

## Minutes of South West Citizens' Assembly meeting

Held on Thursday 11<sup>th</sup> February 2016  
In Taunton Rugby Club

### Meeting Notes

#### Present

Kevin Dixon, HW Torbay, Chair	Sarah Redka, SW Senate
Carolyn Bromfield, HW Devon, Guest	Becky Stratford, B&NES
Pat Eagle, HW Gloucestershire	Tessa Trappes-Lomax, HW Devon
Gilly Gotch, HW Devon	Graham Taylor, HW Cornwall
Joanna parker, HW South Gloucestershire	Malcolm Watson, HW South Gloucestershire
Brenda Prentice, HW Somerset	Paula Williams, Bristol, Guest/Observer
Cliff Puddy, HW Somerset	

#### Apologies:

Ellie Devine, SW Senate	Anne Miskelly, HW Plymouth
Simon Mathias, HW Wiltshire, Deputy Chair	John Miskelly, HW Plymouth
Mac Merrett, HW Devon (now resigned)	Jayne Pye, Bath, (new member)

		Action
<b>1</b>	<b>Welcome and introductions</b>	
	Round table introductions – attendance and apologies listed above. Carolyn Bromfield attended alongside Tessa Trappes-Lomax as a guest from Devon Healthwatch. Paula Williams attended as a guest. Becky Stratford was welcomed as a new member to the CA.	
<b>2</b>	<b>Agreement of minutes from 5<sup>th</sup> November CA meeting</b>	
	The minutes from 5 <sup>th</sup> November CA meeting were agreed as an accurate record of the meeting.	
<b>3.1</b>	<b>DBS Update</b>	
	Members of the CA do not require a DBS check. No further action.	
<b>3.2</b>	<b>Healthwatch England response about complaints in the South West</b>	
	KDixon confirmed the response received did not indicate how this was to be proceeded. No further action.	
<b>3.3</b>	<b>Simon Mathias – Deputy Chair</b>	
	KDixon confirmed that Simon Mathias has accepted the role as Deputy Chair of the CA and will work to support KDixon going forward.	
<b>4</b>	<b>Feedback from each member/area</b>	
	<ul style="list-style-type: none"> <li>Devon: CRUK and national GP forum are driving forward cancer alliance groups. Work is underway to improve communication between the CA members and Healthwatch Devon. Work underway in Exeter with 'discharge to assess'. Gender ID</li> </ul>	

	<p>services in the UK – this report is out for consultation and is soon to be finalised. Attention brought to national project ‘hello my name is’.</p> <ul style="list-style-type: none"> <li>• Gloucestershire: <b>Enter and view</b> at acute hospitals – looking at dementia.</li> <li>• Somerset: ‘See something, say something’ policy for staff at Somerset Partnership Trust. Work towards early discharge for stroke patients however it is not felt that the hospitals want HW involved in researching in to this. Links made with local Avon and Somerset Police groups.</li> <li>• Cornwall: research into access to GP appointments compared to patient satisfaction – surgeries that stayed open for longer hours were not found to have greater patient satisfaction reported, telephone triage was found to be best practice. A study into discharge of patients who self-harm is underway. Permission has been received to look at health and social care integration and HW is a prime partner in this. Construction of HW and its steering group is being reviewed and there is now an advisory group.</li> <li>• South Gloucestershire: <b>Enter and view</b> work is proceeding. Work with older people in the community and access to mental health services. Healthwatch priorities for this year are: hospital discharge, <b>mental health</b> and learning disabilities. CCG working on discharge to assess in care homes and surgeries. 18<sup>th</sup> <b>enter and view</b> of a care home has been completed. Links being made between volunteer groups and care homes. Links made with CCG re falls prevention. CCG taking proactive role with <b>PPGs</b>.</li> <li>• Bristol: involvement with reconfiguration of children’s services and <b>mental health</b> provision.</li> <li>• Torbay: Concern raised that Healthwatch nationally losing funding and reporting into the CQC. <b>PPGs</b> in Torbay area are all set up and run as independently functioning groups.</li> </ul> <p>Feedback about groups attended:                  PEagle is part of the Urgent and Emergency Care Network steering group. Feedback from the latest meeting will be circulated to the CA in due course.</p>	
<b>5</b>	<b>Feedback from 21<sup>st</sup> January 2016 Senate Council meeting</b>	
	<p>The recommendations were circulated after the Senate Council meeting. Christine Teller, former Chair of the CA, fed the CA members responses into the deliberation on 21<sup>st</sup> January and this input was well received. The slides are available on the Senate website. There was extensive discussion at the Senate Council meeting about the MDT meeting process and the CA was invited to nominate a member to attend at a head and neck cancer MDT meeting in Bristol and also to a GI Radiology meeting in Plymouth.</p>	
	<b>Action: KDixon to arrange for a CA member to attend each of these and feedback to the CA.</b>	<b>KDixon</b>
<b>6</b>	<b>Senate Council work plan</b>	
	<p>The Senate Council is currently finalising the work plan for the forthcoming year. The CA will work to use and link in with this to ensure patient and public representation where possible. Once this working document is finalised it will be made available to the CA members.</p>	

<b>7</b>	<b>Senate Assembly – complaints breakout session</b>	
	<p>At the last CA meeting, Phil Yates Chair of the SW Senate agreed to allocate a session at the Senate Assembly conference for the CA to run a breakout session to address the issue of complaints. There was in depth discussion between CA members about whether this was the right forum to address this issue and if not where was. It was agreed that a working group would be agreed outside of the CA meeting to work on preparing for this.</p> <p>NB: Since the CA meeting, KDixon agreed with the Senate Management Team that the Senate Assembly conference was not a suitable forum for taking this work forward.</p>	
<b>8</b>	<b>Skills Audit</b>	
	<p>Previously, CA members completed a skills audit. It was agreed to extend this to the new members of the CA in order that the group had a good understanding and reference point of each members skills, knowledge, interests, experience and working groups they link to.</p>	
	<b>Action: SRedka to circulate this to new CA members.</b>	<b>SRedka</b>
<b>9</b>	<b>CA work plan</b>	
	<p>It was agreed that it would be proactive for the CA to develop a work plan to guide the work of the CA over the next year. This is to incorporate work required to input into the Senate Council deliberations and other healthcare priorities highlighted by the CA members.</p>	
	<b>Action: KDixon and SRedka to write and circulate this.</b>	<b>KDixon and SRedka</b>
<b>10</b>	<b>AOB</b>	
	<ul style="list-style-type: none"> <li>• Setting up a Youth Forum event – <b>Action: SRedka to circulate details so CA members can register.</b></li> <li>• Issue raised with CA representation on Senate Council being reduced from 4 to 2. <b>Action: SRedka to feedback to Senate Management Team.</b></li> <li>• Query about whether complaints issue is included in primary care or PPGs?</li> <li>• Could there be a South West Healthwatch regional meeting?</li> <li>• Could a glossary of acronyms be circulated? <b>Action: SRedka to find this and send to CA members.</b></li> <li>• All CA and Senate Council meeting dates are on the Senate website <a href="http://www.swsenate.org.uk">www.swsenate.org.uk</a></li> </ul> <p><b>Priorities for forthcoming work:</b></p> <ul style="list-style-type: none"> <li>• What is happening with dementia issues</li> <li>• The nursing care element of care in the community</li> <li>• Where mental health patients go for their care</li> </ul>	