



## Citizen Advisory Panel minutes

26 June 2020  
10am to 1pm  
Microsoft Team meeting

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### Attendees

- Sally Turner, CAP lay member (chair)
- Steve Bird, CAP lay member
- Hollie Bone, engagement manager, NHS Kernow Clinical Commissioning Group
- Helen Charlesworth-May, NHS Kernow accountable officer and Cornwall Council strategic director for public health and care
- Kathy Doeser, CAP lay member
- Sarah Fisher, head of communications, NHS Kernow Clinical Commissioning Group and Cornwall Partnership NHS Foundation Trust
- Clare Greenwood, Hearing Loss Cornwall
- Joan Heaton, CAP lay member
- Nikki Kelly, Governing Body lay member for patient and public involvement
- Nigel May, CAP lay member (vice chair)
- Ben Mitchell, engagement officer, 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

### Guests

- Karen Kay, system director for urgent and emergency care

### Apologies

- Liz Berryman, CAP lay member
  - Jim Harris, CAP lay member
  - Ian Jones, chief executive, Volunteer Cornwall
  - Babs Rounsevell, Healthwatch Cornwall
  - Amanda Stratford, chief executive officer, Healthwatch Cornwall
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## **1. Welcome and introductions**

Sally welcomed everyone and apologies were noted.

Sally advised that Helen Charlesworth-May, NHS Kernow accountable officer and Cornwall Council strategic director for public health and care, would be regularly attending Citizen Advisory Panel (CAP) meetings. Helen introduced herself to the group.

## **2. Update on think NHS 111 first**

Karen Kay attended the meeting to update on NHS 111 first, a new system for accessing urgent, but not emergency, care. Discussion followed and questions and points raised would be fed-in to the engagement process. A virtual workshop for patient representatives would be arranged and CAP representatives invited.

## **3. Minutes and actions from May 2020 meeting**

Due to time constraints, the minutes of the meeting held on 22 May 2020 were not reviewed.

## **4. Update on CAP and resident feedback**

An update had been included in a recent CAP and patient participation group (PPG) bulletin. All feedback had been themed and shared with the relevant health and care organisations across Cornwall and dealt with accordingly.

In response to a question from Nigel May regarding feedback from non-NHS organisations, Hollie suggested that Nigel could either flag that to Hollie again or perhaps write a piece for the CAP and PPG bulletin to share the positive feedback related to those other services.

With regard to the upcoming GP and pharmacy survey, Nigel Morson suggested that a 'slip' in with prescriptions would be a good way to advertise the survey and obtain feedback.

Nikki advised that village Facebook pages had been used by the volunteer co-ordinators to gather feedback and comments on services. Nikki suggested that this could be another source of feedback about GP and pharmacy services.

### **Action 19/20**

Hollie to contact Nikki direct with regard to gathering feedback re GP and pharmacy services from village Facebook pages.

## **5. Draft CAP annual report 2019/2020**

Sally had written and shared her CAP annual report for comment from CAP members.

It was agreed that the evaluation document from the PPG conference would be included in the CAP annual report.

With regard to councillors joining future CAP meetings, it was suggested that a message be included in the parish council newsletter inviting interested councillors to become members of the group. It was agreed that community network panels were a good platform to raise awareness of CAP.

Nikki felt that the youth voice was still missing from engagement and CAP and that a priority should be that CAP be reflective of the county demographic.

With regard to the PPG conference, there had not yet been feedback from Richard on the themes, following his presentation.

### **Action 20/20**

Hollie to draft item for the parish council newsletter inviting councillors with an interest to join CAP. CAP to review item before distribution.

### **Action 21/20**

CAP members to consider an action and steering group to move forward the issue of gaining more reflective representation on CAP.

### **Action 22/20**

Sally to contact Richard to obtain any follow-up information post-conference feedback.

### **Action 23/20**

Sally to make amendments to the CAP annual report based on discussion, and send to communications team for design work.

## **6. Terms of reference and planning objectives**

### **Action 24/20**

Sally to amend terms of reference and CAP members to review and agree via email.

