

Notes from Citizens' Assembly Meeting

Held on 7th November 2019
In Taunton Rugby Football Club

Meeting Notes

Present:

Joanna Parker, Healthwatch BSW and CA CHAIR	Nick Pennell, Healthwatch Plymouth
Rachel Perry, South West Clinical Senate Project Officer	Ellie Devine Head of South West Clinical Senate
Trish Trim, South West Clinical Senate Administrator	Ann Harding, Healthwatch BSW
Tessa Trappes-Lomax, Healthwatch Devon	Gilly Gotch, Healthwatch Devon
Lance Allen, Healthwatch BNSSG	Tricia Godfrey, Healthwatch BNSSG
Kevin Dixon, Healthwatch Torbay	Hannah Gray, Healthwatch Somerset
Malcolm Watson, BSW	Stacey Sims, Healthwatch Wiltshire
Peter Buttle, Healthwatch Wiltshire	Paul Greensmith, Healthwatch Swindon
Olly Grice Healthwatch England	

Apologies:

Nazma Ramruttun, Healthwatch Swindon	Mike Hodson, Healthwatch Somerset
Emma Leatherbarrow, Help and Care Wiltshire	

		Action
1	Welcome and Introductions:latest news featuring Enhanced Health Care in Homes (EHCH) event from Gilly Gotch. September's Senate Council Meeting Recommendations: Community Hospitals	
	Round table introductions – attendance and apologies listed above. JParker and RPerry welcomed Healthwatch Managers from Wiltshire, Stacey Sims and Somerset, Hannah Gray. RPerry is also hoping that a representative from the Isles of Scilly will be able to join meetings by 'dial in' in the near future.	

	<p>GGotch attended Enhanced Health Care in Homes (EHCH) event at Exeter Racecourse, 30th October around Structured Medicines Review and Optimisation and Anticipatory Care (Primary Care) and gave feedback. A large part of the discussion was around Residential and Nursing Homes and prescriptions.</p> <p>There is a possible gap initially between full assessment of needs and the necessary support of medication prescribed and the homes themselves exist in a separate sector outside of the NHS but can play a vital role in assisting 'bed blocking'.</p> <p>September 19th 2019 SW Clinical Senate Council Meeting Recommendations: Community Hospitals. PButtle, GGotch, AHarding, MWatson attended on behalf of the CA. The Recommendations for this meeting are out to council meeting attendees to feedback on prior to confirmation and circulation.</p> <p>CA volunteers who would like to attend the November 28th Council meeting are KDixon, GGotch, PGreensmith. The focus question for the meeting is: The NHS produces millions of tonnes of waste, and is responsible for 6.3% of England's total carbon emissions and 5% of travel in the UK;</p> <p>What are the top 5 high impact changes that healthcare systems can make as a meaningful contribution towards mitigating climate change?</p> <p>RPE and JP thanked CA members for driving forward patient/public responses to the request for "Top 3" suggestions to where emissions cuts could be made within the current NHS organisation to contribute to the discussion at the Council meeting. These had been collated into a table upon receipt.</p>	<p>RP/JP will circulate the Forrest of Dean Citizen's Jury video from the 19th Sept</p> <p>JP to 'tidy up' and anonymise the table for website upload</p>
	<p>Previous meeting notes /Action Plan (circulated)</p>	
	<p>The notes from the CA meeting, 5th September 2019 and the Action log circulated and agreed. No matters arising. RP circulated the SW Clinical Senate Action Plan and flagged that it is a confidential document not to be shared outside of this forum.</p>	
	<p>Clinical Reviews (CR) update</p>	
	<p>EDevine outlined one of the functions of the Clinical Senate is to examine large scale organisation changes through the process of a Clinical Review. It is viewed from a clinical base only and is not part of the public consultation process. EDevine gave an update regarding the current status of ongoing Clinical Reviews at various</p>	

