

## South West Citizens Assembly Notes of Meeting 28<sup>th</sup> May 2015

### Taunton Rugby Club, Taunton

In Attendance	Apologies
Christine Teller (Chair)	Simon Mathias
Kevin Dixon	Mac Merrett
Pat Eagle	Ann Miskelly
Gilly Gotch	Joanna Parker
Cliff Puddy	Brenda Prentice
Graham Taylor	
Michael Watson	
Sunita Berry	
Claire Bullock	
Vaughn Lewis (Senate Chair NHS England)	

1. A general discussion took place prior to the meeting in order for members to provide some feedback from each of their areas. It was agreed that this would be a standing Agenda Item in the future

**Gloucestershire** - Healthwatch (H/W) have completed a report on non emergency transport which has been sent to the Commissioners and Arriva, a response is awaited.

- A shared record group has been established to encourage better discharge planning
- 'Place' visits continue, looking at patient assessments of their environment

**Torbay** - Torbay Community Development Trust has received £6,000,000 from the lottery to be used in providing 14 community outreach workers to engage and identify the needs of the over 50's.

- A Mental Health Event at Paignton Library was attended by 900 people
- Incoming points/comments from website is being reviewed; the aim is to raise to 1400 (1% of community)
- A Community Engagement Forum has been established
- 'Enter and View' of care homes in Torbay is involving adults with a Learning Disability
- Relationship developing with the local Imam
- Innovative work is being done in relation to male suicides (highest in Devon)
- Patient participation groups are being set up to aid good patient /professional consultations, particularly in GP practices
- Funds provided by the CCG are being used to recruit and develop more volunteers
- H/W have identified the need to rationalise the complaints system (currently 96 options) **(Kevin to e mail out flow chart)**

**Bristol** - Christine is no longer able to be a member of Bristol H/W but is a member of the Patient Experience Group of Bristol CCG and its Cancer Steering Group. She also does bi-monthly Patient Feedback Surveys for UHB.

**Devon** - H/W is involved in ongoing negotiations over bed closures in the Community Hospitals

- Involvement in transport availability for patients having treatment at out of area hospitals continues to raise concerns.
- Information is being gathered about the effects of drug treatment for depression v drug free methods

- H/W published its first 'Enter and View' report as part of the 'Good Care Means to Me' project which aims to provide useful information to families and carers choosing a residential or nursing home.
- H/W requested a piece for their newsletter explaining the role of the Citizens' Assembly

**South Glos** - Malcolm is also no longer a member of South Gloucestershire H/W due to a change in criteria for membership, i.e. members must 'champion' a specific group to be eligible. Like Bristol, it does not have a Board, but an Advisory Group, which reports to the Board of The Care Forum, which got the contract for these 2 H/W's and that of Somerset and BANES.

**Somerset** – H/W continues to do 'Enter and View' and 'Place' visits in hospitals

- Cliff is a champion of Stroke Clubs and provides feedback to H/W and the CCG
- A full transport survey has been completed (poor results)
- Discharge from Hospital survey completed (poor results)
- The pilot for the Care.Data project continues and Cliff will provide feedback to the next CA meeting

**Cornwall** - Graham Taylor was welcomed as a new member from Cornwall.

- H/W has a board; Graham is on the Steering Committee that provides advice, feedback from community groups and an opportunity to exchange ideas and information
- H/W have a statutory obligation to attend the Local Authority Committee.
- The work programme is limited due to the number of volunteers available

It became apparent from the discussion that H/Ws are operating differently across the region, even to the exclusion in some areas of not allowing the general public to become members, which was the basic principal when set up. One of the consequences of this is the exclusion of some local figures who have a wealth of experience and wide networks.

The South West Citizen Assembly, as a result of this, has agreed that its membership criteria be extended, so that appropriately qualified and experienced people are eligible for selection to the CA. (See Item 5 of these notes for further details)

It has been acknowledged nationally that the SW Senate Council has a good engagement model with the Citizens' Assembly. With expected reconfigurations to the NHS it is essential that Citizens' Assemblies are able to work in partnership to support the Clinical Senates.

**Action: CB to write formally to Healthwatch England to obtain assurances that HW is providing a wide patient and public engagement with opportunities for feedback and representation.**

The notes were agreed as an accurate record of the meeting.

### **3. Matters Arising**

- Page 1 - Reminder that CA priorities and challenges and projects should be a standard item on the CA Agenda.

- Care Data (Somerset) 48 out of 79 GP practices signed up for the pilot which is going live in September 2015. Cliff is visiting patient groups regarding this project, to provide information and gain feedback. Many responses so far suggest that people were surprised the project was not already in place generally.

