

# Minutes



Cornwall and the Isles of Scilly  
Health and Social Care Partnership

## Citizen Advisory Panel

26 July 2019

10.00 am – 1.00 pm

Rowena Cade, Sedgemoor Centre

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### Present:

Sally Turner	CAP Lay member (Chair)
Jackie Pendleton	System lead for communications and engagement/Chief Officer, NHS Kernow
Nigel May	CAP Lay Member (Vice Chair)
Ian Jones	CAP Lay member
Jo Heaton	CAP Lay member
Paul Ford	CAP Lay member
Liz Davies	CAP Lay member
Steve Bird	CAP Lay member
Nikki Kelly	Governing Body Lay member for Patient and Public Involvement
Nigel Morson	CAP Lay Member
Jan Slimm	Speech to Text Operator
Jim Harris	CAP Lay member
Paul Ford	CAP Lay member
Amanda Stratford	Healthwatch Cornwall

### Guests:

Francis Tippet	South West Integrated Personal Commissioning Programme Director
Debbie O'Nyons	PHB
Laura Patrick	Head of Comms

### Apologies:

Ian McCarthy-Lunn	Healthwatch Isles of Scilly
Liz Berryman	CAP Lay Member
Louise Moore	Patient and Public Involvement Assistant, NHS Kernow
Steve Brown	Interim Deputy Director of Public Health for CIOS and Service Director for Wellbeing and Public Health

# Minutes

Agenda No	Item discussion	Action No	Action By
1.	<p><b>Welcome and introductions</b></p> <p>Sally welcomed everyone and apologies were noted.</p> <p>She informed everyone that Liz Berryman has, for personal reasons, had to step down from CAP at this moment in time and that Jeremy Preedy, due to other commitments would not be able to attend so many meetings. Therefore CAP is in search of at least one new member from the west.</p>		
2.	<p><b>Minutes and Actions from last meeting</b></p> <p>The minutes of the May meeting were approved subject to the following amendment:</p> <p>Page 4, Item 4: 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>Sally expressed thanks to Jan for producing a coherent set of minutes from the June workshop, which was facilitated by Kevin Feavour.</p> <p>The Action Grid was discussed and updated.</p> <p><b><u>Matters arising from the minutes</u></b></p> <p><b>28/2019 ACTION:</b> Nikki to send the link to the Personal Health Budget films to Sally.</p> <p><b>29/2019: ACTION:</b> Nikki to circulate information from the Council's digital engagement team.</p> <p><b>29/2019: ACTION: Nikki Kelly to follow up lack of attendance of CAP members</b></p> <p><b>31/2019: Closed</b></p> <p><b>25/2019:</b> Laura to share the draft mental health strategy for information once a public friendly version produced and commissioning lead back from sick leave. End of July.</p>		

# Minutes

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	<p>Sally Turner has been appointed a non-voting member of the Governing Body commencing August 2019.</p> <p>Simon Bolitho provided an update on the workshop to Jackie Pendleton.</p>		
<p><b>3.</b></p>	<p><b>Reimbursement of expenses policy.</b></p> <p>Laura reported the reimbursement of expenses policy specifically relates to volunteers and how to obtain a reimbursement of expenses. Members of CAP were asked to review the policy and advise if there were any points that required clarification or amendment.</p> <p>Sally noted the policy was clear, concise and on behalf of CAP members approved the policy. Laura noted the policy would be submitted for review through the NHS Kernow process. Laura noted the expenses form would remain the same.</p> <p>Members expressed a preference to submit expenses electronically.</p> <p><b>ACTION:</b> Laura to investigate if CAP members could submit their expenses electronically rather than completing a paper form.</p> <p><b>UPDATE:</b> It is not possible for CAP members to submit electronic expenses forms as not technically staff. Paper forms will need to be completed.</p> <p><b>NOTE:</b> Consumable expenses can also be reimbursed if relating to voluntary work for the health and care system. Receipts must be attached. Also unlikely that expenses will be reimbursed if submitted 3 months after expenditure incurred.</p>		
<p><b>4.</b></p>	<p><b>Personalised Care update</b></p> <p>Francis Tippett and Deborah O’Nyons provided an update on the work being carried out by the personalised care team.</p>		

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	<p>Debbie has been working on personalised care for the past three years supporting vulnerable people in Cornwall who have fallen through the gaps in services or where traditional services haven't worked for them.</p> <p>Deborah gave an example of where personalised care has assisted a family and also included local charities.</p> <p>Paul Ford noted there wasn't any dementia support in the Launceston area and the only support available comes from the voluntary sector, which is a memory café in Launceston run by a volunteer, who had voiced concerns that the only support people were receiving was from their carer or from the memory café.</p> <p><b>ACTION:</b> Jackie and Francis to meet to discuss the lack of dementia professionals in Launceston.</p> <p>Francis thanked members for their passion and enthusiasm. The next opportunity to discuss and learn more about Personalised Care will be at an event in partnership with colleagues in Cornwall on 20 September at Wadebridge showground. The event will be hosted by Jackie Pendleton and co-hosted by Ian and Helen Charlesworth-May.</p>		
5.	<p><b>Terms of Reference</b></p> <p>Deferred to the next meeting</p>		
6.	<p><b>Engagement next steps</b></p> <p>The notes from the facilitated workshop were circulated to members. The next steps would be to look at the role of the CAP.</p> <p>Jackie noted Amanda, Nikki and Laura had met prior to the meeting to look at ways in which CAP members could engage with the system ways of working and if there was a requirement for members to attend primary care network</p>		

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	<p>meetings as well as other boards to ensure that members are part of the planning and information sharing process.</p> <p>Nigel Morson noted it was important that CAP flowed through other areas and groups including localities and PCNs to ensure information flowed between PPGs to committees and back again.</p> <p>Following the workshop a list of suggestion were made on how to utilise the experience and knowledge of CAP members into the system. Jackie suggested a working group be established of four or five CAP members including Nikki Kelly to take forward those actions arising and work to clarify the role of CAP. It was suggested one person from each of the four geographical integrated care areas and the Isles of Scilly be on the working group.</p> <p>The names suggested were: Nikki Kelly Jackie Pendleton Nigel Morson Paul Ford Jim Harris Amanda Stratford</p> <p><b>NOTE: The meeting will be held on 8 August at 15.00hrs.</b></p>		
7.	<p><b>Feedback/Reports from CAP</b></p> <p>Nigel Morson circulated the PCCC report to CAP members for information and asked if the minutes of the PCCC meetings could be made public, as the Committee had reached a stage where the content would be of interest to members of the public and asked if the meeting could be opened to the public, similar to the Governing Body where the public attend the part one session to enable questions to be asked.</p> <p><b>ACTION:</b> Jackie to speak to Melissa Mead, Chair of PCCC to discuss the best way to manage.</p>		

# Minutes

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	<p>Nigel Morson asked about the Embrace Conferences taking place on 1 August and 6 August. Jackie advised the conferences are an explanation of the diagnostic work being undertaken by Newton Europe and CAP members would be welcomed and encouraged to attend.</p>		
8.	<p><b>Any other business</b></p> <p>Sally expressed congratulations to NHS Kernow for coming out of all special measures and particular thanks to Jackie Pendleton for all her hard work.</p> <p>There was no other business.</p>		
9.	<p><b>Date of Next Meeting – 23 August 2019</b></p> <p>10.00 am – 1.00 pm, Trevithick, Sedgemoor Centre, St Austell.</p>		