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| Notes from Citizens’ Assembly Meeting |  |
| Held on Thursday 7th September 2017 |
| At Taunton Rugby Club |
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Meeting Notes

**Present:**

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| Kevin Dixon, Healthwatch Torbay - Chair | Nick Pennell, Healthwatch Plymouth, Guest |
| Lance Allen, Healthwatch North Somerset | Stacey Plumb, Healthwatch Wiltshire, Guest |
| Pat Eagle, Healthwatch Gloucestershire | Cliff Puddy, Healthwatch Somerset |
| Caroline Gamlin, Medical Director, NHS England South, South West | Sarah Redka, South West Senate Support Officer |
| Tricia Godfrey, Healthwatch North Somerset | Amanda Stratford, Healthwatch Cornwall, Guest |
| Kervon Grant, Healthwatch Bristol | Sarah Warren, Senior Project Manager, Mental Health Clinical Network, Guest |
| Ann Harding, Healthwatch BaNES | Malcolm Watson, Healthwatch Gloucestershire |
| Joanna Parker, Healthwatch South Gloucestershire |  |

**Apologies:**

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| Ellie Devine, Senate Manager | Jayne Pye, BaNES |
| Gilly Gotch, Healthwatch Devon | Graham Taylor, Healthwatch Cornwall |
| Simon Mathias, Healthwatch Wiltshire | Tessa Trappes-Lomax, Healthwatch Devon |

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|  |  | **Action** |
| **1** | **Welcome, introductions**  |  |
|  | Round table introductions – attendance and apologies listed above. |  |
| **2.1** | **13th July Senate Council Feedback** |  |
|  | KDixon and LAllen attended the 13th July Senate Council meeting, at which the Council followed the same process that the CA used at the July workshop, to develop ‘Principles for Acute Transformation’. The Council ranked their top five criteria from 29 options to form the key parts of the principles. The top two were: 1) Whole system model not just acute services and 2) Workforce. These fit with the principles gathered from the CA workshop. The acute transformation principles will be amalgamated with the previous developed community transformation principles as well as the principles developed by the CA so there is one overall principles document. |  |
| **2.2** | **21st September Senate Council Meeting – Delivering smoking/tobacco prevention in the South West** |  |
|  | This topic has been brought to the Senate Council by Public Health England (PHE). KDixon has worked with PHE to create a survey to gather the public views on the impact of implementing a total smoking ban at hospital sites. The survey has been distributed via CA members and each Healthwatch and 188 responses have been received to date. KDixon will feedback the key themes from this at the Council meeting.**Action: Share collated response with CA** | **SRedka** |
| **2.3** | **Gloucestershire Acute Services Review** |  |
|  | LAllen attended this two day, formal stage two clinical review to provide the public perspective on the proposals. This was a review of: Clinical Advice and Assessment Centres, Urgent Treatment and Urgent Care Centres, Care in Hospital and Centres of Excellence and Onwards Care and Recovery – Stroke Rehab. LAllen fed back that as panel member he was required to read several in-depth documents prior to the review meeting. The CA Principles document was useful to guide the review of this pre-reading. LAllen feedback the following:* His role as patient and public representative was to look for issues that required further clarification before the proposals went to public consultation.
* It was important that he felt satisfied that the proposals appeared to offer a better quality of service for patients.
* Meeting a wide range of panel members from different parts of the NHS was of great interest.
* He felt able to raise issues and that his voice was heard.
* Gained some insight into possible issues that could emerge in different geographical areas within the South West in the future

The review report will be shared via the Senate website once it is finalised following a further review panel looking specifically at the stroke/rehab proposals in more detail on 26th September. |  |
| **2.4** | **Upcoming reviews** |  |
|  | The Senate is expecting to undertake stage two clinical reviews of the following. These are expected to take place in early 2018 although as yet the timeline for these have not been agreed:1. Devon Maternity review
2. North Somerset – Weston Sustainability
3. Cornwall Community Services
4. BNSSG Stroke Pathway

The Senate will invite a CA member to participate in each review and details of the time commitment for this will be sent in due course.Some discussion followed about supporting CA members to contribute to clinical reviews by providing printed copies of documents and also to pay a ‘reading’ fee for participation.**Action: SRedka to look into this arrangement.** | **SRedka** |
| **2.5** | **Cancer Alliance Public Involvement Update** |  |
|  | The South West Cancer Alliance invited CA members to attend the public involvement update meeting on 28th July. GGotch, PEagle, CPuddy and TGodfrey all attended this and GGotch circulated a written update to the CA membership prior to this meeting.It was a useful and interesting meeting which addressed:* Achieving World Class Cancer Outcomes, A Strategy for England. John Renninson (Clinical Lead-peninsula Cancer Alliance)
* Wessex Voices Project (Sue Newell Project Lead)
* Achieving Early Diagnosis (Amelia Randle Clinical Lead SWAG Cancer Alliance)
* Improving Quality of Life after Treatment –Living with and Beyond Cancer. Emma Ryan Macmillan Cancer Project Manager
* The value of Patient and Public Engagement. Lynn Kilner Programme Manager Peninsula Cancer Alliance**.**

