



Citizen advisory panel (CAP) minutes

18 December 2020

10am

Microsoft Teams

Attendees

- Sally Turner, CAP lay member (chair)
- Andrew Abbott, director of primary care, NHS Kernow Clinical Commissioning Group (NHS Kernow)
- Hollie Bone, engagement manager, NHS Kernow
- Kathy Doeser, CAP lay member
- Clare Greenwood, executive officer, Hearing Loss Cornwall
- Joan Heaton, CAP lay member
- Nikki Kelly, Governing Body member for patient and public involvement, NHS Kernow
- Nigel May, CAP lay member
- Louise Moore, patient and public involvement assistant, NHS Kernow
- Nigel Morson, CAP lay member
- Jeremy Preedy, CAP lay member
- Amanda Stratford, chief executive officer, Healthwatch Cornwall
- Neil Walden, trustee, Volunteer Cornwall

Apologies

- Helen Charlesworth-May, strategic director for public health and care, accountable officer, NHS Kernow
 - Jim Harris, CAP lay member
 - Ian Jones, chief executive, Volunteer Cornwall
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Minutes from the meeting

Item 1 - Welcome and apologies

Sally welcomed everyone and apologies were noted.

Item 2 - Finalising the role of CAP

Sally and Amanda had had a productive meeting with Carolyn Andrews who had given a commitment to attend 4 CAP meetings per year. Amanda would finalise a paper to share at the January CAP meeting regarding the role of CAP within the integrated care system. That paper would then be presented to the system leadership board at its February meeting.

Amanda's paper would be a set of principles for leadership to approve, which could then be co-designed further by a variety of people. Amanda shared her view that remuneration should be available and that roles (such as carer) could be backfilled to allow lay involvement. Amanda suggested that there should be a trial or pilot once the principles were approved.

Feedback from CAP members to consider for the paper

- Community should be at the top of the diagram.
- Principles of role, time and expectations should be included.
- Lay representatives should be looked for and welcomed by boards and committees.
- It was important that plans were communicated to communities as soon as possible.
- There should be principles regarding respect and welfare of volunteers.
- PPGs can be useful in sharing information and engaging with the public.
- There was concern that there would not be enough people to sit on various committees.
- Consider 2 lay members on committees to avoid people reverting to their single-issue point of view.

Action 80

Amanda would write a paper in liaison with Sally for CAP members to consider at the January CAP meeting.

Process

Nikki reminded everyone that CAP was an NHS Kernow group and that consideration should be given as to how to involve the Governing Body in discussions, before presenting the paper to the system leadership board and consider how to ensure a fully supported and integrated process.

Nikki also raised the issues of email addresses and support if another organisation were to host CAP.

Funding

Funding was discussed and Andrew suggested that money in the primary care network development fund (PCNDF) might be available for a compelling approach. Lottery funding was mentioned, however, Nikki advised that this would only be available to a charity, community interest company (CIC) or an organisation.

One option would be that if the group were commissioned by a voluntary organisation, they could potentially commit funding into the pot to develop a framework.

Ideally, however, the system would fund the group and some support may then be required from other groups for example, Healthwatch, to help with training.

Membership of CAP

Joan felt that local councillors had the knowledge and interest to be useful additions to CAP.

Sally requested that Nikki's patient and public involvement Governing Body member job description be shared so that consideration could be given to how that fitted with the proposed future of CAP.

Nikki also mentioned that CAP had no membership from advocacy groups.

It was suggested that Janet Popham may have some information and diagrams that could be useful for inclusion in Amanda's paper.

Hollie provided an update on people that had shown an interest in joining CAP.

Action 81

Amanda to ensure NHS England engagement team were also aware of her paper and plans.

Action 82

Nikki to share job description with Sally.

Action 83

Sally and Trudy to make Governing Body aware of proposals.

Item 3 - Minutes and action log from previous meeting

The minutes of the meeting held on 27 November were agreed as an accurate record.

The action log was reviewed and updated.

Item 4 - Feedback and reports from CAP members on recent meetings attended

Primary care commissioning committee

Nigel Morson had provided a written report on the latest primary care commissioning committee meeting. Nigel reflected that the situation regarding Grampound branch surgery closure could have been improved if there had been an active patient

participation group (PPG) at the parent surgery. Nigel felt that NHS Kernow practice reviews should also consider whether there is an active, effective PPG.

