



Citizen advisory panel (CAP) meeting minutes

24 July 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
- Sarah Fisher, head of communications, NHS Kernow Clinical Commissioning Group and Cornwall Partnership NHS Foundation Trust
- Clare Greenwood, executive officer, Hearing Loss Cornwall
- John Groom, director of integrated care, NHS Kernow Clinical Commissioning Group
- Joan Heaton, CAP lay member
- Ian Jones, chief executive, Volunteer Cornwall
- Nikki Kelly, Governing Body member for patient and public involvement, NHS Kernow Clinical Commissioning Group
- Louise Moore, patient and public involvement assistant, NHS Kernow Clinical Commissioning Group
- Nigel Morson, CAP lay member
- Jeremy Preedy, CAP lay member
- Amanda Stratford, chief executive officer, Healthwatch Cornwall

Apologies

- Steve Bird, CAP lay member
- Helen Charlesworth-May, strategic director for public health and care, accountable officer, NHS Kernow Clinical Commissioning Group
- Nigel May, CAP lay member (vice chair)

Guests

- Sophie Hosking, Cornwall Council
- Mairi Mclean, chair, Royal Cornwall Hospitals NHS Trust
- Barbara Vann, chair, Cornwall Partnership Foundation NHS Trust

Minutes from the meeting

Item 1 - Welcome and apologies

Sally welcomed everyone and apologies were noted.

Item 2 - Discussions with Sophie Hosking from Cornwall Council

Sophie Hosking, Cornwall Council strategic director for neighbourhoods attended to discuss community network panels (CNP) with CAP members.

There are 19 community network panels, the original intention was for those to be a forum where all member of the community such as residents, police, health services could come together and make a difference. Sophie would be keen for them to become those kind of forums in future.

Nigel Morson agreed that health should be a part of the conversation.

Communities had come together over the previous 5 months and there was energy and ideas there. Many groups had been established and it was important that duplication was avoided.

Nikki suggested that communities were engagement weary as feedback wasn't collated and kept in one place.

The CNP in Launceston was an example where the community was able to be involved and a representative from the local patient participation group (PPG) was included as an associate member of the CNP. Recent agenda items had included adult care and social prescribing.

South Kerrier CNP had police and Culdrose representation, however, it was difficult to get health on the agenda and meetings could feel like the council reporting back to the community.

Sally had looked at some CNP minutes and noted that they did have a broad reach, including highways and fire. Focus for CAP was on health and engagement with the community.

Sally suggested that there needed to be a network of communication from the bottom up recognising that most people are involved in some sort of group, for example cricket clubs or local residential areas. There were also strong communicators that were not involved in community groups but that had wide social networks.

Sally suggested the success of the CAP and PPG bulletin be utilised by distributing that to other groups.

Amanda suggested that the system should find out from the community how they wished to be engaged with.

Community Facebook pages had become useful during the pandemic.

Nikki suggested that the average person would not know what the CNPs did and the types of documents produced by them were inaccessible.

The community link officers were the 'fixers' and 'go to people' in communities rather than the CNPs.

Nikki suggested that the community makers, navigators and social prescribers did not have much involvement with the community link officers.

Sally would like citizen groups and community engagement to be on the CAP agenda each month. Sophie was invited to send any updates or come back to talk to CAP members when there was any progress.

Action 32/2020

Sophie to ask the community link officer for Perranporth area to contact Nikki Kelly.

Item 3 - Minutes and actions from previous meetings – May and June 2020

The minutes of the meeting held on 22 May were agreed as an accurate record.

With regard to the 26 June minutes, one correction was required regarding item 11 – to make it clear that the Nigel referred to was Nigel May and not Nigel Morson.

The action log was reviewed and updated.

Item 4 - Citizen groups progress

There was a feeling that new systems did not need to be developed unnecessarily, use what works best and what the community want.

Dialogue needed to be from the bottom and top. Consistency was required.

Since March, Volunteer Cornwall had had 4000 individuals and 270 mutual aid groups offering to help. Support had been provided to 6500 people and was ongoing for 1000 people.

Sally suggested that the voluntary sector alliance could also contribute to discussions.

Nigel Morson reminded the group that people like to engage in different ways as well as virtual meetings or social media. Consideration to be given to premises that could be used as real community centres where people could come together, there could be learning from remote communities such as the highlands and islands.

