

# Minutes



Cornwall and the Isles of Scilly  
Health and Social Care Partnership

## Citizen Advisory Panel

12 April 2019

10.00 am – 1.00 pm

Cade, Sedgemoor Centre

### Present:

Sally Turner	CAP Lay member (Chair)
Liz Berryman	CAP Lay member
Liz Davies	CAP Lay member
Paul Ford	CAP Lay member
Ian Jones	Volunteer Cornwall
Nikki Kelly	Governing Body Lay member for Patient and Public Involvement
Julie Love (via Lync)	Healthwatch Isles of Scilly
Nigel May	CAP Lay Member (Vice Chair)
Louise Moore	Patient and Public Involvement Assistant, NHS Kernow
Jackie Pendleton	System lead for communications and engagement/Chief Officer, NHS Kernow
Jeremy Preedy	CAP Lay member
Caroline Righton (via Lync)	SoF Communications Lead
Babs Rounsevell	Healthwatch Cornwall

### Guests:

Rachel Wigglesworth	Public Health Consultant
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Agenda No	Item discussion	Action No	Action By
1	<b>Welcome and introductions</b>  Sally welcomed everyone, including new member – Paul Ford, and apologies were noted.  Lou Farbus had returned to her NHS England role and Sally had presented her with presents from CAP at a recent meeting.		
2	<b>Minutes and Actions from last meeting</b>  The Minutes of the last meeting were approved.		

Shaping Our Future is a partnership between NHS Kernow Clinical Commissioning Group; Cornwall Council; Royal Cornwall Hospitals NHS Trust; Cornwall Partnership NHS Foundation Trust; Council of the Isles of Scilly; and NHS England. We're working together to improve people's health and wellbeing; improve the quality of our health and care services and deliver financial stability in our health and care system. [www.shapingourfuture.info](http://www.shapingourfuture.info)

# Minutes

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	<p>The Action Grid was discussed and updated.</p> <p><b><u>Matters arising from the minutes</u></b></p> <p><b>Action 01/2019</b> – some members of the group felt that this information had already been circulated. Clarification to be sought from Amanda.</p> <p><b>Action 79/2018</b> – Jackie clarified that the Annual Quality Reports would be relevant to the group and they would be available in June. Action 79/2019 to be closed.</p> <p><b>ACTION: Jackie to share the Annual Quality Reports with CAP members when available.</b></p> <p><b>Actions 43/2018 and 46/2018</b> – Jackie advised that there was ongoing work regarding personal health budgets/shared decision making. These actions to be closed, however, a new action for Frances was suggested.</p> <p><b>ACTION: Frances to provide an update on Personal Health Budgets/shared decision making.</b></p>	<p>14/2019</p> <p>15/2019</p>	
3	<p><b>Scene Setting</b></p> <p>Jackie provided an update. Organisations across the system were working in a more aligned way than ever before. A fully aligned financial and activity plan had been submitted, however moving money around the system was still challenging. There was a commitment to put £1.50 per head into Primary Care Networks. Primary Care networks were being developed, with submissions due in May, and it was noted that GP practices in some areas were already working closely together.</p> <p>There was discussion around the benefits of a bulletin or mechanism for updating PPGs.</p>		

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	<p><b>ACTION: Jackie to speak to Laura Patrick regarding updates for PPGs.</b></p> <p>The Health and Social Care Academy had been launched and interviews for the Principal were being held that day.</p>	16/2019	
4	<p><b>Social Prescribing update</b></p> <p>Rachel Wigglesworth attended to give an update on Social Prescribing.</p> <ul style="list-style-type: none"> <li>• The Link Workers scheme was available in 28 practices, with some practices employing their own Link workers.</li> <li>• Other schemes were being run in Feock, Truro, Perranporth and St Agnes, these were supporting people in the community and were less embedded in the practices.</li> <li>• Pluss was running a small scheme in the Falmouth/Penryn area.</li> <li>• Exeter and Plymouth Universities and the Academic Health Science Network, were involved to assess progression and report.</li> <li>• Data was being collected from each scheme.</li> <li>• Volunteer Cornwall's Development Workers would be working as a team with the Community Makers.</li> <li>• The pending job losses at Kensey Foods were discussed and it was noted that Cornwall Partnership Foundation Trust (CFT) and Royal Cornwall Hospitals Trust (RCHT) were to hold a jobs fair in that area. Ian J would also pass the details to the local Community Maker who could link with the local practices and PPGs.</li> <li>• CAP members felt that communicating with the GP leads regarding the benefits and support of the voluntary sector, was key. Jackie could include an update in the newsletter.</li> </ul>		

