



Minutes

Citizen Advisory Panel

22 November 2019

10am – 1pm

Cade, Sedgemoor Centre

Present:

Sally Turner	CAP Lay member (Chair)
Steve Bird	CAP Lay Member
Liz Davies	CAP Lay Member
Kathy Doeser	Prospective CAP Lay Member
Paul Ford	CAP Lay member
Catherine Fuller	Healthwatch Isles of Scilly (via Lync)
Jim Harris	CAP Lay Member
Joan Heaton	CAP Lay member
Karen Hodgkin	Healthwatch Isles of Scilly (via Lync)
Ian Jones	Volunteer Cornwall
Nikki Kelly	Governing Body Lay member for Patient and Public Involvement
Louise Moore	PPI Assistant, NHS Kernow
Nigel Morson	CAP Lay Member
Laura Patrick	Head of Communications and Engagement, NHS Kernow (for item 4 only)
Jeremy Preedy	CAP Lay Member
Babs Rounsevell	Healthwatch Cornwall
Jan Slimm	Speech to Text Operator
Rachel Tofts	PA to Chair, NHS Kernow (for item 4 only)

Guest:

Helen Childs	Chief Operating Officer, NHS Kernow
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Apologies:

Nigel May	CAP Lay Member (Vice Chair)
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>		

<p>2</p>	<p>Minutes and Actions from previous meeting – October 2019</p> <p>The minutes of the last meeting were agreed subject to a typo being amended as follows: ‘Chair’ to be removed from after Nigel Morson’s name.</p> <p>The Action Grid was discussed and updated.</p> <p>Matters arising from the minutes</p> <p>Groups and Boards – Jeremy and Nigel May had expressed interest in attending Embrace meetings.</p> <p>Paul advised that he could no longer attend either of the primary care committees.</p> <p>After discussion it was agreed that Joan would join Nigel Morson as a member of Joint Primary Care Committee. It was unclear whether Nigel May wished to continue his involvement with the Primary Care Development Committee.</p> <p>Reports back - The Shaping our Community event in Launceston had been a success. A working group was to meet on 4 December.</p> <p>47/2019 - Sally reported that the Executive Officer of Hearing Loss Cornwall had offered to do a session for NHS Kernow colleagues and CAP members. It was also hoped that there would also be sessions available to GP practice colleagues in the New Year.</p> <p>Babs had details of a colleague who was available to give talks, with her hearing dog. Babs to pass contact details on to Liz.</p> <p>Jim asked about the availability of sign language courses and Liz would let Jim have contact details for those outside of the meeting.</p> <p>It was suggested that engagement with PCNs should be included as a future agenda item with a suggestion that Nigel May could lead that</p>		
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	<p>discussion.</p> <p>ACTION: Engagement with PCNs to be a future agenda item</p> <p>Sally had been invited to attend the North Kerrier reference group the following week.</p>	50/2019	Sally/Louise
3	<p>Embrace Public/Patient/Carer Engagement</p> <p>Helen Childs attended to provide an update on Embrace:</p> <ul style="list-style-type: none"> • The diagnostic phase had ended and the results had been shared. Leaflets were available for CAP members at the meeting. • Frontline colleagues and case notes had been consulted to inform the report which confirmed that best outcomes were not always achieved. • The focus had been on people aged over 65, however, it was known that any improvements to services would have a positive impact on all. • The next step was implementation of the recommendations from the diagnostic phase. • There were seven workstreams, with design teams, comprising staff from local health and care provider organisations, domiciliary care providers, Cornwall Council, NHS Kernow and the voluntary sector. • Camborne/Redruth had been identified as a pilot site. • In response to a question about public involvement, Helen advised that patients would be included in the design teams. Frontline colleagues would be able to suggest potential lay members from their caseloads. • There was concern about impartiality of patients if their clinician was involved in the design team. However, Helen reassured the group that the design leads were not necessarily clinicians that worked in that location. 		

