



Citizen Advisory Panel minutes

28 February 2020
10am to 1pm
Trevithick, Sedgemoor Centre

Attendees

- Sally Turner, CAP lay member (chair)
- Liz Berryman, CAP lay member (via Lync)
- Steve Bird, CAP lay member
- Kathy Doeser, CAP lay member (via Lync)
- Sarah Fisher, head of communications, NHS Kernow Clinical Commissioning Group (for item 4)
- Joan Heaton, CAP lay member
- Ian Jones, Volunteer Cornwall
- Nikki Kelly, Governing Body lay member for patient and public involvement
- Nigel May, CAP lay member (vice chair)
- Louise Moore, patient and public involvement assistant, NHS Kernow Clinical Commissioning Group
- Nigel Morson, CAP lay member
- Jackie Pendleton, accountable officer, NHS Kernow Clinical Commissioning Group
- Jeremy Preedy, CAP lay member
- Amanda Stratford, chief executive officer, Healthwatch Cornwall

Guests

- James Foss, programme manager outpatients transformation programme (for agenda item 3)
- Bev Gallagher, information governance manager, NHS Kernow Clinical Commissioning Group (for agenda item 7)
- John Govett, independent chair (for agenda item 1a)
- Rachel Tofts, personal assistant to chair, NHS Kernow Clinical Commissioning Group (for agenda item 4)
- Lynne Vinten, senior information analyst, Cornwall and Isles of Scilly Health and Care Partnership (for agenda item 1B)

Apologies

- Liz Davies, CAP lay member
 - Catherine Fuller, co-ordinator, Healthwatch Isles of Scilly
 - Jim Harris, CAP lay member
 - Karen Hodgkin, Healthwatch Isles of Scilly
 - Richard Williams, chair, Voluntary Sector Forum
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Item 1 - Welcome and introductions

Sally welcomed everyone and apologies were noted.

Sally advised that Paul Ford had resigned from the group. Sally's thanks to Paul for his contributions were noted.

2 additional agenda items had been added at short notice (items 1a and 1b below).

Item 1a – Introduction to John Govett

John Govett, independent chair, attended the meeting to introduce himself. John extended an invite to any CAP member to contact him to discuss their thoughts, ideas and issues. John could be contacted via Sam Cox.

CAP members expressed their surprise at the announcement of the joint accountable officer role. John explained that the joint accountable officer role was just one piece of work within the system. There was more work to do, including joined up information governance.

At the next Transformation Board John would be sharing his thoughts on working in partnership in a wider context.

CAP members reflected that locally teams from different organisations worked well together, but noted a lack of clarity around how system leaders were working together and system accountability.

John would be working with the wider system to focus on outcomes for people. The goals and objectives in the long term plan were looking towards aligning capacity and capability.

Item 1b – Cornwall linked dataset

Lynne Vinten attended to seek CAP members' feedback on the Cornwall linked dataset document and explained more about the linked dataset and how that information would be used.

Due to tight deadlines a summary document had already been produced for circulation with the council tax bill. However, the more detailed document, available via a link, was a draft upon which CAP members had the opportunity to comment.

Any feedback on wording, missing content or clarity would be welcomed.

Initial feedback was:

- will there be a contact person or details?
- document should be available in other formats
- useful to know when the information would be distributed so that CAP members could raise awareness

There was concern that private healthcare companies could use the data for profit. Lynne reassured CAP members that governance arrangements were in place and the data would only be available to health professionals that required it for their role.

Lynne confirmed that the dataset would include Cornish patients that used Derriford.

Jeremy felt that the dataset could be useful to the west integrated care area (ICA) for planning purposes.

Action 12/20

Louise to circulate document to CAP members with reminder to send feedback direct to Lynne within a week.

Item 2 – Minutes and actions from previous meeting – January 2019

Due to time constraints the minutes and action grid from the January meeting were not discussed.

Item 3 – Outpatients transformation programme update

James Foss attended to give an update on the outpatients transformation programme.

James explained that the guiding principles for the programme were: patient centred; clinically led; technology driven; pathway focused; resource aware and strong communication.

There was much discussion about the benefits of technology and that this should be used to enhance care and not be mandatory. It was suggested that digital champions and use of technology for self-management could be a topic for the patient participation group (PPG) conference.

Item 4 – Primary care networks (PCNs) and PPG engagement and PPG conference

Rachel Tofts attended to update on arrangements for the next PPG conferences. Some ideas for topics and other suggestions were discussed as follows:

- climate
- self-management
- equality and diversity
- stories
- Embrace
- carers or cared for
- role and purpose of PPGs
- an opportunity for networking
- PCN clinical leads to be invited?
- could the invitation be extended to job centre office, education, students?
- how to engage younger people?
- 1 conference for each ICA, with localised market places
- concern that inviting a broad audience could result in a loss of focus

Any other suggestions to be forwarded to Sally.

There was discussion about the method of communicating with PPGs and concern that messages did not always reach PPG members.

It was suggested that all PPG communications be sent to the practice managers, as well as PPG chairs, with a request to pass on to PPGs members.

Nigel May had a list of PPGs which were active or virtual with contacts, which he would share with the group, if possible.

The PPG conference 2019 evaluation report had been circulated with the meeting papers.

Action 13/20

Sally to write a paragraph for the GP bulletin, with a request to practice managers to ensure PPG communications are passed on.

Action 14/20

The PPG conference 2019 evaluation report had been circulated with the meeting papers.

Item 5 – Feedback and reports from CAP members

Joan had attended the joint primary care commissioning committee on 13 February and her report had been circulated with CAP meeting papers.

Item 6 – Any other business

It was suggested that the March meeting should be a 2 item agenda about the future care market and PPG conferences.

It was felt that Ask Cornwall would be a useful platform for engaging with the PPGs.

There was further discussion about the joint accountable officer role and the reasoning behind that. Jackie confirmed that it would be an 18 month pilot and explained that increasingly local organisations were sharing resources and creating joint roles. The council and NHS Kernow remained separate statutory bodies and the joint appointment was just one person acting in a role across 2 organisations.

An example of joint working was the communications and engagement teams from Cornwall Partnership NHS Foundation Trust and NHS Kernow and the proposed system director of communications role.

There was some pooling of budgets by local organisations which currently funded, for example, the independent chair role.

Some workshops were taking place to consider future ways of working and Iain had attended one the day before on long term plan engagement working with community network panels. A future workshop looking at adults and children and young people was planned for March.

Action 15/20

Amanda to create a project group within Ask Cornwall for the PPG conferences.

Item 7 – Information governance mandatory training

The meeting was followed by an information governance mandatory training session for the lay CAP members only. Bev Gallagher, information governance manager, attended to deliver the training.