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5	<p><b>Update from Members – A4 summaries</b></p> <p>Not discussed at the meeting, however, members had submitted their A4 summaries, as requested at the previous meeting, and these had been circulated to all.</p>		
6	<p><b>Future role of CAP</b></p> <p>Jackie explained that Shaping our Future should not be seen as a separate programme, it was about organisations working together with the aim of delivering seamless care.</p> <p>Engagement ideas were discussed:</p> <ul style="list-style-type: none"> <li>• it was felt that digital communication and websites were important.</li> <li>• Healthwatch Cornwall was developing the Virtual Citizens Panel.</li> <li>• Community events that PPGs had arranged so far had been successful.</li> <li>• Some PPGs struggled to get any interest from their surgery.</li> <li>• There was a need to go where the people are. Decide what needs to be captured and how.</li> <li>• The challenge for CAP was how does the community give feedback to the system?</li> <li>• Public meetings could be an option as well as the website.</li> <li>• Focus on the PPGs that are active rather than the reluctant ones.</li> <li>• No forum for discussion of issues. Perhaps create a group that feeds in issues and opportunities for organisations to feed issues back. What groups do we need to develop and where to provide appropriate feedback – up and down?</li> <li>• CAP members felt that there was no formal structure or policy for engaging</li> </ul>		

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	<p>with the community. Need to explore other avenues, not just PPGs.</p> <ul style="list-style-type: none"> <li>• It was suggested that locality meetings be asked to invite CAP members to provide updates, perhaps quarterly. Jackie advised that this could not be mandatory, however it could be offered.</li> <li>• It was suggested that engagement at food festivals would be useful.</li> <li>• Links could be made with the four partnership boards that Healthwatch Cornwall administers.</li> <li>• It was suggested that CAP could suggest some of the questions that were being asked when Ben does engagement at surgeries/supermarkets etc.</li> <li>• Nikki suggested that CAP members should have an engagement planning day. Jackie suggested that Steve Brown should be invited to that discussion</li> </ul> <p><b>ACTION: CAP members to suggest which target groups should be contacted and what issues relate to them.</b></p> <p><b>ACTION: CAP members to consider ways to involve the wider community, sharing of ideas, with further discussion at the next meeting.</b></p>	<p>17/2019</p> <p>18/2019</p>	<p>All</p> <p>All</p>
7	<p><b>Review of the Terms of Reference</b></p> <p>Not discussed at the meeting, however, comments had been received prior to the meeting from some members and circulated to all.</p> <p>CAP members agreed that they were happy for Sally to continue as Chair.</p>		

<p><b>8</b></p>	<p><b>Communications update</b></p> <p>Caroline joined the meeting by Lync and updated the group as follows:</p> <ul style="list-style-type: none"> <li>• Individuals and teams were working more as one and sharing information.</li> <li>• The community hospital engagement work was ongoing.</li> <li>• Engagement work around the Peninsula clinical services review was soon to start.</li> <li>• Budget sign-off for the newspaper was awaited. Journalists had been identified and the content and layout had been approved by Tracey Lee. It was hoped that a draft would be available in four weeks which could be circulated for comment.</li> </ul>		
<p><b>9</b></p>	<p><b>Any Other Business</b></p> <p>There was no other business.</p>		
<p><b>10</b></p>	<p><b>Date of Next Meeting – 24 May 2019</b></p> <p>10.00 am – 1.00 pm, Trevithick, Sedgemoor Centre, St Austell.</p>		