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| Notes from Citizens’ Assembly Meeting |  |
| Held on 5th September 2019 |
| In Taunton Rugby Football Club |
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Meeting Notes

**Present:**

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| Joanna Parker – Healthwatch South Gloucestershire and CHAIR | Kevin Dixon – Healthwatch Torbay |
| Rachel Perry, South West Clinical Senate Project Officer | Ann Harding – Healthwatch BaNES |
| Trish Trim – South West Clinical Senate Administrator | Tessa Trappes-Lomax – Healthwatch Devon |
| Mike Hodson - Healthwatch Somerset | Tricia Godfrey – Healthwatch North Somerset |
| Lance Allen - Healthwatch North Somerset | Peter Buttle – Healthwatch Wiltshire |
| Gilly Gotch, Healthwatch Devon |  |
| Paul Greensmith, Healthwatch Swindon | Malcolm Watson, South Gloucestershire |
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**Apologies:**

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| Jon McLeavy - Healthwatch Cornwall | Pat Eagle, Healthwatch Gloucestershire |
| Nazma Ramruttun, Healthwatch Swindon | Nick Pennell – Healthwatch Plymouth |

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|  |  | **Action** |
| **1** | **Welcome, introductions: feedback from Senate Council meeting and latest news** |  |
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|  | Round table introductions – attendance and apologies listed above. RPerry outlined the current status regarding the ongoing NHSE/I re-organisation. The new proposed structure will be made public in September with interviews for ringfenced and wider ringfenced posts (where a post and postholder is not slotted in to the new structure) starting in October and continuing onward for however long it takes to populate the posts in the new structure.RPerry commented that this may be having a knock-on effect in taking forward closer liaison between CA members and alignment to specific South West Clinical Networks (SWCNs). JParker commented that she will pick up with NWilliams and ARemmers ( SW Maternity Clinical Network personnel) to try to take forward her closer liaison with them. PButtle offered his support to any of the SWCNs around NHS Digital. |  |
|  | **Previous meeting notes (circulated)** |  |
|  | The notes from the CA meeting, 20th June 2019 and the Action log circulated and agreed. |  |
|  | **July Senate Council Meeting deliberating Student Mental Health** |  |
|  | The topic was brought to the Clinical Senate by A Royal College of Psychiatry member Richard Laugharne who opened the deliberations by outlining the context of the national picture.The deliberations were specifically around***How can healthcare services and universities work together with students to improve their mental health and wellbeing, preventing university student suicide in the South West?***Subsequently presentations involved outlining the regional position and Council members and guests held round table discussions in the afternoon to help formulate the meeting’s recommendations.The recommendations will be circulated when finalised.CA members attending the meeting were PButtle, NPennell, TTrappes-Lomax, NRamruttun.PButtle commented on the very moving testimony of Lee Fryatt, the father of a student who had committed suicide in the first year as a university student. Aspects of the situation included the lack of shared communication between the university and the family and the GP Practice of the son both prior to and after the death. A statistic PButtle took away was flagged in a presentation from Professor Steve West, Chair WEAHSN and Vice Chancellor, University of the West of England (UWE) who has tried to launch a coordinated nationwide debate of the 106 universities in England and has only received responses from 24 at this point.PButtle also praised Andrew Markwick who has come from a different direction in monitoring student welfare and has designed a comprehensive Application ( t/a thirdfloor) into which different aspects of an individual student’s journey through their programme and university life ( including those other than academic tracking) to build a multi-faceted profile of a student that can help to flag students’ who possibly have higher risk factors driving their health needs.All CA members present agreed that better inter organisation (particularly primary care ), sharing data and communicating is key. A suggestion was made of a similar process of the “yellow book” in maternity services where the patient keeps the book and it is their prerogative to share medical information. | **PB/TTL/RP/TT** |
|  | **Clinical Review Update** |  |
|  | RPerry gave an overview of current and imminent reviews and sought to determine who from the CA will align to which service review. It was suggested that there be 2 CA members on CRs going forward to train up all members by buddying a more experienced members with members yet to attend and gain experience of a CRP. RPerry will take back to the SMT as a proposal.Upcoming Clinical Review Panels:Devon Maternity Services require a Desktop Review that will likely feed into a full review later in 2019. Suggested MWatson and JParker to attend.Healthy Weston Stage 2 – not clear when it will take place currently 2019 or 2020- suggested NPennell and TTrappes-Lomax attend.Gloucester are exploring changes to their Community Services but as timeline isn’t clear no CA members have assigned as yet. | **RP** |
