

Minutes



Cornwall and the Isles of Scilly
Health and Social Care Partnership

Citizen Advisory Panel

28 June 2019

10.00 am – 1.00 pm

Rowena Cade, Sedgemoor Centre

Present:

Sally Turner	CAP Lay member (Chair)
Simon Bolitho	Deputy Finance Officer CCG
Liz Davies	CAP Lay member
Paul Ford	CAP Lay member
Nikki Kelly	Governing Body Lay member for Patient and Public Involvement
Ian McCarthy-Lunn (via telephone)	Healthwatch Isles of Scilly
Nigel May	CAP Lay Member (Vice Chair)
Nigel Morson	CAP Lay Member
Jan Slimm	Speech to Text Operator
Jody Wilson	Healthwatch Cornwall

Guests:

Kevin Feaviour	
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Apologies:

Steve Brown	Interim Deputy Director of Public Health for CIOS and Service Director for Wellbeing and Public Health
Liz Berryman	CAP Lay Member
Louise Moore	Patient and Public Involvement Assistant, NHS Kernow
Jackie Pendleton	System lead for communications and engagement/Chief Officer, NHS Kernow
Babs Rounsevell	Healthwatch Cornwall
Amanda Stratford	Healthwatch Cornwall
Frances Tippett	South West Integrated Personal Commissioning Programme Director

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

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Agenda No	Item discussion	Action No	Action By
2	<p>Minutes and Actions from last meeting</p> <p>The Minutes of the April meeting were approved.</p> <p>The Minutes of the May meeting were approved with the following amendment:</p> <ul style="list-style-type: none"> Page 4 Item 4 – Nigel May was a member of the Joint Primary Care Committee whilst Nigel Morson was a member of the Development Board. <p>The Action Grid was discussed and updated.</p> <p><u>Matters arising from the minutes</u></p> <ul style="list-style-type: none"> The issue regarding CAP members being allowed to remain in Primary Care meetings during confidential discussion remained unresolved. Members of the group agreed that there could be two people from the same PPG on CAP; Sally advised that there were two potential new CAP members, one from Looe and one from Launceston. More support for CAP members was discussed and it was suggested that a briefing and induction about how to visit services and groups in their area would be good to enable oversight of their locality. There had been some good films made in relation to personal health budgets. Sally suggested it would be useful to share those with PPGs and at Locality meetings. <p>ACTION: Nikki to send the link to the Personal Health Budget films to Sally.</p>	28/2019	Nikki

<p>3</p>	<p>Focus on Engagement</p> <p>The remainder of the meeting was a focus on engagement facilitated by Nikki Kelly and Kevin Feaviour. Key points were:</p> <ul style="list-style-type: none"> • The aim of the meeting was to think about the ways CAP could engage with all people in their communities. How this could be fed into the Terms of Reference and then linked to Shaping our Future (SOF)? • Kevin introduced himself and asked what CAP members had learnt, heard and experienced, so this could be captured and used to drive future plans forward. • The group needed a direction on how it engaged others. • Success criteria would be identified as well as any blocks to those, any solutions and ideas for next steps. • Charts on the walls were used to record ideas and views during the course of the meeting. A matrix would be created of what CAP wished to achieve. • Members of the group commented on the community hospital engagement process as follows: although a long and drawn out process it seemed there was engagement with lots of people; best engagement in 10 years; everyone is saying they are good, but they were driven by people being up in arms about them closing; we need something to bring people together, that seemed to be important; there was reflection about the Poltair consultation where, once the Penwith forum became involved, it was realised that there was no plan and the needs of the community had not been considered. • Good engagement looks like: listening; no agenda from either side; having a structure for communication of information; accessible and inclusive; 		
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	<p>many connections; dedicated people to do the ground work; multi-agency involvement.</p> <ul style="list-style-type: none"> • How are the GP surgeries working with their PPGs? How does that information from social prescribing etc feed into CAP? How do we follow patient journeys? How do we know what impacts on people in our community? • There was discussion about the role of PPGs and how to access information on themes. Healthwatch Cornwall had a role in that so duplication should be avoided. • What were some of the structures that were in place and what would be there in the future? What is the role of CAP? What are the things that will help CAP to achieve that, within the new structures? • Community navigators and prescribers needed to be more visible. • Did the public know there was a CAP and what they do? If not, how could that be communicated and what would be the feedback mechanism. • Nikki had recently met with the Council's Digital Engagement Team and had some interesting information and statistics to share about low literacy and digital skills. <p>ACTION: Nikki to circulate information from the Council's digital engagement team.</p> <ul style="list-style-type: none"> • CAP members were asked to think about what CAPs role could be? • Localities could feed into CAP then CAP feed information up; develop group practice guidelines and feed down to PPGs as a suggestion to help them; in the local community at events; work alongside the three integrated care hubs. • Need to find out first what the needs of the community are first, before targets are decided. • How would the information come to CAP and how could meetings and Terms of Reference be used to inform its function. 	29/2019	Nikki
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	<ul style="list-style-type: none"> • It would be helpful if there were representatives from the three Integrated Care Groups on CAP. • In pairs some of the blocks were identified as: people believing it will happen; making sure it's reciprocal; locality approaches; links between different networks. • Members of the group then considered enablers and aims: agenda items to discuss examples of poor communication; examples of good practice; use of infographics; inclusivity; connecting with communities; inviting movers and shakers to share knowledge; tap into parish councils. • What are the three or four things you could do to support engagement? Monitor language; monitor communication and engagement that goes to the public; measure CAP's effectiveness. • Are there enough resources to be effective? Key messages need to go out regularly across Cornwall. Keep it simple and use all media sources; There should be involvement with events and get together. • What are you currently doing? What do you think you need to do? We are informed, see papers, have regular meetings with speakers. We don't always formally discuss information: we have seen CAP as participating, but we actually haven't. It's just a tick box exercise; CAP members are invited to the PPG conference; push info up and down; send Governing Body reports to PPG colleagues; links with the Parish Council. • What you have is routes to other people to inform them. You have lots of opportunities to talk about the issues. Is there a script you could all have? Could you all link to a couple of community events over the next six months? Maybe you could have a graphic or recipe card with five things that highlight what good 		
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	<p>practice is. Are there some things you could produce?</p> <ul style="list-style-type: none"> • CAP minutes (or a summary) should go to the Governing Body and also some information should be fed back to the System Leadership Group. • We need some guidance on what the community events are about, so we can focus with a theme. We need to say we want to do this and we want the information to take out to the community. • Terms of Reference to be reviewed and people to be made aware of them and CAP. <p>ACTION: Terms of Reference to be on agenda and reviewed at July meeting.</p> <p>ACTION: Kevin to collate all the information from the charts and post-its and send back to the group.</p>	<p>30/2019</p> <p>31/2019</p>	<p>Sally</p> <p>Kevin</p>
4	<p>Any other business</p> <p>There was no other business.</p>		
5	<p>Date of Next Meeting – 26 July 2019</p> <p>10.00 am – 1.00 pm, Rowena Cade, Sedgemoor Centre, St Austell.</p>		