



Citizen advisory panel (CAP) meeting minutes

23 April 2021
10am to 1pm
Microsoft Teams

Attendees

- Sally Turner, CAP lay member (chair)
- Steve Bird, CAP lay member
- Kathy Doeser, CAP lay member
- Mario Dunn, chief executive officer, Healthwatch Cornwall
- Joan Heaton, CAP lay member
- Paul Hulme, interim director of people and corporate services, NHS Kernow Clinical Commissioning Group (NHS Kernow)
- Nikki Kelly, Governing Body lay members for patient and public involvement, 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
- Laura Patrick, head of communications, NHS Kernow
- Neil Walden, trustee, Volunteer Cornwall

Guests

- Paula Bland, head of locality support, NHS Kernow
- Rachel Murray, locality support manager, NHS Kernow

Apologies

- Hollie Bone, engagement manager, NHS Kernow
- Helen Charlesworth-May, strategic director for public health and care, accountable officer, NHS Kernow
- Clare Greenwood, executive officer, Hearing Loss Cornwall
- Jeremy Preedy, CAP lay member

Minutes from the meeting

Item 1: Welcome and apologies

Sally welcomed everyone and apologies were noted.

Item 2: Minutes and action log from the previous meeting

The minutes of the meeting held on 26 March 2021 were reviewed. An amendment would be made to make it clear that there had been lengthy discussion about the application form, which would be amended and shared with CAP members again before any advertising took place.

The action log was reviewed and updated.

Matters arising from the minutes

Nigel Morson advised that there was an NHS 111 end to end call meeting on Tuesday of the following week. Steve confirmed that he would be able to join the call.

Nikki had raised the early discharge pilot at Governing Body and hoped to get more information on that.

Sally had invited Carol Steer to the May meeting to update on the patient leadership programme.

Action 19/2021

Nigel Morson to send Steve the invitation for the NHS 111 end to end call meeting.

Item 3: Learning from west integrated care area

Rachel and Paula attended the meeting to update on engagement in the integrated care areas (ICAs). Firstly, the primary care network (PCN) areas and ICAs were clarified. A map showing the areas was being updated and would be available on the NHS Kernow website soon (the current version of the map is available in the meeting chat). Rachel shared some slides with the group that were her initial thoughts, for information only (the slide set is available in the meeting chat).

Mario advised that Healthwatch Cornwall was doing a review of all GP websites in the context of COVID-19 and how effective they were and would share the report with CAP when complete.

It was agreed that Rachel would attend future meetings to keep the group updated on development of the integrated care areas.

Paula suggested that CAP members might also like information on population health management and the distribution of resources.

Item 4: Membership of CAP

Update on advertising and application form

Neil and Mario had sent their comments about the application form to Laura. The form had been amended to reflect those comments and a revised version would be circulated to CAP members for comment.

Action 20/2021

Revised version of the CAP application form to be circulated to CAP members, by Laura, for further comment.

Election of interim chair

Nigel Morson and Nigel May agreed to be co-chairs for up to 6 months or the date of the patient participation group (PPG) conference, whichever was sooner.

Nigel and Nigel would meet with Sally for a handover regarding the duties and processes relating to the role of CAP chair. Nikki offered her support, if required.

Sally expressed her thanks to Nigel Morson and Nigel May for stepping forward and to the other CAP members for their support.

Paul advised that a verbal update to the next people and organisational governance committee would be sufficient, whilst the chairs were settling into the role.

Item 5: Patient participation group (PPG) conference

Purpose and theme

Ideas for the PPG conference were discussed:

- learn from the best regarding engagement, improve and increase engagement at all levels
- speakers and workshops
- technology in health and care in the future
- integrated care system and other changes
- ideas to be sent to Ben to collate
- Kathy suggested that the theme could be promoting participation

It was agreed that the conference should be open to more attendees than just PPG members.

It was hoped that by autumn the conference could be face-to-face, as there were benefits of networking. However, it was accepted that some people may not wish to drive a long distance and so a combination of face-to-face and virtual options could be considered.

Steve suggested that PPGs could be asked what topics they would like to see included at the conference.

It was suggested that PPGs should be included in the agenda, with time to talk.

Nikki had experience of successful virtual conferences that were spread out over 3 days.

Action 21/2021

Nikki to share her ideas and experiences of virtual conferences with Ben.

Action 22/2021

All to share ideas for the conference and comments with Ben.

Action 23/2021

Ben to produce a paper with all comments and ideas for the next CAP meeting.

Item 6: Feedback and reports from CAP members

An update from Nigel Morson on the primary care commissioning committee had been circulated prior to the meeting. Nigel reported that lessons had been learned from the proposed Grampond Surgery closure. The online meeting regarding the proposed merger of Manor and Clinton Road surgeries has been well advertised, facilitated and a partner from each surgery was available. There had been some technical issues which Nigel would share with Ben. Nigel felt that this engagement had been effective.

Mario provided an update on the shutdown of Ask Cornwall. It had been concluded that the platform could not be sustained and was too expensive. Mario explained that options, such as merging with Cornwall Link had been considered. NHS Kernow had been a seed funder for the platform. Paul asked that the lessons learned be shared with himself or Laura.

Sally gave an update on the central ICA PPG umbrella group. One topic discussed was services for veterans and the new patient form, which did not have a tick box for non-active veterans. Nikki provided a link in the meeting chat to more information about veterans' services.

Joan reported that the vaccination clinic at Launceston was going well. A special umbrella group meeting had been convened to discuss the Launceston and Tamar split from the east PCN, however, the surgery's PPG members had not been advised of this in advance.

Action 24/2021

Mario to contact Laura or Paul regarding Ask Cornwall and the lessons learned.

Item 7: Any other business

Consultation Institute briefing session

Laura invited CAP members to attend the Consultation Institute training that she had arranged. Members could attend on either 6 or 8 July. Anyone wishing to attend should contact Laura direct.

There was discussion about earwax removal. The issue had been raised with Andrew Abbott who had advised (via Sally) that the local enhanced services (LES) needed to be reviewed and NICE guidance considered. Neil agreed to provide the evidence that he had from the Penwith integrated care forum about this, to Andrew.

Nikki raised a similar issue about the provision of podiatry.

Joan highlighted again the problem of access to renal dialysis for people in Launceston. Joan had already written to her MP. Sally suggested that a copy of that letter be sent to the primary care network and Paul Cook, chair of the Governing Body.

It was Sally's final CAP meeting and Nigel Morson thanked her for her support, help and time spent making a difference to engagement in health and care in Cornwall.

Action 25/2021

Neil to provide evidence regarding the provision of ear wax removal services to Andrew Abbott.

Action 26/2021

Nikki to email Andrew Abbott with the details of access to podiatry issues.