Nigel May confirmed that in the past National Association for Patient Participation (NAPP) guidelines had been sent to PPGs. Nigel also said that he and possibly other CAP members would be happy to talk to newly formed patient participation groups (PPGs) to offer advice. It was suggested that practice managers and partners with effective PPGs could also share their experience of having a PPG.

It was agreed that there was scope for a development piece of work, however primary care networks (PCNs) were under extreme pressure. As the Care Quality Commission did review PPGs as part of their inspections, it was suggested that offers of support with resources might be more productive.

Neil suggested that in PCN level engagement in the community it often worked to make offers and ask for people who might want to help, so that they can have their say. Nikki talked about the role of social prescribers and how they worked with the chairs of PPGs, local councils, and individual surgeries. Nikki wondered what resource there was to support practices and how the roles that existed could be used effectively to maximise the resource available.

Nigel Morson felt that a package of support from CAP could go out to PPGs, via integrated care areas (ICAs) and PCNs.

Hollie was happy to draft a paper and was keen that working with and supporting PPGs should feel like business as usual for the strategic commissioners.

Joan remarked that social prescribers were brilliant, however, many patients were unaware of the social prescriber role. Joan felt that more could be done with social prescribing and remarked that community makers were extremely busy and that more funding might help. There was learning from recent engagement that related to PPGs that should be considered in future.

Sally offered to put together a document with links to appropriate websites, however, Hollie then agreed to draft a paper regarding support for PPGs and would liaise with Sally prior to sharing that paper with CAP members.

Vaccination update

Hollie provided a verbal update on the vaccine roll-out that would be shared with CAP members following the meeting.

Although CAP members understood that everyone was working at pace to ensure roll-out of the vaccine, there was some frustration as sudden changes that were relayed to primary care and then counteracted. Another area of concern was that practices would have to deprioritise routine appointments. Sally suggested that media be used to keep the public up to date with the challenges that were being experienced. Andrew advised that communications would be shared when appropriate to do so and he would speak to Tryphaena about this.

Update from Nigel May

Nigel reported that Steve Bird had agreed to provide input into the Derriford nursing course in relation to patient and public communications and engagement.

Launceston Community Network Panel update

Joan advised that the local outbreak management plan had been discussed and well received. Climate change was on the agenda too. The meeting had been well attended by members of the public.

Penwith Primary Care Network

Jeremy reported that Penwith Primary Care Network had set up a series of meetings with local care homes to discuss how to implement the new directed enhanced services (DES) for enhanced health in care homes.

The population health management sub-group of the West Integration Board had discussed the implications of technology and how that could influence the future. Jeremy would circulate more information about that to the group.

Andrew advised that there was some funding available to support population health and inequalities.

With regard to care homes, Andrew advised that NHS England and Improvement and NHSX had been scaling up remote monitoring. Cornwall Council was also doing work to support the care home market.

Update from Sally

Sally had attended various meetings and her written update had been circulated to members prior to the meeting.

Sally advised that the next voluntary sector alliance meeting would focus on inclusion and she would provide a written update on that in due course.

The benefits of a pop-up van were discussed, including whether links could be made with Valued Lives to link in with their lorry as an engagement opportunity.

Nikki mentioned an end of life, 3-day seminar that would be taking place online during the first week of February. Nikki would circulate the information, which could be shared with networks.

After a discussion around the mental health strategy, it was agreed that Penny Newman, chief executive officer of Support, Empower, Advocate, Promote (SEAP) would be invited to the next meeting. CAP members wished to understand what was working well and the challenges regarding mental health provision in the context of the mental health strategy. Nikki would invite Penny to the February meeting and outline the information that CAP would like her to focus on.

Action 84

Hollie to draft a paper regarding support for PPGs. Hollie to liaise with Sally regarding this paper before sharing with the wider CAP membership.

Action 85

Hollie to share the vaccine update with CAP members following the meeting.

Action 86

Andrew to talk to Tryphaena to share CAP members' concerns regarding confusing communications in relation to the vaccine roll-out.

Action 87

Jeremy to share an update on the population health management sub-group discussions regarding technology with CAP members.

Action 88

Nikki to share information regarding the end-of-life seminar with CAP members, for information and sharing.

Action 89

Nikki to invite Penny Newman from SEAP to the February CAP meeting.

Item 5 - Any other business

Hollie suggested that the CAP and PPG bulletin take a break over Christmas. Members of CAP agreed with this approach. The final bulletin of 2020 would be distributed on 23 December and the next bulletin would be sent in the first week of January 2021. Nigel Morson suggested that further discussion was required regarding content of the bulletin as it felt quite system orientated.