



Minutes

Citizen Advisory Panel

13 December 2019

10am – 1pm

Trevithick, Sedgemoor Centre

Present:

Sally Turner	CAP Lay member (Chair)
Steve Bird	CAP Lay Member
Liz Davies	CAP Lay Member
Kathy Doeser	CAP Lay Member
Sarah Fisher	Head of Communications, Cornwall Foundation Trust
Paul Ford	CAP Lay member
Joan Heaton	CAP Lay member
Ian Jones	Volunteer Cornwall
Louise Moore	PPI Assistant, NHS Kernow
Nigel May	CAP Lay Member (Vice Chair)
Nigel Morson	CAP Lay Member
Jeremy Preedy	CAP Lay Member
Jan Slimm	Speech to Text Operator

Guests:

John Clements	Independent Chair – Safeguarding Children Board
Fiona Field	Independent Chair – Safeguarding Adults Board
Richard Williams	Chair – Voluntary Sector Forum

Apologies:

Catherine Fuller	Healthwatch Isles of Scilly
Jim Harris	CAP Lay Member
Karen Hodgkin	Healthwatch Isles of Scilly
Nikki Kelly	Governing Body Lay member for Patient and Public Involvement
Amanda Stratford	Healthwatch Cornwall
Jackie Pendleton	System lead for communications and engagement/Chief Officer, NHS Kernow

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

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	<p>There was discussion about, and Sarah provided an update on, communications and engagement team capacity.</p>		
<p>3</p>	<p>Safeguarding</p> <p>Fiona Field and John Clements, Independent Chairs of the Adults and Children Safeguarding Boards attended the meeting. Discussion and actions were as follows:</p> <ul style="list-style-type: none"> • John felt that it was useful to meet other groups and explore opportunities. • Safeguarding leaflets had been distributed by the Safeguarding Adults Board to GP practices and CAP members were encouraged to check if they were available in their surgeries. • Leaflets had also been distributed to clinics, hospitals, social care and village/town halls. • Sally suggested that members of local communities could be encouraged to review noticeboards etc to ensure they were up to date. • Steve suggested that safeguarding be a topic for the PPG conferences in 2020. • Fiona was keen to hear of instances where there was difficulty raising a safeguarding concern. • Jeremy suggested that Fiona might wish to attend the Home Care and Care at Home meetings where examples of such instances could be relayed to her directly. • Richard Williams was doing a piece of work with the Council related to safeguarding and suggested that CAP could become involved with that to develop a programme of engagement before the PPG conferences. <p>ACTION: Work in partnership with Richard, who would invite Sally and the Vice Chair to a meeting.</p>	<p>57/2019</p>	<p>Richard, Sally and Nigel May</p>

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	<p>ACTION: Paul to suggest to his PCN that safeguarding be a topic at the next Summit.</p> <ul style="list-style-type: none"> • All surgeries, as part of CQC registration, were required to have a lead for safeguarding. Sally suggested that CAP members ask their practices who their lead was and check for safeguarding literature in the waiting room. • Fiona agreed that the 25% figure for safeguarding incidents in care homes was of concern and that the aim was 0%. • The process for dealing with safeguarding concerns was discussed and CAP members were concerned that there could be times where self-funding patients may be discharged to a home under investigation. • John explained that the Safeguarding Children Board was good at engaging children and parents from CAMHS and previous service users, however, it was more difficult to engage with other families. • Sarah suggested that the health centres in schools might be a way to engage with other children and would share the contact information. 	58/2019	Paul
	<p>ACTION: Sarah to send the link with the details for the school health centres, to Louise, for sharing with John.</p> <ul style="list-style-type: none"> • Richard believed that the PCNs were crucial to the process of how a local approach would be developed and communicated. He was working with the Newquay community initially, then East and West. • It was agreed that transparency, openness and more available information was important. • Fiona emphasised that prevention was essential and that safeguarding was just the end of a process. • There was a final discussion about the 	59/2019	Sarah

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	<p>choices made by vulnerable adults (self-neglect) and Fiona confirmed that there was a role for safeguarding to help those individuals too.</p> <ul style="list-style-type: none"> • Actions for CAP members were summarised as follows: <p>ACTION: Find out who the designated lead for safeguarding is at their practice.</p> <p>ACTION: Look out for the safeguarding adults booklets at their surgeries.</p>	<p>60/2019</p> <p>61/2019</p>	<p>All</p> <p>All</p>
<p>4</p>	<p>Discussion – increasing awareness of CAP</p> <ul style="list-style-type: none"> • CAP members agreed to the publication of minutes on the website. • The photographer attended to take photos of CAP members for inclusion on the new CAP webpage. • All CAP members were asked to provide a short bio for inclusion alongside their photo on the webpage. <p>ACTION: CAP members to provide a short bio to Louise before Christmas.</p> <ul style="list-style-type: none"> • Members of CAP were asked to be involved with the NHS England Patient and Community Involvement return. Nigel Morson agreed to be involved and the spreadsheet would be sent to all CAP members for their input if they desired. <p>ACTION: Louise to send the Patient and Community Involvement spreadsheet to all CAP members for input/comment.</p> <ul style="list-style-type: none"> • Nigel May wondered if locality group and PCN minutes could also go on the website. • Sally agreed to be filmed for a short video to accompany the CAP Annual Report. 	<p>62/2019</p> <p>63/2019</p>	<p>All</p> <p>Louise</p>

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5	<p>Feedback/Reports from CAP members</p> <p>Following the PPG Conference, Richard was doing a piece of work around social prescribing rollout and was looking for two volunteers to assist with developing the model. Joan volunteered to help and Sally suggested that someone from the Carrick PPG group might also be interested. Richard would set up a meeting with the volunteers and Nikki and return to a future CAP meeting to feed back.</p> <p>Paul had attended a Cyber Security Awareness Session and would share his report with the minutes.</p> <p>Joan advised that the Connections working group had met and information was being cascaded into the community.</p> <p>Nigel Morson gave an update on the Primary Care Commissioning Committee meeting that he had attended the previous day.</p> <p>Nigel May raised an ongoing issue about obtaining figures for re-admissions.</p> <p>ACTION: Nigel to consider drafting an email to Jackie, Kate Shields, Helen Charlesworth-May and the new CFT Operations Director.</p> <p>Liz confirmed that Hearing Loss Cornwall had been contacted regarding training for NHS Kernow and practice staff.</p> <p>Sally had attended the North Kerrier reference group and had tried to recruit a new member from there too.</p> <p>Sally confirmed that Liz Berryman would be returning to CAP after Christmas.</p> <p>Problems accessing dentistry were discussed. Healthwatch Cornwall would be releasing a report on dentistry for special needs patients in due course.</p>	64/2019	Nigel May

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6	<p>PCNs and PPG Engagement/PPG Conference</p> <p>It was agreed that Olivia Butterworth be invited to dial-in to the January meeting for discussion around PCN and PPG engagement and the planned PPG conferences.</p> <p>ACTION: Louise to invite Olivia to dial-in to the January CAP meeting.</p> <p>Kathy mentioned the Healthwatch Cornwall public engagement conference that was planned for 26 March.</p> <p>ACTION: Kathy to find out more about the Healthwatch Cornwall conference and share details with CAP members.</p>	<p>65/2019</p> <p>66/2019</p>	<p>Louise</p> <p>Kathy</p>
7	<p>Any Other Business</p> <p>Nigel Morson advised that, due to another opportunity, he would no longer be able to join the Learning Disability Partnership Board.</p>		