



# Minutes

## Citizen Advisory Panel

23 August 2019

10.00 am – 1.00 pm

Trevithick, Sedgemoor Centre

### Present:

Sally Turner	CAP Lay member (Chair)
Steve Bird	CAP Lay member
Clare Bryan	Chief Finance Officer, NHS Kernow
Liz Davies	CAP Lay member
Paul Ford	CAP Lay member
Jo Heaton	CAP Lay member
Nikki Kelly	Governing Body Lay member for Patient and Public Involvement
Ian McCarthy-Lunn	Healthwatch Isles of Scilly
Nigel May	CAP Lay Member (Vice Chair)
Louise Moore	PPI Assistant, NHS Kernow
Nigel Morson	CAP Lay Member
Jeremy Preedy	CAP Lay Member
Babs Rounsevell	Healthwatch Cornwall
Emma Rowse	Volunteer Cornwall
Jan Slimm	Speech to Text Operator

### Guests:

Kate Mitchell	Programme Manager, NHS Kernow
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### Apologies:

Jim Harris	CAP Lay member
Ian Jones	Volunteer Cornwall
Jackie Pendleton	System lead for communications and engagement/Chief Officer, NHS Kernow
Frances Tippett	South West Integrated Personal Commissioning Programme Director

Agenda No	Item discussion	Action No	Action By
1	<b>Welcome and introductions</b>  Sally welcomed everyone and apologies were noted.		

<p>2</p>	<p><b>Integrated Community Services Review</b></p> <p>Kate Mitchell attended the meeting to talk about the draft evaluation criteria that had been produced for use in the three community services reviews. Kate was seeking advice, input and feedback and had circulated papers prior to the meeting for information.</p> <p>In each area where community services were being reviewed a community hospital remained closed to inpatients. Each area had a community stakeholder group and there was CAP representation on two of those groups. The stakeholder groups continued to meet to develop proposed options and working ideas.</p> <p>In order to validate the proposals and include the community in the process some evaluation criteria and an evaluation template had been developed. Firstly a group of people from across various organisations and roles, including CAP members, had met to consider a first draft set of criteria, which had been developed by Kate. Following that meeting, the draft evaluation criteria had been amended.</p> <p>A group of people would be required to train as evaluators. Evaluators would score each option which would then be followed by a group moderated session to agree a collective score. Every option would be taken through the evaluation process.</p> <p>Some criteria would require a minimum score – safety, financial affordability and financial sustainability.</p> <p>There was discussion about community engagement for the Health and Wellbeing Strategy and that it would be helpful if the community groups already established could be utilised in future.</p> <p>CAP members were clear that any chosen short</p>		
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	<p>term options should not preclude longer term options if they became viable.</p> <p>There was praise for Kate’s work and acknowledgement that this was a good process and was inclusive.</p> <p>There was a discussion about how the Embrace work would feed-in/affect the Community Services Review work.</p> <p>Kate was in communication with the Embrace Senior Responsible Officers (SROs). Much of the data produced by Embrace had reflected what was already known, and provided more evidence and themes to support that view.</p> <p>There had been no pressure to delay any work until Embrace had concluded however, in Penwith, for example the data regarding beds and how those were accessed and patient journey upon discharge, was key to local discussions. It was clear that the Embrace project had already started to change culture and ways of working.</p> <p>With regard to community involvement and feedback in Fowey, Kate suggested that it was a little different in that area as in Penwith and Saltash there was already the basis of a community group prior to this review. In Fowey, the hospital had been completely closed and also the community already had a preferred option. The next workshop for Fowey was to be held on 10 September, where the care home market analysis would be considered.</p> <p>Sally said that Kate’s work was appreciated as well as the fact that the CCG had decided to engage with communities in all three areas.</p> <p>Members of CAP agreed that an update on the Embrace work should be a future agenda item.</p>		
3	<p><b>Minutes and Actions from last meeting</b></p> <p>The minutes of the last meeting were approved</p>		

	<p>subject to the following amendment:</p> <p>The sentence on page 2 that referred to Page 4 Item 4 of the previous minutes should be amended to read – “Nigel May was a member of the Primary Care Development Group and Nigel Morson was a member of the Joint Primary Care Committee.”</p> <p>The Action Grid was discussed and updated.</p> <p><b><u>Matters arising from the minutes</u></b></p> <p>Sally advised that she was actively trying to recruit some new CAP members.</p> <p>Sally had sat as a member of the Governing Body for the first time.</p> <p>Details of the personalised care conference had been circulated, which included a booking link. Ian Jones would be co-hosting the event.</p>		
<p>4</p>	<p><b>Terms of Reference</b></p> <p>A small task and finish group had met following the session with Kevin Feaviour, and drafted new CAP Terms of Reference for discussion and approval.</p> <p>Suggested amendments were:</p> <ul style="list-style-type: none"> <li>• With regard to the new logo, it was suggested that Health and Care Partnership sounded like a legal entity. CAP members would prefer the use of the term ‘Partners’.</li> </ul> <p><b>ACTION: Clare to feedback the views of CAP on the suggestion that the word Partners be used rather than Partnership.</b></p> <ul style="list-style-type: none"> <li>• If not specified within the Terms of Reference, it should be made clear at meetings that personal health issues were not to be discussed.</li> </ul>	<p>34/2019</p>	



