



Citizen advisory panel (CAP) meeting minutes

26 March 2021
10am to 1pm
Microsoft Teams

Attendees

- Sally Turner, CAP lay member (chair)
- Hollie Bone, engagement manager, NHS Kernow Clinical Commissioning Group (NHS Kernow)
- Helen Charlesworth-May, strategic director for public health and care, accountable officer, NHS Kernow
- Kathy Doeser, CAP lay member
- Mario Dunn, chief executive officer, Healthwatch Cornwall
- Clare Greenwood, executive officer, Hearing Loss Cornwall
- Joan Heaton, CAP lay member
- Paul Hulme, interim director of people and corporate services, NHS Kernow
- Nigel May, CAP lay member (vice chair)
- Louise Moore, patient and public involvement assistant, NHS Kernow
- Ben Mitchell, engagement officer, NHS Kernow
- Nigel Morson, CAP lay member
- Jeremy Preedy, CAP lay member
- Neil Walden, trustee, Volunteer Cornwall

Apologies

- Nikki Kelly, Governing Body lay members for patient and public involvement, NHS Kernow

Minutes from the meeting

Item 1: Welcome and introductions

Sally welcomed everyone and apologies were noted. Paul Hulme introduced himself and explained his role and the knowledge and experience that he brings to NHS Kernow.

Item 2: Minutes and action log from the previous meeting

The minutes of the meeting held on 26 February 2021 were reviewed and agreed.

The action log was reviewed and updated.

Neil's paper analysing the work of the Penwith integrated care forum (PICF) would be discussed in more detail at the next meeting.

There was discussion about Helen's previous action regarding why members of the public were only allowed to ask 2 questions each, per year, at the health and adult social care overview and scrutiny committee (HASCOSC). Helen explained that the rule was in force as some people asked the same questions repeatedly. Helen had raised the issue with the monitoring officer of the local authority who would consider this when there was a review of the rules. There was a commitment to review the rules.

It was suggested that a letter from CAP be sent to the council asking them to consider changing this rule, and a new action was agreed.

Action 13/2021

Sally and Hollie to liaise to prepare a letter from CAP to Cornwall Council asking that the rules for asking questions of the HASCOSC be reviewed.

Item 3: Terms of reference and person specification

There was one small amendment required to both the terms of reference and person specification. This was to change the word re-elected to re-appointed when referring to lay members.

Neil felt it was important to ensure that the group was working well as the integrated care system (ICS) emerges and that if required the terms of reference should be reviewed sooner.

It was requested that the paragraphs in the person specification be numbered, as in the terms of reference.

Paul would keep the group informed of ICS developments and was happy for CAP members to hold him to account for that.

Sally mentioned that she had attended the first people and organisation governance committee (POG) meeting, however, there had not been an agenda and it was not clear when the CAP update was required.

Sally would write a paper for Governing Body asking them to accept the terms of reference and person specification and share the outline work plan.

Action 14/2021

Action for September: Paul to have updated CAP on the integrated care system and implications of that for the future.

Action 15/2021

Paul would pick up the issue regarding structure of the POG meeting so that there was more clarity for the CAP representative who attends the next meeting.

Item 4: Patient leadership update

Nigel May suggested that engagement strategies needed to be aligned. Cornwall Partnership NHS Foundation Trust (CFT) was starting a patient leadership programme and it was felt that the remit for this could be like the work of CAP.

Nigel May's recent report on the experiences of care collaborative (ECCo) meeting that he had recently attended would be circulated by Louise after the CAP meeting. The patient leadership programme had been discussed at ECCo and Nigel advised that their recruitment campaign was to be launched after Easter. It was expected that 10 people would be recruited to the patient leadership programme.

Sally had invited Kate Atkinson and Carol Steer from CFT to attend a future CAP meeting and it was hoped that they would be able to attend to provide more information on the patient leadership programme.

Neil's concern was that groups were being developed in isolation and wondered why these were not being developed at an integrated care system level. Helen agreed that setting out the principles for good involvement and engagement would enable organisations to collect the information they required for their purposes, however, transparency and sharing of information would give all organisations a wider view.

Action 16/2021

Louise to circulate Nigel's ECCo update to CAP members after the meeting.

