



## Citizen Advisory Panel minutes

28 May 2020  
10am to 1pm  
Microsoft Team meeting

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### Attendees

- Sally Turner, CAP lay member (chair)
- Liz Berryman, CAP lay member
- Steve Bird, CAP lay member
- Hollie Bone, engagement manager, NHS Kernow Clinical Commissioning Group
- Kathy Doeser, CAP lay member
- Clare Greenwood, Hearing Loss Cornwall
- John Groom, director for integrated care, NHS Kernow Clinical Commissioning Group
- Jim Harris, CAP lay member
- 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)
- 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

### Apologies

- Jonathan Price, Cornwall Council and NHS Kernow Clinical Commissioning Group
  - Babs Rounsevell, Healthwatch Cornwall
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## 1. Welcome and introductions

Sally welcomed everyone and apologies were noted.

Sally advised that Liz Davies had resigned from CAP, however, Clare Greenwood from Hearing Loss Cornwall would be joining the group.

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A partnership between NHS Kernow Clinical Commissioning Group; Cornwall Council; Royal Cornwall Hospitals NHS Trust; Cornwall Partnership NHS Foundation Trust; Council of the Isles of Scilly; and NHS England.

## 2. Minutes and actions from previous meetings

### January 2020

The minutes of the meeting held on 24 January 2020 were approved as an accurate record.

### February 2020

The minutes of the meeting held on 28 February 2020 were approved as an accurate record. The action log was discussed and updated.

## 3. Introduction and engagement update

Hollie introduced herself as the new engagement manager for NHS Kernow.

Updates were provided and there was discussion as follows:

- it had been mental health awareness week and much work had been done to signpost people and share information
- the CAP bulletin had been launched
- a survey was being drafted to gather views from people on their experiences of the changes made to GP and pharmacy services in response to the coronavirus pandemic and to keep safe
- Hollie suggested that there should be a CAP survey group, to convene as required then disband, with relevant membership each time
- the first CAP survey group would be convened to review the questions for the survey that Hollie was drafting. Sally, Steve, Joan and Nigel Morson volunteered to join this group
- Hollie confirmed that she was in liaison with Healthwatch Cornwall and was aware of their survey
- with regard to accessible communications, it was queried what work could be done to improve that
- it was noted that deaf and deaf/blind people do not engage with surveys and are not always listened to
- Sally requested that the CAP bulletin also go to patient participation groups (PPG) and Hollie advised that work was in progress to create a PPG bulletin
- there was discussion around how bulletins should be cascaded
- Hollie suggested that interviews and videos of cap members could be used to raise awareness of the CAP group
- a 12 month plan would be developed for the group with clear objectives

## 4. Feedback and stocktake – lockdown experiences

Feedback from CAP members and residents had been gathered and this was discussed.

Additional points to add to the feedback already received were:

- mother missed 111 call back as phone not working, more than 24 hours later contact was made. The medical problem could have been another stroke however, to avoid risk of COVID-19 infection, the doctor didn't want her to attend a healthcare setting and suggested that a nursing relative take a blood pressure reading
- hospital stay at beginning of pandemic. Patient went in with possible COVID-19 and was tested. Patient had pneumonia and seven days later a second test was clear. Staff were absolutely first class
- RCHT has posted some good stuff on their website about virtual board meetings, followed by CCG. This had not been the case with the council and virtual meetings were not taking place until July. There should be much more engagement from the council as social care is their area
- daughter required emergency medical treatment and was not physically back to normal. There was concern that there could be long term health problems due to the lack of physical contact
- it was noted by a CAP member that dentists were extremely stressed and that some had died since the coronavirus outbreak in London
- patient with multiple health issues had found that appointments had gone by the wayside. There was a worry that it would be a challenge to have those reinstated. Plaster technician was checking for problems, as diabetic foot clinic is in a different location
- in some cases, the move to technological solutions for healthcare had been a really positive experience
- the issues that had been experienced by deaf patients and those relating to mental health were of particular concern to the group
- an issue was raised about counselling services for deaf patients where British Sign Language (BSL) was not being funded by the provider

John provided an update on the statistics in relation to COVID-19, the challenges in care homes, personal protective equipment and testing and the new test and trace system.

The Zoe app was discussed and Hollie confirmed that information relating to that had been included in a recent CAP bulletin. The link to information on the [Zoe app](#) was shared in the meeting chat.

Hollie advised that all the feedback would be gathered into one document to be shared with the relevant organisations for their consideration.

### **Action 16/20**

John to contact the primary care team with regard to the issue of counselling services for deaf people.

## Action 17/20

Hollie to ensure that details of the Zoe app were included again in a future CAP bulletin.

## 5. Primary care networks and PPG engagement and PPG conference

It was agreed that the planned PPG conferences would be stood down and the venues cancelled

CAP members felt that it would be useful to have an update on the development of primary care networks (PCNs). It was felt that there had been little engagement with regard to PCNs despite some members of the group attending training.

East Cornwall PCN had appealed for emergency premises and sanitiser on social media and community notice boards and had had a very good response.

## Action 18/20

Ben to cancel venues for autumn PPG conferences.

## 6. Feedback and reports from CAP members

### Primary care commissioning committee

Nigel had attended a virtual meeting of the primary care commissioning committee. Nigel's summary of the meeting had been circulated with the CAP agenda.

## 7. Any other business

Hollie suggested that an item on the next CAP agenda would be to discuss how to raise awareness of CAP and plan objectives for the future.

The next CAP meeting would take place on 26 June 2020 starting at 10am via Microsoft Teams.