## 7. Planning objectives for and public awareness of CAP

It was felt that although there were things CAP wished to achieve the group did not consider the term objectives to be appropriate for them.

Sally felt that CAP's mission was to make sure that the citizen voice was heard and that there was citizen involvement in engagement and planning, being clear on actions, reviewing progress and getting work done.

It was not felt that promoting CAP at this stage would be helpful, however it was felt that encouraging PPGs to be active and involved, extending in to primary care networks (PCNs) and localities would be useful.

Jeremy mentioned that the integrated care area (ICA) boards required lay representation on them. The west ICA had just produced their 5 year plan.

It was suggested that the mid and east ICAs would also be looking for such representation. Nigel May confirmed that a PCN representative attended the east PPG umbrella group and Sally recommended that ICA minutes could be added to the umbrella group agenda for information.

There was a short discussion on the use of acronyms and it was agreed that an updated list of acronyms would be useful.

It was hoped that the CAP and PPG bulletin would become the 'go to' read for CAP and PPG information.

### Action 25/20

Jeremy to share the west ICA 5 year plan with lay CAP members.

### Action 26/20

Nigel May to contact Paula Bland with regard to ICA information for the PPG umbrella group.

### Action 27/20

Sally to contact Dr Margi Shaw with regard to ICA information for the mid Cornwall PPG group.

### Action 28/20

Hollie to obtain Governing Body acronyms list and update, for circulation to CAP and inclusion in a future CAP and PPG bulletin.

## **8. Community networks and hubs and joined up approach**

It was suggested that the 19 community networks be contacted advising that it was hoped to create community groups and a desire to use the community network as a starting block for that, due to their framework.

Sally advised that PPGs could request that one of their members be an associate member of the community network panel, therefore gaining an opportunity to give updates and raise awareness.

### **Action 29/20**

Hollie to write a brief plan suggesting how to approach community networks/hubs and share with CAP for feedback.

## **9. PCNs and PPG engagement and PPG conference**

Ben suggested that a virtual PPG conference would be possible via Microsoft Teams and could still have any speakers/presentations that CAP required.

Hollie confirmed that from a technical point of view a Teams conference would be achievable as more than 200 people could join a Teams meeting.

### **Action 30/20**

All CAP members to consider the option of a virtual PPG conference and email Sally with views.

## **10. Feedback and reports from CAP members on recent meetings attended**

Nigel Morson had recently attended a lengthy and important primary care commissioning committee (PCCC). Nigel's write-up of the meeting had been circulated with the CAP meeting papers for information. Nigel reminded everyone that the PCCC part 1 was in public. If any CAP members wished to attend a future meeting Nigel would be happy to talk them through what to expect.

Sally had attended the recent mental health board meeting which had been inspiring. Sally's write-up of the meeting had been circulated to CAP members with the CAP meeting papers for information.

## **11. Any other business**

Nikki felt it would be useful to have an update on the Embrace work and consider how CAP could engage more with that. There was also an ageing well project in progress led by Helen Wild and Nikki suggested an update on that project would be useful.

Nikki mentioned the help@hand community information app that GP surgeries were using which listed all community information. Over 22 practices had already signed-up with another 22 due to sign-up in the near future.

There was discussion about 'chatty van' which was being used in other areas. Nigel May advised that a South West Water van had been donated as part of the COVID-19 response and he wondered whether further use could be made of it as a 'chatty van' or similar. Nikki suggested that Valued Lives had a lorry, which perhaps could be used for outreach too. Nikki had had experience of converting vans for similar usage previously.

Sally requested that CAP members be re-added to the GP bulletin distribution list.

Steve provided an update on the Looe allotments social prescribing scheme as they had received funds towards making the allotments accessible. It was suggested that Steve could write an article for the CAP and PPG bulletin on the work taking place at the allotments.

Nigel May brought attention to the ehealth productivity and innovation in Cornwall and the Isles of Scilly (EPIC) virtual meeting that was taking place on 8 July called patient perceptions and views on the use of information technology in medical consultations.

### **Action 31/20**

Nikki to talk to Helen, Amanda and Iain about the idea of converting the South West Water van into a 'chatty van'.