EDerrick from the Cancer Alliance has confirmed that they will be in contact in due course with the ‘next steps’ plan. |  |
| **2.6** | **New Chair** |  |
|  | KDixon’s tenure as Chair of the CA runs until February 2018. Although KDixon is happy to stay on as the Chair until a new Chair is identified, if anyone is interested in taking on this role please express your interest to SRedka. **Action: All.**Following this discussion, it was raised that many of the original CA members are also nearing the end of their tenure. It was agreed that these CA members could continue in their role if they wished, as long as their Healthwatch was supportive of this. **Action: SRedka will follow this up to formally agree this for each relevant CA member.** | **All****SRedka** |
| **3** | **Discussion Topic: Mental Health Update** |  |
|  | SWarren provided an update on the current priorities for the South West Mental Health Clinical Network. This includes: Reducing suicide by 10% by 2020/21; Physical health checks for patients with serious mental health issues; Access and expansion of services with a national focus on elderly and black and minority (BME) groups. The focus in the South West is required for the farming community and those who do not speak English as their first language; Workforce is a recurring theme including burnout of staff working within the mental health sector.The Mental Health Clinical Network are keen to link in and engage with people with lived experience of mental health issues and asked of the CA what they could recommend and if they had any ideas about who and how to do this. The following points were put forward:* Healthwatch South Gloucestershire is conducting an ‘enter and view’ review in a mental health service in October. Mental Health Network to forward specific questions to include in this.
* Trying to reach both those patients already in the system as well as those wanting to get into the system.
* Advocacy as an opportunity to engage.
* From the young person perspective – more needs to be done to prevent the need for admission. Supporting schools.
* Role of the third sector which is a huge provider and under acknowledged. Third sector holds more street cred than local authority services.
* Mental health awareness and first aid.
* Input from health visitors – eg early days following birth
* Healthwatch Cornwall is currently undertaking some work within mental health sector – keen to link in with the Clinical Network.
* Partner with organisations who are already linking to people with mental health issues.
* Healthwatch North Somerset has successfully linked with and rolled out work with Weston College.
* Healthwatch Torbay working towards implementing a health and wellbeing centre as part of Paignton library to provide opportunity to access patients prior to GP access.
* Mental health issues are not always related to people from deprived situations. There is a large cohort of people from semi affluent groups who have low level needs and who are hard to engage.
* Plymouth has a peer led mental health network which most of the larger organisations have signed up to with the focus on awareness, engagement and prevention.
* Contact available in South Gloucestershire area with a health visitor who links with the travelling community.
* Victim support agency associated with the local court in North Somerset would be a good organisation to link with to gain access to mental health patients.

**Action: All CA members to feed back three bullet point suggestions to SWarren** | **All** |
| **4** | **AOB** |  |
|  | * Healthwatch Bristol will aim to have a representative at the next CA meeting
* Healthwatch Wiltshire experiences issues with the distance volunteers are required to travel for CA meetings in Taunton but hopes to send a representative to the next CA meeting.
* Query about what will the outcome be for the Healthwatch organisations in the BNSSG areas – will each Healthwatch continue now that these CCGs have merged?
* Imelda Redmond the Director of the national Healthwatch is attending the next CA meeting. **Action: Any specific questions for Imelda to be forwarded to SRedka in advance.**
* Any training/development requirements please contact SRedka.
* **Action: SRedka to invite the Maternity Clinical Network to provide an update at the next CA meeting.**
* The next Senate Council meeting in Nov/Dec 2017 will focus on workforce.
* Phil Yates has now retired from his role as Senate chair. Sally Pearson has now been appointed to this position and will be taking up the Chair immediately. SPearson intends to attend the CA meetings in 2018.
* 23rd November save the date previously circulated is for the clinical networks annual conference. This is separate from the Senate Assembly annual conference which takes place in March. All CA members invited to attend on 23rd November. SPearson will be giving an update on the Senate’s current work.
* Ann Harding is now an official member of the CA representing B&NES.
 | **All****SRedka** |

Next CA meeting is 19th October, 10am – 1pm at Taunton Rugby Club