

The Citizens' Assembly in a Digital Age

Kevin Dixon, Chair

“The South West Clinical Senate is committed to ensuring that patients, Carers and family members, of all ages and backgrounds are an integral part of our vision in our programme of work.”



The role of the Citizens' Assembly

- To provide the wider Citizen (patient/Carer/service user) voice to the Clinical Senate
- To consider issues of strategic importance raised by commissioners
- To act as a peer support body for Citizen members of the Clinical Senate Council
- To link to the NHS England Citizen Assembly to provide a three-way communication channel for patient participation, locally, regionally and nationally, beyond the Council e.g. urgent care network, strategic clinical network, clinical review panels etc.

Representation

- The Clinical Senate Citizens' Assembly is made up of lay members with a strong interest in improving regional NHS services who will bring the public voice right to the heart of our work.
- Nominations to the Citizens Assembly are through Healthwatch or individuals who regularly link with local networks and community groups



Bringing the patient voice to the Council: Mental Health Services

- “How and where should services be best accessed for early help, ongoing support and in crisis, and what changes would the Senate, therefore, recommend?”
- Survey Monkey 2015 - 194 responses
- Healthwatch Devon Survey 2015 - 163 responses, plus specific responses from young people
- Devon MH Joint Commissioning Strategy Consultation 2013
- Healthwatch Torbay Public Event 2015 (over 900 attendees)
- Torbay Young People’s Consultation
- South Glos Mental Health Strategy Consultation

Engagement, co-design & co-delivery in a Digital Age

- Harvesting the views of individuals and communities – what’s going well and what isn’t – and doing something with that information
- ‘Complaints’ & safeguarding
- Going beyond the usual suspects...
- Involving us all: ‘hard to reach’ communities, the geographically isolated, those in domiciliary care, care homes, young people, the ‘precariat’, Carers, the working well
- Social media: Going to where people are, rather than where we would like them to be
- Communicating health & social care information to patients and communities

80% have some access to technology; 20% don’t. How do we work with the ‘digitally excluded’?