	<p>stages that are likely to become full panel Clinical Reviews going forward and welcomed CA members buddying up (one experienced CR Panel member with one new to the CR process) to fully understand the CR process and then participate in the Reviews representing the patient perspective.</p>	
	<p>Review Process Feedback: Somerset STP: Adults of Working Age Mental Health In-patient Beds</p>	
	<p>JMcLeavy/ NPennell feedback from participating in the Clinical Review process</p>	
	<p>On the 5th September 2019 a SW Clinical Senate Clinical Review Panel was held at Taunton Rugby Football Club. The panel met to review Somerset STP's Fit for My Future Programme: Adults of Working Age Inpatient Mental Health Beds proposals. NPennell and JMcLeavy attended as CA members to ensure proposals are clearly understandable to the public and to consider if / how the proposals will improve clinical outcomes for patients. They met prior to the event for Nick who has participated in a previous review panel to take Jon through the experience in preparation. This 'buddying up' rollout is how the south west are facilitating a patient perspective at the early list stage of an organisations proposals (the list in the section above is whom is being 'buddied' with whom as the clinical review programme as 2020 progresses).</p> <p>Nick Pennell Clinical Review Report November 2019</p> <p>Jon reported back that he had appreciated the prior meet up with Nick in preparation for the panel as it gave him a much clearer understanding of the process and he felt very prepared to participate. EDevine praised the contribution of CA members in this process, it is value added. It empowers the CA members going forward that their contribution is of equal value to the clinician contributions.</p>	<p>RPE to circulate the report and to encompass it within the CA Handbook</p>
	<p>November Council Meeting Preparation: Climate Change</p>	
	<p>EDevine gave an overview of the draft agenda for the November 28th SW Clinical Senate Council Meeting and the members discussed what had emerged from their individual Healthwatch organisations. The volume of comments received from local PPG groups was recognised by CA members and HW Managers will be emailed to thank them for their support in sharing the survey question. Main areas of focus in the feedback were:</p> <p>1. Travel</p>	

	<p>Reduction in travel times</p> <ol style="list-style-type: none"> 2. Energy: Solar panels, why are hospitals overheated? Incinerators as a heat source? 3. Switching off computers 4. Food waste 5. Procurement from local food suppliers 6. Organic farming 7. Packaging 8. <u>Single use plastics</u>-steel vaginal speculums- more expensive to autoclave the steel instruments than to remove plastics- 10 years ago to push towards single-use plastics-surgery single use items- infection control 9. Use of water in operating theatres 10. Long term plan- digital first primary care in the next 10 years 11. Incentivise cycling 12. Digital: HW National Conference: Good practice- Somerset/Torbay 13. GP networks- relocating - funding needs to come from the acute trusts 14. Great Ormond Street - gloves off campaign- reducing carbon emissions 12. MAVIS- the multi-agency bus where services can be provided - community bus <p>EDevine concluded that the meeting will look at what's happening around England determining what works best when trying to mitigate climate change and then challenging our locality if it is not already being adopted and rolled out.</p>	
	<p>Senate Assembly Conference Planning: Compassionate Health care</p>	
	<p>The next SW Clinical Senate Assembly Annual Conference will be held on 26th March 2020 and the theme is "Compassion in Healthcare". EDevine put it to CA members that a truer reflection of the make up of the SW Clinical Senate means dropping the 'Assembly' from the event title. There was some feedback regarding the very positive evaluation of the 2019 conference (theme "3 Types of Knowledge").</p> <p>The Keynote speaker for 2020 is Professor Michael West who will speak about Compassionate leadership and EDevine also suggested other contributors that will sit alongside the theme from various aspects. Suggestions put forward are:</p> <ul style="list-style-type: none"> • AI and compassion • The value of compassion • JParker suggested basing the CA contribution to the conference content around Christie Watson's book "The Language of Kindness: A Nurse's Story" • Someone to talk about The Mid Staffordshire NHS Foundation Trust Public Inquiry Chaired by Robert Francis QC? 	
	<p>HW England Update: Ollly Grice</p>	

