



Citizen advisory panel (CAP) minutes

27 November 2020
10am to 1pm
Microsoft Teams

Attendees

- Sally Turner, CAP lay member (chair)
- Hollie Bone, engagement manager, NHS Kernow Clinical Commissioning Group (NHS Kernow)
- Kathy Doeser, CAP lay member
- Stephen Foster, communities area manager, East Cornwall, Cornwall Council
- Clare Greenwood, executive officer, Hearing Loss Cornwall
- Joan Heaton, CAP lay member
- Ian Jones, chief executive, Volunteer Cornwall
- Nikki Kelly, Governing Body member for patient and public involvement, NHS Kernow
- Kirsty Lewis, deputy director of primary care, NHS Kernow
- Nigel May, CAP lay member (vice chair)
- Ben Mitchell, engagement officer, NHS Kernow
- 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

- Andrew Abbott, director of integrated care, primary care, NHS Kernow
 - Carolyn Andrews, system transformation director, Cornwall and the Isles of Scilly Health and Care Partnership
 - Helen Charlesworth-May, strategic director for public health and care, accountable officer, NHS Kernow
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Minutes from the meeting

Item 1 - Welcome and apologies

Sally welcomed everyone and apologies were noted.

Item 2 - Minutes and action log from previous meeting

The minutes of the meeting held on 23 October were reviewed. Nigel Morson felt that his views of the Grampound branch surgery public meeting were too negative in the minutes. Some additional wording, confirmed by Nigel Morson, would be added to the paragraph to clarify. Nigel May felt that additional information was required to clarify the discussions that were held at the east patient participation group umbrella meeting. Nigel May would re-write the paragraph.

The action log was reviewed and updated.

Action 73/2020

Nigel Morson and Nigel May to each re-write the paragraph of the minutes that they wish to be amended and forward to Louise for inclusion in the final version.

Item 3 - Building social capital and the role and future of the citizen advisory panel

Stephen Foster from Cornwall Council's localism team and Neil Walden from Volunteer Cornwall joined the meeting for this discussion.

Discussion had already taken place via email between CAP members. CAP members wished to know what the future role of CAP would be. Sally felt that there should be real partnership between CAP and the health and care system.

Neil explained how the Penwith integrated care forum had been formed and his involvement with that. Neil said that a change in culture was starting to happen and that people were thinking differently. Neil felt that the voluntary sector needed to be included and there should be opportunities for the public to get involved in decisions.

Sally explained about the citizen group pilot that was taking place in Perranporth and that a similar group was being set up in Newquay. Sally felt that engagement should be from the ground up and appreciated that this meant there needed to be culture change.

Nikki was keen to link in to engagement that was already happening in communities and wanted to ensure that an additional layer wasn't created. It was felt that paid roles in the citizen groups would enable better support to have those conversations with local communities.

Ian was also keen to avoid duplication and felt that it wasn't a structure that was needed but a model where people are encouraged to engage and participate.

Stephen Foster was keen to link in and do more work with CAP.

There was discussion around how each community network panel (CNP) focussed on the topics that were important to them and each worked in different ways.

Stephen advised that there were regular meetings of the chairs and vice chairs of the community network panels and CAP members would be welcome to go along to talk to them about the role of CAP.

Amanda joined the meeting and shared Carolyn Andrew's thoughts on the future role of lay members and CAP.

Neil felt that lay membership did not always need to be the same person, but could be different people if they were a representative voice.

It was agreed that the model used in the west, would not necessarily work in the other integrated care areas (ICA).

Joan was pleased that Stephen had been able to join the meeting and wondered whether in future elected councillors should be invited to meetings.

Nigel May requested a visual indication of what was being suggested, which Sally agreed to provide.

Action 74/2020

Amanda to liaise with Sally and relay the views and ideas of the group to Carolyn Andrews.

Action 75/2020

Sally to produce a visual representation of what was being suggested.

Item 4 - Election of interim chair and vice chair

Sally (chair) and Nigel May (vice chair) both agreed that they would remain in those roles until March 2021 in order to progress the work regarding the future role of CAP.

Item 5 - Feedback and reports from CAP members on recent meetings attended

Sally advised that the Carrick representatives group had invited additional members and had become the central integrated care area (ICA) patient participation group umbrella group, which had just held its first meeting.

Nigel May had attended the east umbrella group meeting. Following Nigel's update there was discussion around how to demonstrate how busy general practice was and how to relay that to the public. Kirsty agreed that it was important to convey to patients that practices were very busy but also that they were still open. Kirsty and Hollie would work together to get that message across.

Jeremy had attended the west integration board (WIB) development day, which had focussed on what the priorities and processes should be. A plan was to be developed and when available Jeremy would share that with CAP members.

Sally had also attended the central integrated care board and gave a brief update of the items discussed at that meeting.

Action 76/2020

Kirsty and Hollie to work together to include a relevant video in the CAP and patient participation group (PPG) bulletin, regarding surgeries being open for patients.

Action 77/2020

Hollie to enquire whether there could be primary care representation at the council media briefings in order to relay the message of surgeries being open.

Action 78/2020

Jeremy to share the WIB plan (from the development day) when available.

Item 6 - Any other business

Nigel Morson asked that it be recorded that CAP members wished to thank everyone in primary and secondary care for their efforts in stressful, difficult and unfamiliar times, with people taking on new or additional roles. Nigel asked that not only this be recorded but that Sally take that as a view to the next Governing Body meeting and include a write up in all bulletins too.

Action 79/2020

Sally to relay CAP's thanks to primary and secondary care at the Governing Body meeting and write an item for inclusion in all bulletins.