

Notes of South West Citizens' Assembly meeting

Held on Wednesday 13th April 2016
In Taunton Rugby Club

Meeting Notes

Present

Kevin Dixon, HW Torbay, Chair	Joanna Parker, HW South Gloucestershire
Ellie Devine, SW Senate	Brenda Prentice, HW Somerset
Pat Eagle, HW Gloucestershire	Jayne Pye, B&NES
Gilly Gotch, HW Devon	Sarah Redka, SW Senate
Ruth Hall, Clinical Network	Tessa Trappes-Lomax, HW Devon
Simon Mathias, HW Somerset, Vice Chair	Graham Taylor, HW Cornwall
Anne Miskelly, HW Plymouth	Paula Williams, Bristol, Guest/Observer
John Miskelly, HW Plymouth	

Apologies:

Cliff Puddy, HW Somerset	Malcolm Watson, HW South Gloucestershire
Becky Stratford, B&NES	

		Action
1	Welcome and introductions	
	Round table introductions – attendance and apologies listed above. Paula Williams attended as a guest representing the Bristol area.	
2	Agreement of notes from 11th February 2016 CA meeting	
	Amendment required to bullet 5 of 'feedback from each member' – change to 'working towards making links between volunteer groups and care homes'. With the above amendment, accepted as an accurate record.	
3	Feedback from each member/area	
	<ul style="list-style-type: none"> Wiltshire HW: Connection to HW Wiltshire is limited – work required to improve this. CQC inspections are happening. In general, the CQC statements are usually 'improvement required' – this is a standard statement. Gloucestershire HW: Letter to all patients of Gloucestershire Hospital Trust about shared care records – patients need to opt out if they do not accept this rather than opting in. Excellent video being used in GP surgeries explaining benefits of agreeing to shared care records for faster access to care. Devon HW: During a recent planning session, four topics for the year were highlighted: GP Surgeries – developing smarter patients, social prescribing – how to encourage, social isolation/loneliness at home and social care at home. The transgender issues report has been sent to NHS England. 	