	<p>Olly Grice attended this CA meeting, invited by JParker and RPerry. He focussed mainly on 3 areas suggested by CA Chair, Joanna Parker:</p> <ol style="list-style-type: none"> 1. The HW England/NHS England joint current work on the topic of travel to support the CA's contribution to the next Council meeting about climate change. 2. Further information about Healthwatch England's suite of tools to engage "Young Healthwatch" 3. HW England's new Quality Framework, for assessing local Healthwatch performance. <p>In addition to these, Olly talked to individual members present particularly in the light of the recent changes wrought across the Healthwatch 'landscape' and commented that he valued what Healthwatch organisations have and do achieve.</p> <p>The SW Clinical Senate Citizens' Assembly is the only type of forum for regional relevant Healthwatch organisations to meet regularly and support and participate in Senate business in England. Olly commented that he had visited in early days of formation when it wasn't known then what true value the CA has gone on to be.</p> <p>He talked about the Healthwatch England website to encourage members to use and contribute to it more regularly and to be kept abreast of national aspects affecting all Healthwatch organisations.</p> <p>He touched on Integrated Care Systems as the biggest change emanating from the LTP and affecting patients and he talked of the frustrations for Local Authorities/Healthwatch organisations priorities being adequately 'joined up ' and also with that of the many social care organisations in the private sector. The budget comes to Local Authorities from DH but there is no ringfencing for HW funding.</p>	
	<p>Healthwatch updates provided</p>	
	<p>Healthwatch BaNES, Ann Harding</p> <p>Healthwatch continues to receive unsolicited feedback re Virgin Care including feedback from a whistle blower who wished to inform Healthwatch of issues concerning staff. The newly appointed Communications Manager has resigned having only been in the post for a couple of months and the post has been readvertised on a salary of £35000-£40000.</p> <p>Points West, the local TV Station, has also featured problems concerning Virgin Care following a presentation from the local branch of Protect our NHS to the Overview & Scrutiny Committee. They have at last met with Healthwatch to discuss their Quality Accounts</p> <p>Last November Healthwatch set up 5 Community Pots awarding money to local voluntary organisations to fund small scale research projects. 3 of these have now completed their work & are to report back on their findings.</p>	

