathering exercises.

In 2014 the survey was used to find out more about episodic care and how patients made decisions about who they saw and where they saw them. People were also asked about the value of triage services and whether that was generally acceptable, a question that was unlikely to be repeated. This was to inform the development of the CCG's emerging new models of care at that time.

The 2016 survey provided more detail about access to services including GP extended access appointments and why people thought that health services were important. A question was also asked about people's awareness of the CCG and it was encouraging to find that awareness was consistent across all wards and age groups. Some of the questions in the 2016 survey were jointly agreed with the council. These included questions about people's use of online services.

On the assumption that the CCG will continue to contribute to the Life in Wyre survey, the 2018 survey would be used to help develop an awareness of the multispecialty community provider (MCP) care model, of which Wyre Council was a part. (More information about the MCP can be found [HERE](#).)

In response to additional questions from members of the task group Ms Bate and Ms Hurry made the following points:

- The CCG relied very much on advice from council officers who were more experienced in survey design.
- The number of questions posed in the survey was governed by the information needed; it was not simply a case of agreeing a particular number of questions to be asked. The CCG would work closely with the council to agree a reasonable approach.
- Questions asked related to the information that colleagues required to make decisions about services.
- The task group's suggestion that mental health required a greater emphasis was noted.
- Raising people's awareness of online services was a priority for both the council and the CCG.
- The MCP business planning process involved the council, so there could be a clear link between some of the questions asked in the survey by the CCG and an influence on the council's services.
- Feeding the results from the survey back to respondents and other residents was very important for both the CCG and the council. It would make more sense to respondents and residents, in the opinion of the task group, if this feedback was given as one report, although it was acknowledged by councillors that different timescales for the two organisations sometimes made this difficult.

The Chairman thanked Kate Hurry and Amanda Bate for their helpful and informative contributions to the scrutiny review.

18 **Next steps**

On reviewing the scoping document, the task group asked whether it would be possible to make some comparisons with the resident surveys carried out by other local authorities in Lancashire, if there were any. Peter Foulsham agreed to review some other council websites and report back to the task group at the next meeting.

Councillors also wanted to know whether the perception that the current survey questionnaire was repetitive in places was true, and accepted that the only way to form a view about this was to go through the survey question by questions. Councillor Emma Ellison agreed to undertake this task, assisted by Peter Foulsham, and report back to the next meeting.

19 **Date and time of next meeting**

To be confirmed.