



Citizen advisory panel (CAP) meeting minutes

28 August 2020
10am to 1pm
Microsoft Teams

Attendees

- Sally Turner, CAP lay member (chair)
- Hollie Bone, engagement manager, NHS Kernow Clinical Commissioning Group
- Kathy Doeser, CAP lay member
- John Groom, director of integrated care, NHS Kernow Clinical Commissioning Group
- Joan Heaton, CAP lay member
- Ian Jones, chief executive, Volunteer Cornwall
- Nigel May, CAP lay member
- Kate Mitchell, programme lead community hospital and integrated services review, NHS Kernow Clinical Commissioning Group
- Jeremy Preedy, CAP lay member
- Karen Tanner, communications administrator, Cornwall Partnership NHS Foundation Trust

Apologies

- Sarah Fisher, head of communications, NHS Kernow and Cornwall Partnership NHS Foundation Trust
- Nikki Kelly, Governing Body lay members for patient and public involvement, NHS Kernow Clinical Commissioning Group
- Helen Charlesworth-May, strategic director for public health and care, accountable officer, NHS Kernow Clinical Commissioning Group
- Louise Moore, patient and public involvement assistant, NHS Kernow Clinical Commissioning Group
- Nigel Morson, CAP lay member
- Clare Greenwood, executive officer, Hearing Loss Cornwall

Guests

- Emma Rowse, chair, Volunteer Cornwall and trustee, Voluntary Sector Forum

Minutes from the meeting

Item 1 - Welcome and apologies

Sally welcomed everyone and apologies were noted.

Item 2 - Minutes and actions from the previous meeting

The minutes of the meeting held on 28 July were noted as an accurate record of the meeting.

The action log was reviewed and updated.

Item 3 - Integrated community services review and community hospital engagement update

Kate Mitchell was invited to the meeting to give an update. A copy of the document was circulated prior to the meeting, which Kate summarised.

Fowey

Looking at restarting engagement and the community stakeholder group has been contacted to see if they are willing to meet virtually.

St Barnabas

Saltash stakeholders are in the process of developing and appraising their long listed options to determine which should proceed to full evaluation. A virtual meeting is scheduled for 9 September to progress this discussion.

Edward Hain

A community stakeholder meeting was held last week in which Jeremy was involved. The outcome of the evaluation of the agreed short listed option to reinstate the 12 inpatient beds and continue with existing community clinics was shared. The full evaluation demonstrated that the option did not meet the minimal requirements for safety, financial affordability or financial sustainability and was not viable.

Jeremy admired the process but it didn't fully answer the question on what the community needs in the way of services and resources, however the model of care for people in the area continues to be updated as services change and respond and Penwith integrated care forum is where many of these planning conversations occur.

The co-production work undertaken to date and the outcome of the evaluation will be taken to the overview and scrutiny committee in September and NHS Kernow's Governing Body meeting in October for their consideration.

Kate acknowledged the process has been lengthy, but it was important to get it right and not rush. There were also unavoidable delays due to the general election and

purdah and COVID-19. There is lots of learning to be had from the process and it's been challenging running 3 consecutive engagement projects.

Jeremy thanked Kate for her exemplary work in the review and process which was echoed by Nigel May.

Nigel May expressed his concerns regarding the time this process is taking. He would like to see a community group set up to engage with public regarding process on an ongoing basis to improve the speed of projects such as this.

With regard to Saltash, there is lots of support for a hub rather than a bed-based concept. Discussions are on-going regarding the future use of the hospital.

Kate updated that all 3 hospitals were NHS Property Service (NHSPS) assets. She updated CAP on the process that if the commissioner (NHS Kernow) makes the decision the buildings are no longer suitable for the delivery of health services then they notify NHSPS who have a process to follow regarding any potential sales. We are not at that point as no decision has been made on the future of any of the hospitals.

We understand that the communities often regard the hospital as their asset and view that any potential sale proceeds (should that need to occur following the formal decision made by the Governing Body) should remain in the community. NHSPS has been attending community workshops to explain the options and is committed to continue working with the health and care system and local communities to achieve local solutions.