	<ul style="list-style-type: none"> • There was discussion about the involvement of Derriford and Helen confirmed that they had been involved in the diagnostic phase. However, at that time they were unable to engage in the implementation phase in the same way. • Some CAP members were concerned that Derriford was not fully engaged in the current discussions and wished to be proactive in encouraging their involvement. • After some discussion it was agreed that if and when it became appropriate, CAP could consider how they might encourage Derriford to take part. • Helen confirmed that any provision designed to support people upon discharge from hospital would be relevant to patients that were leaving both RCH and Derriford. • Helen explained that Camborne/Redruth has been chosen initially as it was an area with deprivation and significant needs. The area had a community hospital and was also big enough to have implications for RCH, the environment and culture was also supportive of the approach suggested in the Embrace recommendations. • The email address for CAP members who wished to sign up to regular updates was: embracecare@cornwall.gov.uk 		
<p>4</p>	<p>Report back from PPG Conference</p> <p>Laura Patrick attended the meeting and thanked everyone for their ideas and contributions prior to the event and everyone that had been involved in preparations and on the day. Key reflections were:</p> <ul style="list-style-type: none"> • Feedback had been positive and people felt they had opportunities to be heard and to network. • There had been 57 attendees (compared to 60 last year). • Laura would liaise with the PPGs that hadn't engaged for feedback on their reasons for that. 		

	<ul style="list-style-type: none"> • Laura was aware that the agenda was mainland focussed and would be happy to change that to enable involvement from the Isles of Scilly if they felt that would be of benefit. • Rachel Tofts had agreed to manage the arrangements for the 2020 PPG conference. • After discussion it was agreed that there should be three conferences, spread across the county. • The benefits of PCN summit meetings were highlighted and a suggestion that they could be linked to the conferences. • It was agreed that planning for the next conference should start early with that being a standing agenda item from the New Year. <p>ACTION: PPG Conference Planning to be a standing agenda item (from January)</p> <ul style="list-style-type: none"> • The importance of patient voice/patient stories was highlighted and should be included next year. • It was suggested that a weekend time would enable GPs and Practice Managers to attend. • Nigel Morson mentioned the training that he and Nigel May had recently attended called '10 Steps to Better Engagement' and that interested people could attend 'train the trainer' sessions. Nigel felt that the training was useful to share with practices, localities and PCNs. • All localities worked differently and in some areas there were umbrella groups of PPGs. • Nikki mentioned Reclaiming the Community in Penzance and agreed to send Jim details of that outside of the meeting. • Joan reported that Launceston CNP had a PPG member as an associate member (no voting rights). • Kathy was looking into setting up a Reference group in her area (South Kerrier). 	51/2019	Louise
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	<ul style="list-style-type: none"> • It was suggested that an aim of the conferences should be to seek representation from every PPG. • It was suggested that Volunteer Cornwall's expertise in arranging conferences would be beneficial. • There was confusion as to whether Three Spires PPG was active. Sally agreed to follow that up. <p>ACTION: Sally to investigate whether Three Spires had an active PPG.</p>	52/2019	Sally
5	<p>Feedback/Reports from CAP members</p> <p>CAP members reported back on meetings that they had recently attended:</p> <ul style="list-style-type: none"> • Sally had attended a King's Fund meeting. Members of CAP had already been sent a written update, which Sally expanded upon. • Sally advised that the 3 PCNs in Carrick locality had agreed to continue to meet as a Locality group. Great value in working together/sharing ideas and projects. • Nigel Morson had recently attended the Joint Primary Care Commissioning Committee and the '10 steps to better engagement' training, provided by NHS England. • Nigel reported that Healthwatch Cornwall would be holding an Engagement conference on 26 March 2020 and suggested that CAP may wish to be involved. • Concern was expressed regarding cover for the Communications and Engagement team during some upcoming maternity leave. There was a worry that Engagement would be taken less seriously, during that time, due to work pressures and staff absence. It was agreed that Jackie would be asked to comment at the next meeting. 		

	<p>ACTION: Ask for Jackie's view and comment on the proposed cover for maternity leave at the next CAP meeting.</p> <ul style="list-style-type: none"> • Paul, along with Joan, had presented at the PPG conference and had run a workshop. • Paul had attended the Shaping our Community event at the Launceston Town Hall. • Jeremy advised that recent Opel 4 escalation plans had prompted the West Integration Board to consider local escalation plans for primary care. Jeremy had invited Healthwatch Isles of Scilly to consider if their contingency plans would require input from practices in the West. 	53/2019	Sally
6	<p>Any Other Business</p> <p>Ian asked whether Jonathan Price could be invited to a future meeting to provide an update on the care market and a discussion on what CAP and PPGs can do to help.</p> <p>ACTION: Jonathan to be invited to the February CAP meeting.</p> <p>There was discussion about the involvement of young people in CAP and it was suggested that nursing students or the Youth Council should be considered. It was further suggested that CAP should approach them for views rather than just invite them to meetings.</p>	54/2019	Louise