	<p><b>ACTION: Babs to pass on the contact details for Activate to Nikki.</b></p> <p><b>ACTION: Nikki to contact Activate to seek a representative for CAP.</b></p> <ul style="list-style-type: none"> <li>• Membership, bullet point seven – remove the wording ‘to be discussed with .....’</li> <li>• Membership, bullet point eight – remove the wording in brackets.</li> <li>• Membership, number two – typo – ‘asked to attend.’</li> <li>• Membership, number three – remove the words ‘PCN wishes etc’.</li> <li>• Membership, number 4 – change election of Chair and Vice Chair to ‘bi-annually’.</li> <li>• Membership, number 5 – add commas before and after ‘but not less than quarterly’.</li> <li>• Review arrangements – typo – ‘Transformation Board <b>and</b> NHS .....’</li> </ul>	<p><b>37/2019</b></p> <p><b>38/2019</b></p>	
<p>5</p>	<p><b>CAP Annual Report</b></p> <p>Sally shared her draft CAP Annual Report for discussion and amendment. The finalised report would be submitted to Trudy Corsellis following the CAP meeting.</p> <p>Suggested amendments were as follows:</p> <ul style="list-style-type: none"> <li>• Members, second bullet point – should read ‘representative from VSF’ rather than Volunteer Cornwall.</li> <li>• It was agreed to remove the paragraph ‘Role of CAP’.</li> <li>• August 2018 – typo – Tesaa should read ‘Tessa’.</li> <li>• An objective for CAP should be to increase their knowledge of diversity and needs of groups and people in Cornwall.</li> <li>• It was suggested that Jonathan Price, Helen Charlesworth-May and Rob Rotchell could be invited to meetings. Although it was noted that Jackie attended meetings to represent the</li> </ul>		

	<p>system. However, it was suggested that an invite would show that CAP was interested in their areas of work.</p> <ul style="list-style-type: none"> <li>• The fourth Western Morning News article had been published, further articles would be circulated once available.</li> <li>• Engagement next steps, first bullet point – change integrated area to ‘Integrated Care Area’.</li> <li>• Next steps for CAP – add ‘2019/20’.</li> <li>• Next steps for CAP, bullet point one, first sentence, to be changed to read: “Continue to focus on public engagement and communication, <i>responding to the changing needs of the system</i>, expecting the Leads from <del>NHS Kernow, the Council and CFT</del> <b>Cornwall and Isles of Scilly Health and Care Partnership</b> to work with CAP to ensure the most effective methods and avenues are devised and utilised. “</li> <li>• Next steps for CAP, bullet point two, first line – remove the word ‘all’; penultimate line – remove wording ‘of all ages’.</li> <li>• Next steps for CAP, bullet point three – add ‘diversity’ after the word ‘membership’.</li> <li>• Insert new bullet point (after bullet point two) – “CAP members to seek involvement in Cornwall and Isles of Scilly Health and Care Partnership lessons learned events and business continuity planning.”</li> <li>• Appendix 1a - include the Devon PPG conference and Embrace Care presentations.</li> <li>• Lay CAP Members, Joan Heaton, add to bullet point two – ‘and member of East Cornwall Umbrella PPG Group; add additional bullet point – ‘Launceston Town Councillor’; add additional bullet point – ‘Independent Custody Visitor – Devon and Cornwall Police.’</li> </ul>		
<p>6</p>	<p><b>Feedback/Reports from CAP members</b></p> <p>There were no reports/feedback. In future reports related to attendance at Boards should be forwarded prior to CAP meetings for inclusion as appendices to the agenda.</p>		

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<p>7</p>	<p><b>Any other business</b></p> <p>Nikki had had an interesting discussion with Matthew Gordon regarding the Care Leavers' Covenant to which organisations could sign up.</p> <p>Nikki also spoke about Carefree Cornwall, where 33% of staff were care leavers and the team included a psychologist, unique to Cornwall.</p> <p><b>ACTION: Nikki to share further information re: Carefree.</b></p> <p><b>ACTION: Nikki to arrange for Matthew Gordon to visit a CAP meeting when he is in Cornwall.</b></p> <p>There was discussion about recent presentations that Rebecca Cohen had given to the West Integrated Care Area Board and it was suggested that Rebecca be invited to a future meeting to present an overview of the population.</p> <p>Joan updated the group on recent interagency and CNP meetings that she had attended.</p> <p>Liz advised that her PPG had arranged for various organisations to have stands at the surgery in the week beginning 14 October.</p> <p>The PPG conference was being planned for early November and various venues were under discussion. It was hoped that as many surgeries would be represented as possible. An update on the conference planning would be requested for the September meeting.</p>	<p>39/2019</p> <p>40/2019</p>	
	<p><b>Date of Next Meeting – 27 September 2019</b></p> <p>12.30pm – 3.30pm, Trevithick, Sedgemoor Centre, St Austell, Nikki to Chair in Sally and Nigel's absence. <b>PLEASE NOTE LATER START TIME.</b></p>		