John thanked Nigel and Jeremy for their comments and for Kate for her work on this complex review. He reiterated that it was important to take time over the process to ensure that all information and opinions have been considered.

Kate left the meeting.

Item 4 - Citizen groups and voluntary alliance

Emma gave an overview on what has been happening during COVID-19.

Emma commented that the Voluntary Sector Forum (VSF) was instrumental in April and May as an alliance with Volunteer Cornwall to ensure a collaborative and collective response to COVID-19.

There are 19 local response community hubs sitting alongside the VSF, chaired by Cornwall health, the faith sector, parish and town Councils.

Ian updated that he had doubts regarding the 19 community hubs and will be discussing with Sophie outside this meeting.

An alliance agreement was in place with the chief executives. Sally to circulate the alliance agreement.

The VSF survey by the University of Exeter showed that one of the major concerns was the significant loss of income, resulting in the loss of employment and mental health challenges.

Ian gave an update on the developments within voluntary, community and social enterprise (VCSE). There was a national conference with Gus O'Donnel (now Lord O'Donnell) former head of UK Civil Service and Kanny Krugger MP who is heading up a report into the sectors involvement in health and care. There was an understanding that greater recognition by government was required about the support given by the sector. NHS England also requested that each integrated care system nominate a lead for volunteering and Ian was approved in this role. He is also currently working with Cornwall VSF and 2 other charities on the establishment of an infrastructure alliance to help with the interactions with the system and wider VCSE sector.

Discussion took place on how the sectors can move forward and in what format.

John suggested a small task and finish group be set up to approach the primary care networks to consider how best to make a recommendation.

Communication is key therefore John suggested that Sally, Hollie, Nikki, Ian and Helen meet outside this meeting to discuss and scope out options.

Nigel expressed his concern that if resources are shifting from acute into primary care that out of county staff are involved in discussions and planning, for example, Derriford.

Action 42/2020

Ian and Sophie to discuss outside this meeting.

Action 43/2020

Sally to circulate the alliance agreement to the group.

Action 44/2020

Survey results to be circulated by Sally.

Action 45/2020

Meeting to be arranged by Hollie to discuss further and scope out options.

Item 5 - Terms of reference and process for system review

John updated that as a system group, and in light of the recent changes across the system, the CAP terms of reference will go through the system approval process.

Sally told the group she was standing down as chair of CAP at Christmas.

It was discussed that the make-up and membership of CAP should also be reviewed and discussed further as part of the ongoing terms of reference review and also in line with the current active recruitment for new CAP members. Sally felt the role of CAP is not currently clear to everyone in the system, or to CAP.

John thanked Sally for chairing this panel.

Action 46/2020

Sally, Hollie and John to discuss membership and workplan.

Action 47/2020

All to input membership ideas .

Item 6 - Primary care communications and engagement update

Hollie updated on Mevagissey surgery and Grampound branch surgery:

Mevagissey

Last week, on 18 August 2020, NHS Kernow and the Veor partners mutually announced the partners' decision to withdraw from the contract to provide services in Mevagissey and Gorran Haven.

The St Austell Healthcare Group has today (28 August 2020) been confirmed as the new provider of primary care medical services at Mevagissey Surgery.

Grampound

This surgery is a branch of Probus surgery. Probus surgery has submitted an application to NHS Kernow to close the Grampound branch. This request will go forward to the primary care commissioning committee (PCCC) and a decision is likely to be made in October. A letter advising that an application has been submitted to NHS Kernow to close the branch will be sent to households by the Probus surgery imminently.

Nigel May asked whether the surgery had a patient participation group (PPG). Hollie explained they have a virtual one which patients can opt-in to, but not an active PPG.

Hollie explained a survey was completed by NHS England and NHS Improvement around potential changes to branches of Probus surgery earlier in the year, and that there are ongoing conversations with patients.

Hollie updated that the practice is contacting those patients who rely on Grampound surgery at present to review their individual needs and concerns, and arrangements will be put in place to meet their particular needs should the application to close be approved.