|  | **Senate Council Meeting: Community settings of care/ Citizens’ Jury** |  |
|  | The next Senate Council meeting will be held on 19th September.The question being deliberated is:***What is the future role of community hospitals in the South West and how should they be configured to meet population health needs, taking into consideration location, size, beds, services and staffing?***Somerset STP ( Fit for My Future) approached the council initially due to the rural nature of its locality resulting in higher than usual numbers of community hospitals. They are exploring the best plan going forward to gain best use of its estate, maintain effective and accessible to the population community hospitals and relieve the pressure that their acute services are currently under.A comprehensive programme has brought together relevant providers from across the south west, some modelling their solution to having gone through the same process.Clinical evidence that improvements in delivered services are key to ensure the general public do not perceive it as purely a cost cutting exercise.Ideas gathered during the discussion were used by JParker in her presentation at the Senate Council meeting and these included:-Transport-Added Social Value-Communities should be seen as assets-Communicating with the public- a "literate" public?-Put clinical evidence for change in lay language-Do not sell change based on funding alone-Change is coming due to technology |  |
|  | **Terms of Reference Update** |  |
|  | RPerry asked if members were happy with the final draft of the CA ToR.JParker feels they should be short and succinct with only 6 or near that points. Current inclusions in the draft such as Clinical Review Panels could be included in an Appendices as they are more akin to Standard Operational Procedures.The current version does not clearly reflect how the CA work in support of the senate.KDixon suggested that maybe the current version not be labelled ToR and could be used as a recruitment resource.RPerry to redraft accordingly | **RP** |
|  | **Healthwatch updates provided** |  |
|  | **Healthwatch BaNES, Ann Harding**It has been a very quiet period.The merger of  Bristol, North Somerset & South Glouc Healthwatchs with the loss of contracts from the Care Forum  has ramifications for B&NES as we share staff with South Glouc.We remain very concerned about Virgin Care. it is now 2 years since they won the care contract from Sirona and there are still communication.IT and staff problems.There has been very little public involvement as they made the person concerned with this redundant although a new appointment has now been made.B&NES Healthwatch has also set up Community Pots whereby it awards money to local Community Groups who then undertake a piece of work. We await the findings of these with interest.**Healthwatch North Somerset, Lance Allen / TGodfrey** * We have been successful in tendering for the BNSSG Healthwatch contract so from 1st October we will be managing the Healthwatch service in Bristol, North Somerset and South Gloucester
* Planning for the new contract is taking up a significant amount of our time in the weeks till 1st October. The new contract is funded at a significantly lower level than current contracts, so the new service will tend to use electronic channels more as well as being more dependent on volunteers. TUPE rules mean that we won’t be sure of the staffing situation until 1st October.
* We have published a report on Understanding access to mental health support through school & college
* Sirona have won the BNSSG wide contract to deliver community health services from next year and Tricia will sit on the Board to monitor this
* We have started a Digital Inclusion project though we won’t make significant progress on this till after 1st October
* We hare analysing feedback from the NHS Long Term plan prepared jointly with Bristol and SG and received 433 responses (141 from Bristol, 88 from SG and 183 from NS)
* Our current priorities going forward are: Mental Health, Digital Innovation, Cancer Services and Adult Social Care. We will review these in November at which time we will also agree the separate priorities in each of the 3 local Healthwatches

**Healthwatch Swindon, Paul Greensmith**1. Nothing on community hospitals relating to Healthwatch Swindon as this is an urban town and one main hospital. 2. Update since last CA- we have been carrying out Enter and Views. Most recent start of project with Swindon Council enter & View on selected Care Homes and published the latest on our website. 3. IMH we have arranged meeting to try to help patients to set up a PPG at one of the surgeries affected by the end of IMH contract. **Healthwatch Torbay - KDixon*** Significant time and effort is being expended on the tendering process for the Torbay/ Plymouth/Devon Healthwatch Contract
* The Youth Project is progressing well
* The Devon-wide Patient Participation Group Network is progressing well with 160 delegates at the June Conference
* The National Maternity Survey will be released in September
* Torbay was nominated for a Parliamentary NHS Award
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**Next Citizens’ Assembly 7th November 2019**

**CA Meetings 2020**

Thursday 16th January

Thursday 26th March (SW Clinical Senate assembly Conference 2020)

Thursday 16th April

Thursday 18th June

Thursday 3rd September

Thursday 19th November