Jeremy suggested that if at some stage estates were brought under the overall management of the system that would be beneficial.

With regard to estates John advised that there was an estates group that could canvass the public for opinion, although the approach to estates was national and it would be difficult to change the strategy, there was opportunity to express aspirations though.

Action 33/2020

Ian Jones and Nikki Kelly to contact each other for further discussion.

Action 34/2020

Amanda to update on the community board and pick up with Ian regarding the work he was doing with NHE England around citizen groups.

Item 5 - Annual Report next steps 2020/2021

Sally discussed the 'next steps' section of the annual report with CAP members prior to presenting that at the following Governing Body meeting. Next steps agreed were:

- to progress citizen groups, use Ask Cornwall and local PCNs.
- Jeremy said that as a lay representative on the west integration board he felt useful as that was a place where adult social care, PCNs, clinical directors and commissioners all came together to discuss what outcomes needed to be.
- there was no lay representation on the mid or east integration boards.
- Healthwatch Cornwall could support volunteers that were recruited from lay backgrounds so that they could understand and fully contribute.
- It was suggested that the engagement groups established for the community hospital work could be part of the network that was being discussed.
- Jeremy mentioned that the community hospitals project work led by Kate Mitchell had been exemplary and was a lesson to all.

Action 35/2020

Amanda to continue working on lay representation for mid and east integration boards.

Item 6 - CAP and PPG bulletin

Nigel Morson and Joan had already submitted items to the CAP and PPG bulletin and were thanked for their contributions.

Steve Bird had been asked to write an article on the mobility consultative group that he had formed as well as an article about the allotment project that he was involved in.

It was suggested that information on the senate and the structure of the new system could be included in a future bulletin. As the response to COVID-19 was expected to continue for some time, discussions on structure had so far only been at top-level. However, organisations had been working more closely together and there had been benefits from that.

It was suggested that there might be a pictorial diagram that could show how to navigate the current system.

It was suggested that acronyms should be included in future CAP and PPG bulletins, 2 a week.

There was discussion around the use of facemasks and the problems those could cause for people who are deaf.

Action 36/2020

Hollie to coordinate the development of a user-friendly diagram showing how to navigate the health and social care system for sharing with CAP members.

Action 37/2020

Hollie to include acronyms in future bulletins.

Action 38/2020

Clare Greenwood to draft a bulletin item on use of facemasks and the difficulties presented to people that are deaf.

Item 7 - Discussion with CFT and RCHT Chairs

Barbara Vann, CFT chair and Mairi Mclean, RCHT chair joined the meeting to discuss future plans for joint working.

Also discussed was the 'no going back' strategy, community co-ordination centres, single point of access, multi-disciplinary approaches and citizen groups.

CAP members had the opportunity to raise questions and have a full discussion with the chairs.

Barbara and Mairi were invited to write an article for the CAP and PPG bulletin on their future plans.

One CAP member asked a question regarding the confidentiality of online mental health appointments and the possibility of coercion at a home location. John felt sure this would have been considered and agreed to find out more information.

Action 39/2020

John to find out more about the use of video and telephone calls for mental health concerns and the issues of privacy that could present.

Item 8 - PCNs and PPG engagement/PPG conference

It was agreed that more thought was required with regard to PCN engagement and the PPG conferences. This topic to be put on hold for the time being.

Item 9 - Feedback/reports from CAP members on recent meetings attended

Sally had attended the Health and Care Partnership senate meeting and her report had been circulated to CAP members prior to the meeting.

Joan had attended an eHealth Productivity and Innovation in Cornwall and the Isles of Scilly (EPIC) meeting and her report had been circulated to CAP members prior to the meeting. Kathy had shared the link to the recording.

Item 10 - Any other business

Clare raised the issue of COVID-19 testing for people who were deaf, as sign language interpreters were not able to go in the car with people to their testing appointment.

There was discussion about the 'chatty van' which was mentioned at the previous meeting. There was some basic information that was required before proceeding, such as, which organisation would host the van.

Action 40/2020

John and Hollie to discuss the issue of COVID-19 testing for people who are deaf with Clare at a separate meeting the following week.

Action 41/2020

Nikki to put together a brief proposal setting out the options for progressing a 'chatty van' project, for discussion at the next meeting.