Action 48/2020

Hollie to update group as developments happen.

Item 7 - System recovery communications and engagement strategy

Hollie presented a high-level overview of the system recovery communications and engagement strategy.

This strategy going through the system review process currently and Hollie wanted to share the draft with CAP at earliest opportunity for feedback.

Sally asked if there was an update on the system communications lead role. John updated this was a live piece of work but no further detail at present.

Hollie presented 2 slides on the purpose of the recovery communication and engagement and what the strategy needs to achieve.

Hollie updated that they are working with NHS England regarding flu.

Sally asked that a communication be placed in the GP bulletin regarding how people get their flu jab.

Hollie advised that the communications need to be accessible to all, and that she had worked with Clare recently on other projects to develop videos in sign language and also worked with NHS Kernow's lived experience team to create easy read content for people with learning disabilities. This work will continue moving forward.

Hollie updated that the GP and pharmacy survey had received between 500 and 600 responses.

Sally asked whether the head teachers have had the survey. Hollie explained she was working with the Council to ensure this happens.

It was noted that video appointments with GPs have gone very well.

Nigel asked how the system is going to achieve the tight targets set by NHS England.

John explained that the planned phase 3 care targets are ambitious and the models of care have changed. The system is working extremely hard to achieve the targets it has been set and ensure people can access the right services that they need, when they need them.

John thanked Hollie for the presentation.

Joan updated that Paul Ford attended an eHealth Productivity and Innovation in Cornwall and the Isles of Scilly (EPIC) forum online regarding outpatients and e-health and this is going to continue.

Action 49/2020

Hollie to provide an update when there is one.

Action 50/2020

Hollie to discuss with Caroline Chick to ensure this is added to their communications plans.

Action 51/2020

Hollie to share link to survey for all to push.

Action 52/2020

Hollie to share full recovery communications and engagement plan with CAP for feedback.

Action 53/2020

Joan to update following further forums.

Item 8 - Feedback and reports from CAP members on recent meetings attended

Healthwatch workshop

Kathy and Sally attended and found the workshops good and useful.

The breakout groups made a difference with people working together, listening, involving lots of people which produced positive outcomes.

New models of care workshop

Sally sent a summary via email and all agreed it was positive.

Jeremy thought it worked well and expressed that Kate Shields chaired the workshop really well.

Sally updated that Paula Bland mentioned having community ambassadors to help engage the community in decision-making. Sally had a look online and will circulate to the group.

Nigel thought that the integrated care area breakout groups didn't have enough time to progress details to deliver the model, which Jeremy agreed. The agenda had an acute sector focus and would be helpful to be broader in its focus, across the system.

Kathy updated that the trust medical directors attended and discussed working closely with the community. Ian Jones and Tracey Roose were also present from the voluntary sector.

Nigel expressed his disappointment that no Devon healthcare professionals attended.

Kathy updated that there wasn't much input from the council or health promotion.

It was discussed that John Price had attended.

Joan updated the feedback from her locality area. It was felt there was a lack of communication regarding how people could access healthcare during COVID-19. The local PPG produced a flyer detailing the new ways of working and how to access services, which the community appreciated.

Hollie suggested to Joan that she circulates the GP and pharmacy survey to the PPG for feedback.

Jeremy attended the west integrated care board meeting. There was a lot of pressure to obtain information on the current conditions, for example, getting data from primary care as well as social care.

Sally updated that Cornwall Hospice Care and Community Connect will be running communication engagement sessions on 3 afternoons on 2, 3 and 4 September.

NHS Kernow's annual general meeting will be held on 1 September.

Action 54/2020

Sally to circulate the outcomes from the workshops when received.

Action 55/2020

Sally to share online link.

Action 56/2020

Invite Devon health and care professionals to next workshop. Hollie to speak to John Groom.

Action 57/2020

Hollie to ensure all CAP members receive an invite.

Action 58/2020

Joan to circulate survey.

Action 59/2020

Jeremy to update when data available.

Item 9 - Any other business

There was no other business and the meeting ended at 12.30pm.