Item 5: Membership of CAP, patient participation group (PPG) conference, framework for engagement

Membership of CAP

There was a lengthy discussion about the application form which had been developed with colleagues in the people team and circulated to CAP members with the agenda. CAP members were disappointed with the form and felt that it was too bureaucratic and corporate. It was understood that assurance was required, however, new CAP members should be a diverse set of people and it was felt that the application form as it was would be a barrier to people applying.

The requirement for professional registration was not required and Hollie agreed to remove that question from the form.

It was agreed that Hollie, Neil and Mario would meet as soon as possible to review the application form. Neil was keen to ensure that potential applicants have background information as context on the ethos of co-creation and the need for accountability and responsibility.

It had originally been proposed that advertising could start within the next 2 weeks, however, this would not now happen until the application form had been finalised.

There was brief discussion around the possibility of CAP meeting times being flexible in the future to allow for a more diverse membership.

Action 17/2021

Hollie, Mario and Neil to meet, review the application form, and share a revised version with the group before any advertising took place.

PPG conference

Hollie suggested that a small sub-group be formed to work on plans for the PPG conference. As there was only a small number of CAP members, Sally suggested that the conference also be an agenda item at future meetings. Nigel May felt that discussion of the conference at the usual CAP meeting would take too much time on the agenda.

Nigel Morson's preference would be for a face-to-face conference if possible.

It had previously been suggested that there should be a conference for each ICA and Hollie would be keen to understand the views of the group regarding that.

Jeremy felt that it was not yet clear what the outcome of a conference was expected to be. Hollie agreed that an objective should be established.

As patient participation groups (PPGs) varied in scope across the county, the conference would be an opportunity for well-established and inspiring groups to share learning with less developed groups.

Neil suggested that the conference could be an opportunity to discuss the emerging ICS and opportunities for wider public engagement.

Sally felt that a PPG conference could be too narrow and that other people from communities could be invited to attend.

There was discussion about the involvement of PPGs at primary care network level and it was explained that there was an umbrella group for the central ICA PPGs and there was PICF in west Cornwall. There was not yet an established group for north and east Cornwall. It was suggested that Rachel Murray and Paula Bland could be invited to the next meeting to discuss this further.

Ben suggested that if the conference was face-to-face there could be a livestream option too. Plans could be made for virtual and face-to-face and revert to just virtual if necessary.

A paper from Ben had been circulated with the meeting papers about recent discussions he had had with Dorset colleagues regarding PPGs. Ben advised that

there was the possibility of webinars for PPGs, either regularly throughout the year, on key topics or even for social get togethers.

Action 18/2021

Rachel Murray and Paula Bland to be invited to the next meeting to discuss public engagement in the ICAs.

Framework for engagement

Sally had attended a workshop along with a variety of other people which had been very informative and useful. More workshops were planned, and other CAP members expressed an interest in attending.

The framework should give the opportunity for people and communities to join discussions, have information, give information, be creative and learn together.

Neil felt it was important to start from existing groups, which is why the ethos of place works. When messages come from local community leaders, people are more inclined to listen.

The framework should be a loose one, not designed by the system, and flexible.

Item 6: Feedback and reports from CAP members

Population health management

A written paper from Jeremy had been circulated prior to the meeting and the benefits of population health management were discussed.

Central ICA PPG umbrella group

Sally gave an overview of the last central ICA PPG umbrella group meeting. There had been an update on the co-ordinate my care (CMC) project. Kieran Bignell and Julie Green had attended to receive feedback on Think 111.

At the previous CAP meeting, 2 CAP members had volunteered to attend the 111 end-to-end meetings, however, as 1 member may no longer be able to attend, Joan confirmed that she would be interested in attending if required.

North and east community group

Nigel May had been working towards setting up an umbrella group, however staff shortages had caused delay.

Joan felt the population health management data would be beneficial to the Launceston area and would highlight the health inequalities there.

Community support and involvement had been great throughout COVID-19 and it was hoped that this could be built on.

King's Fund webinar

Nigel Morson and Joan had attended the King's Fund webinar, which both had found interesting. Nigel had prepared a paper which had been circulated to CAP members with the meeting papers. There was discussion about the use of digital technology for patients and the local projects that were available to support that.

Item 7: Any other business

It was suggested that Helen Boardman from the Voluntary Sector Forum should be invited to a future meeting. Mario suggested that Carolyn Andrews could be invited soon to give an update on system transformation.

At the April meeting a decision would be made regarding an interim chair for CAP to take over from May. A chair could be elected in future when more members had been recruited.