	<p>National LGBTI group is pushing for awareness of transgender issues of under 18's. Transgender and dementia is also an issue to be addressed. Devon HW is now a charity operating independently of the Council.</p> <ul style="list-style-type: none"> • South Gloucestershire HW: Feedback recently received includes: services don't provide information in a suitable way and are not easily accessible for people with additional needs. HW is taking these issues forward this quarter. Quarter two will focus on mental health, quarter three on end of life care and quarter four on people with learning disabilities. There will be a joint workshop with Bristol for patients who are deaf accessing healthcare. • B&NES area: Jayne Pye represents the B&NES geographical area and has links with specialised commissioning including Independent Funding Requests (IFR), complex rehab Clinical Reference Group (CRG), Integrated Personal Commissioning (IPC), Bath Royal Mineral Hospital. • Cornwall HW: Research officer has recently left. List of concerns: access to GPs – condensed surgeries in St Austell, closing a unit in Red Roofs and re-registering patients, dental provision – peninsular area is doing a review of dental services, lack of services for adults with autism and mental health – building lobby for a unit within the community, community physio services are under pressure, public meetings regarding Sustainability and Transformation Plan (STP) – feedback being collated, concern about the success regime in NEW Devon, major concern about patient flow and black alert at Derriford and RD&E and managing emergency department admissions and the 111 contract has been agreed for a further three months but there is public concern and lack of confidence around this. • Plymouth HW: 35% of funding for 16/17 has been withheld by commissioning. Due to decreased funding HW is looking for partners to organise events which have historically been part of the HW agenda such as Healthy Plymouth Day. Proposed changes relating to the success regime and the STPs are being coordinated. There is a monthly rolling programme of place assessments. Training for enter and view is being upped. Awareness of and planning around the knock on effects of decisions made in Plymouth and the effect to neighbouring HWs. • Bristol area: Concern about the cancellation of the last HW Bristol advisory meeting due to lack of attendees. Analysis of concerns and comments raised with HW – the concerns don't outweigh the positives. Gathering feedback from service users about access to services and equality. The re-commissioning of children's services is happening and will consist of a number of joint services delivering the overall service. • Somerset HW: Drive for more volunteers to do enter and view. Problem with less people volunteering is that the same cohort of people attend all consultation meetings. Co-commissioning with CCG. • Torbay HW: completed 1000th enter and view – target is 1% of population. Will soon have a stand to do enter and view in the foyer of Torbay hospital. Working with Mears Group to speak with 	
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	<p>individuals in care homes. Funding secured from the CCG to set up patient groups in all surgeries. Art on prescription for mental health patients is underway. Issues regarding funding as receiving 15K less in 16/17.</p> <p>KDixon will feedback the generic issues/concerns at the regional Peninsular HW meeting in May.</p>	
4	Feedback Senate Digital Healthcare Conference on 17th March	
	<p>The conference was a useful networking and learning day and positive feedback has been received by the delegates. The TED talk videos will soon be available from the Senate website. Thanks to GGotch for circulating her report of the day – a very clear and useful account.</p>	
5	Senate update, Clinical Reviews and 19th May Senate Council meeting	
	<p>Three new members have been recruited to fill vacancies on the Senate Council.</p> <p>The national review of clinical senate's and clinical networks has now completed and both remain a permanent feature of the NHS structure.</p> <p>Clinical Reviews: The Senate's have taken on what was previously the function of NCAT (National Clinical Advisory Team) the role of reviewing large scale service change as part of the NHS England assurance process. The role of the Senate is to review the clinical evidence base for change to take the changes through the assurance checkpoint. Other Senate's have been doing lots of these reviews and it is likely that the SW Senate will now begin to undertake more of these and that the work of the Senate will change in line with this. The CA will be drawn on for these reviews as each review panel will require a citizen representative to participate in the review.</p> <p>Current reviews include the Emergency Surgery review which the CA was involved in last year with the planning. This is now underway and there will be site visits at each of the 14 Trusts commencing in late April 2016. The Senate is about to review spinal surgery waiting lists at North Bristol and Plymouth Trusts. KDixon is part of this review panel.</p> <p>South Gloucestershire Rehab review – the draft report is with the CCG. Final review follow up meeting scheduled for 21st April after which the report will be publicly available.</p> <p>At the Senate Council meeting on 19th May, the Council will be supporting the development of the STPs and the South West footprints with the Clinical Commissioning Group (CCGs). It is not yet confirmed what support is required from the CA for this meeting.</p> <p>20th July Senate Council training day. No CA input required.</p> <p>The September and November Senate Council meeting topics have not yet been confirmed but the findings from the emergency surgery review will be signed off at the November meeting and the work on the mental health recommendations will also be discussed at this meeting.</p>	
6	Dementia Update	
	<p>Ruth Hall, Programme Lead for Dementia for the Clinical Network gave an update about the current work with the Clinical Network around Dementia. Current work is focused on diagnosis and post diagnosis support. There are two clinical leads supporting the dementia work – Dr Peter Bagshaw a GP from Bristol whose focus is diagnosis and Dr Colm Owens a</p>	

	<p>Psychiatrist who is working on the post diagnosis support. The national diagnosis target is 67% but there are issues with accurate diagnosis in the South West. The figures indicate that the diagnosis target is not being met and work is underway to find out why this is. There is a SW dementia improvement group which meets quarterly; the focus at the next meeting will be on diagnosis rates. The aim is to improve post diagnosis support. In the long term, looking to highlight and reduce inequalities of access across the region. The clinical network will be looking to the CA as a resource to aid the development of this work initially by individually feeding back to Ruth Hall about what services work in local areas.</p>	
	<p>Action: Feedback about dementia services from your local area that work well to Ruth Hall ruthhall@nhs.net</p>	All
	<p>Comments and issues discussed:</p> <ul style="list-style-type: none"> • How do care homes fit into post diagnosis support? • Appropriate end of life care for dementia patients. • Link to stroke association who provide full dementia assessment for patients following a stroke (Plymouth). • Link to neurological alliance. • Two regional networks that may of use: South West Seniors Network and South West Forum for the Aging. • Well aware publication from each HW. 	
7	CA Work Plan	
	<p>This was tabled at the meeting. This is a working document and will be updated and circulated periodically. Some minor amendments required. CA members to send additions/amendments directly to SRedka.</p>	
	<p>Action: Email additions/amendments to CA work plan to SRedka</p>	All
8	CA Training Day	
	<p>A training day for all CA members is scheduled for 6th July. Venue is not yet confirmed but it will be in Taunton. The content of this day will include sessions about how the Senate Council and CA work together and the role of the CA members as well as practical sessions about how to maximise your participation/contribution.</p>	
10	AOB	
	<ul style="list-style-type: none"> • Focus on Mental Health Senior Leaders Symposium, 22nd April. CA representation required. N.B. Pat Eagle has since agreed to attend this on behalf of the CA. 	