**Action:** CP to circulate presentation looking at different modelling

- Skills Audit

**Action:** CB to resend Skills Audit proforma for completion by those not yet completed

- Page 5 Patient Stories need to be developed in a similar way to those for patients who are surviving cancer, due to so many more people living longer with long term conditions.

**Action:** Add to next Agenda

### **4. Senate Assembly Feedback (March 12<sup>th</sup> 2015) and Senate Council (May 14<sup>th</sup> 2015)**

**Senate Assembly:** - A summary of the day has been compiled and sent out by GG.

#### **Senate Council:**

Key messages:

- A report of clinical co-dependencies of acute hospital services has been completed by SE Clinical Senate, to aid commissioners in future discussion with stakeholders concerning re-configuration of services. A dependency grid was used to look at all services, which is a useful tool.

**Action:** This report will be e mailed to all CA members, whose support was requested by SB, to help produce a briefing to be shared with H/Ws, voluntary organisations, patients and members of the public. It was suggested that a briefing for members of the public with visual content could be useful.

(The report, which has already been shared with professionals in the SW, has led to some misinterpretations, so it is important to engage appropriately with all stakeholders, including CCG's).

**Action:** SB will set up a telecon with CA members to gather views, before developing a briefing paper.

- An Emergency Surgery Care project is due to begin with a Peer Review of emergency surgery; an agenda and programme has been devised and patients will be invited to work with the development teams. There are 14 acute trusts involved in the SW and members of the Citizens Assembly were asked to become involved. The Emergency Care project will involve patients using Mental Health services asking their views of use of A&E, which is high.
- **Action:** The new MH Clinical Director, Lawrence Minors, who takes up his post in August, will be invited to a future CA meeting

-The 4 Clinical Senates across the South of England will continue but Vaughn Lewis is stepping down as chair of the SW Senate as he is taking up a new post with NHS England (South), as Clinical Director, Specialist Commissioning (Paediatrics).

- Vaughn suggested it could be possible, in future, for the SW Clinical Senate to consider questions about paediatric care, particularly looking at issues of equal and appropriate access to services in rural/remote communities.

-The Group thanked Vaughn for all his input and support and wished him well in his future role.

- The advert for the post of SW Senate Chair will be out in June, it is anticipated that a member of the Citizens' Assembly will be on the interview panel.

## 5. Citizen Assembly Role and Membership Criteria

A discussion took place concerning future membership of the CA, which has, so far:

- Developed good links within their areas
- Ensured that most areas are represented
- Ensured that the CA is valued and has good links and interaction with the Senate Council/wider Clinical Senate and is critical in providing a conduit between the Senate and the public
- The model used in the SW is viewed across England as positive and successful

The Group put forward some key points to enhance the performance of the CA

- Widen and develop the role of the CA
- Enhance the working relationship with the Clinical Senate
- Demonstrate the importance of the CA to the wider public.

The Proposal paper re membership criteria, purpose and arrangements was discussed and amendments made.

**Agreed:** The term of office for the current Chair of the CA will end in January 2016 and that there should be a new appointment of Deputy Chair, to ensure continuity and, who, in addition to deputising for the Chair, will automatically succeed the Chair at the end of his/her term of office. It was agreed to advertise for the post of Chair/Deputy Chair asap. The Chair will be appointed for 2 years.

**Agreed:** Membership criteria will be extended to ensure representation from all areas; other members will be co-opted when required.

**Action:** CB to circulate the role description for the CA Chair and the newly developed Deputy Chair and Members' role descriptions and selection criteria and process.

## **6. A Future Project for the Citizens' Assembly**

- The CA has been/is involved in the development of Personalised Health Budgets, the Rehabilitation Project and the Suicide Collaborative.
- The Network has a further 12months funding and future projects include
  - Producing a lay guide on Clinical Co Dependency
  - Peer Review of Emergency Services
  - Patient Transport
  - Peer Support-: National Voices, what is it and does it work?  
(Work being developed in Cornwall and Torbay)
  - Invite Care.Data to a CA meeting for an update and its effects
- The CA also suggested a H/W forum could be established to share best practice, successes, constraints and solutions

**Action:** CB will bring potential projects to CA meetings and invite Network Managers and other key personnel to future meetings

## **6.Future Agenda Items:**

- Patient Stories
- CA Projects/ideas/solutions
- Clinical Co-dependencies
- Information Sharing
- Care.Data
- MH services in the SW/nvite future Director of Mental Health

## **7. Next Citizens Assembly Meeting 27<sup>th</sup> August 2015 (venue and time tbc)**