

Minutes of South West Citizens' Assembly meeting

Held on Thursday 5th November 2015

In Taunton Rugby Football Club

Meeting Notes

Present:

Christine Teller – Chair	Brenda Prentice
Ellie Devine	Sarah Redka
Kevin Dixon	Malcolm Watson
Caroline Lee	Phil Yates
Joanna Parker	Tessa Trappes-Lomax

Apologies:

Sunita Berry	Mac Merrett
Pat Eagle	Ann Miskelly
Gilly Gotch	John Miskelly
Molly Holmes	Peter Rowe
Simon Mathias	Graham Taylor

		Action
1	Welcome and introductions	
	Round table introductions – attendance and apologies listed above. Molly Holmes now has a job with NHS England and will therefore no longer be part of the CA. Caroline Lee will represent Devon going forward.	
2	Agreement of minutes	
	The minutes from 27 th August 2015 were agreed as an accurate record of the meeting.	
3	Feedback from each member/area	
	<ul style="list-style-type: none"> Kevin Dixon from Healthwatch Torbay: rate and review is going well. Target is for 1% of population. Making links to Myers Domiciliary care. Linking with CCGs regarding suicide and self-harm including developing work with young people via colleges and schools. Caroline Lee from Healthwatch Devon: Current work on gender identity is underway. Promoting and supporting Exeter Action Alliance. Looking in to marketing information and advice into a diverse community. Brenda Prentice from Healthwatch Somerset: Will contact 	Brenda Prentice

	<p>Cliff Puddy, who usually provides the feedback, for updates to be circulated.</p> <ul style="list-style-type: none"> • Malcolm Watson from South Gloucestershire: No longer part of Healthwatch but still finding opportunities to be part of non Healthwatch activities. Contributed to evaluation of 3Rs review. • Joanna Parker: Healthwatch South Gloucestershire with Healthwatch Bristol have completed a three day visit to NBT, talking to patients and visitors to the new hospital building; this is a repeat of the three day visit undertaken in 2014 to see whether or not the concerns that were raised have improved. The main issues in 2014 were lack of parking and problems with a lack of direct public transport from various points around the rural areas of south Gloucestershire. The concern about the 3Rs project (Rehabilitation, Recovery and Reablement) being delivered is a seeming lack of appropriate staff going in to Care Homes and/or training Care Home staff. The next Healthwatch South Gloucestershire Advisory Group Open Meeting is focusing on 'Equalities'. • Christine Teller stated that she is a member of two Bristol CCG groups: the PPI Equalities and Communications Group and the Cancer Steering Group. • Phil Yates: Feedback following the Urgent and Emergency Care recommendations from the September Senate Council meeting. Discussions are underway about implementing the recommendations and feeding into commissioning. Phil met with Mark Cooke, Director of Commissioning and Operations, NHSE, who expressed interest in the work of the Senate and CA. Phil will continue to meet regularly with Mark Cooke and the Accountable Officers from the CCGs with regards to taking the Senate Council recommendations forward. The question was raised 'how can we gain assurance that the recommendations are being implemented?' and Phil stated that a firm process was required for linking in to the commissioning process. It was suggested that the CA members could meet with the CCGs regularly to discuss and check how the Senate Council recommendations are being implemented. Ellie Devine confirmed that building this systematic approach was part of her role. 	
4	Deputy CA Chair recruitment and CA membership on Senate Council	
	<p>Kevin Dixon will take on the role as CA Chair from 1st February 2016 when Christine Teller stands down. Kevin is already working alongside Christine for continuity come the new year. Simon Mathias has expressed an interest in the Deputy Chair role – this will be confirmed in due course.</p>	

	<p>The Senate Council membership has been reduced and as per previous discussions within the CA, it was agreed to reduce the CA members on the Council to two. Therefore the Chair will attend each Senate Council meeting, deputised by the Deputy Chair when unable to attend and the CA will decide one other representative from the CA to attend each Senate Council meeting alongside the Chair depending on the topic being deliberated.</p>	
5	SCN annual conference	
	<p>Christine Teller is presenting 'How the CA works with the SCN' at the SCN annual conference on 27/11/15. Action: If there are other topics CA members wish Christine to present please email topics to her directly asap. All CA members are invited to attend – details have already been circulated.</p>	All
6	DBS	
	<p>The issue of CA members being DBS checked was put to the meeting; although members will not usually have direct contact with patients there is an issue of the reputation of the organisation and ensuring that all necessary checks have been undertaken. It was noted that Healthwatch volunteers are already DBS checked and that this was perhaps transferable. Furthermore, other regional Health organisations, e.g. WEAHSN Patient Safety Collaborative do not require their Public Contributors to be DBS checked. It was pointed out that members may not be eligible for DBS checks although a lower level check from the CRB in Scotland may be possible Action: Ellie Devine will research what level of check, if any, is required for this group.</p>	Ellie Devine
7	Post Francis report: How are complaints being handled?	
	<p>Brenda Prentice read her report and the following questions/comments were received:</p> <ul style="list-style-type: none"> • Healthwatch research has shown there are up to 94 different ways for a patient to record a complaint – argument for a different system. • Complaints procedure is baffling and leaves people frustrated. • Brenda Prentice stated that her expectation following this agenda item was that the issue of complaints handling could be addressed via a conference. • Phil Yates and Ellie Devine to discuss the appropriateness of discussing this issue as a Senate Council debate or to take to the Senate Assembly conference as a workshop. • Phil Yates to decide what is the best place to bring influence and power most efficiently to this issue. • Healthwatch Devon is currently working on a piece of work called 'putting the patient in the picture'. Suggested this as a 	Phil Yates

	joint piece of work with Healthwatch Somerset at patient level. The overall aim to escalate to Healthwatch England.	
	Action: Kevin Dixon will contact Healthwatch England to discuss the need to address this in the South West.	Kevin Dixon
8	Mental Health Senate Council Question – update	
	Individual reports and feedback received from Healthwatches'. Also 167 responses received from the widely circulated survey. Christine Teller will collate this into a response to feedback at the Senate Council meeting on 19 th November. Any further responses to be sent to Christine by 14 th November. Concern was raised about the detail of the brief and time required to collect and collate these responses for each Healthwatch. Tess Trappes-Lomax from Healthwatch Devon prepared a critique of the current process for Phil Yates to read. In the future it may be possible for some time consuming projects that the Healthwatches' are asked to report on, to be paid pieces of work.	All
	Action: It was agreed that going forward, it would be helpful if each Healthwatch make a note of time spent on specific pieces of work for Senate questions and notify Sarah Redka by email to be added to a log. The log can then be used to reflect the input of Healthwatch into the CA and help demonstrate and quantify the work they have been involved in.	All
9	Health services priorities in each area	
	It was agreed that each member of the CA was to forward priorities for their area to Ellie Devine or Sarah Redka.	All
10	Annual report	
	The group discussed the possibility of producing an independent annual report in order to promote and publicise the CA and the work undertaken. However, it was felt, on balance, that it would be more appropriate for now, that the CA should have a piece in the SCN annual report, rather than a separate document	
11	Any Other Business (AOB)	
	The next Senate Council meeting is 21 st January which is before the next CA meeting. Therefore, the topic and CA input will need to be discussed and contributed via email.	

2016 CA meeting dates

11th February, 10am-1pm, Taunton Rugby Football Club

5th May, 10am-1pm, Venue TBC

8th September, 10am-1pm, Venue TBC

10th November, 10am-1pm, Venue TBC