	<p>Healthwatch BNSSG, Lance Allen / TGodfrey Introductory Meetings</p> <ul style="list-style-type: none"> • Our new contract started 1/10/2019 so we now cover 3 areas within our Sustainability and Transformation Partnership (STP) and are building the new services for Bristol & S Gloc to run alongside the existing N Somerset one. • We are going out and about meeting people and organisations across the STP geography. We are giving an overview of our plans for the wider contract, meeting new partners, system leaders, staff and service users. • Our manager was invited to present to a development seminar organised jointly by the 3 Health and Wellbeing Boards - one of a series of autumn seminars. • We participated in a Bristol strategy meeting organised by Health and Wellbeing. This included staff from the STP, Councils, Public Health, and THRIVE, primary care in the Clinical Commissioning Group (CCG), councillors and voluntary sector partners including BS3, and WECIL. We discussed ways to translate priorities in the Health and Wellbeing strategy in Bristol, utilising resources in the VCSE sector, to maximise outputs and impacts for people in Bristol. • We attended Bristol's Patient and Public Involvement Forum (PPIF) and the South Gloucestershire PPIF. • Our HW manager sits on the Bristol, North Somerset and South Gloucestershire (BNSSG) Forum. Chairs from the local PPIFs attend the BNSSG-wide meeting to provide area updates. Going forward our manager will attend the BNSSG-wide meeting and our Area Leads will attend the local PPIFs. • 5 members of our staff and volunteer team attended an event organised by the Healthier Together Partnership (BNSSG's STP). The Partnership, which includes all local NHS organisations and councils in Bristol, North Somerset and South Gloucestershire is in the process of developing a Five-Year System Plan. This plan will take account of national priorities as set out in the NHS Long Term Plan, tailored to the needs of local communities • A new Patient and Public Involvement Strategy has been created by our CCG and the Healthier Together Partnership. We have agreed to promote the public consultation on the new strategy, which is open for the next 6 weeks as we conduct our introductory meetings. 	
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	<p>Volunteers</p> <ul style="list-style-type: none"> • We have held 2 Volunteer Information Sessions in Bristol and 2 in South Gloucestershire. Volunteers who worked with the outgoing provider were invited as were individuals who had recently approached Healthwatch. • Via these sessions we informed potential volunteers about the new contract and encourage them to continue to work with Healthwatch albeit with a new provider. • 6 people have organised follow up meetings with our Volunteer Co-ordinator and we hope will join as volunteers <p>Staffing</p> <ul style="list-style-type: none"> • We are building our staff team currently as Healthwatch staff from the previous provider in Bristol and South Gloucestershire decided not to TUPE across. • We currently have a Manager, Volunteer Co-ordinator and Communications Lead (previously HWNS staff) who will work across the 3 Areas • We are recruiting 4 Area Leads: 2 of which cover Bristol and 1 each for North Somerset and South Gloucestershire reflecting population sizes • We are also hiring a part-time Volunteer Coordinator to job share with our Volunteer Co-ordinator. <p>Commissioning</p> <ul style="list-style-type: none"> • One of our Director/Volunteer's is involved in the re-commissioning the Charlotte Keel Medical Practice (Bristol), where the CCG is seeking a provider to run GP medical services for the next 10 years. • We are PPI representatives on the boards involved in the 2 recent major re-commissioning of BNSSG services for Urgent Care and Community Health services. <p>Websites / Social Media</p> <ul style="list-style-type: none"> • We have launched new websites in South Gloucestershire and Bristol. • We are encouraging individuals across the patch to share their experiences of health and social care services straight into the feedback areas on the site. • We plan to use IT and social media more effectively and now have our own YouTube channel via which we will be 	
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	<p>promoting our extended use of video as a channel of communication.</p> <p>Service Launch</p> <ul style="list-style-type: none"> • We will hold a launch for our new service in February 2020, once we have full staffing for the service. • A key component of our service delivery will be separate Prioritisation Panels for each of the 3 Areas which will agree individual workplans within each Area. <p>Healthwatch Cornwall, Amanda Stratford, CEO</p> <p>Contracts</p> <p>In June Cornwall Council awarded HC a new contract to deliver the Healthwatch service for 5 years (3+2). In addition we will also :</p> <p>Cornwall Council : Provide facilitation for 4 partnership boards (LD, Autism, Carers and Older People)</p> <p>Kernow CCG : Host Maternity Voices Partnership</p> <p>Cornwall Council : Programme of engagement with people who have been through the Safeguarding process</p> <p>Operational Update</p> <p>Integrated Care System (Cornwall & IoS Health and Social Care Partnership) – formerly Shaping our Future</p> <p>We continue our involvement with System Leaders fortnightly meetings which will now be chaired by the new independent chair of the ICS John Govett.</p> <p>Membership of the new local Quality Surveillance Group for Cornwall which is being jointly run by KCCG and NHSE</p> <p>Together with the engagement lead on Cornwall Foundation Trust board we have held the first meeting of their new Engagement & Experience Collaborative (EECO) where we will support the operational development of their new patient experience and engagement strategy</p> <p>Outreach activity</p>	
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	<p>In addition to the business as usual engagement program we have had a profile at a variety of community events such as Big Beach Day.</p> <p>We have completed a Special Care Dentistry project on behalf of NHS England gathering the views of those using services. Through this we have gathered a great deal of information beyond that required as part of the consultation and we are currently considering the most impactful and appropriate way of sharing this.</p> <p>The team has attended five Freshers' Fayres completing 255 surveys and 3 focus groups engaging young people in questions around their preferences in accessing reliable health information. This feasibility study has been funded by EPIC and will be presented to the One Vision Board.</p> <p>We attended the first Farming Health Hub steering meeting which is being chaired by Dr Ruth Goldstein from public health and will continue to be involved in the development of these at a strategic level. Once operative we will build them into our engagement program.</p> <p>Research</p> <p>In addition to our regular reporting schedule to providers and commissioners the major piece of research in the last quarter has been the Delayed Transfers of Care (DTCOC) report. This was conducted at the request of the Transformation Board and was presented to them in August. The significance of peoples experience in the report was acknowledged by the board as it answers a question asked by the Newton Europe diagnostic report. The Transformation Board (assurance board for ICS) have taken the recommendations and agreed to develop an action plan to implement.</p> <p>We have requested that Healthwatch Cornwall have a seat on the new program board for Phase 2 of Embrace Care which is a system wide project which aims to bring Cornwall's health and care services together to work collectively to support people older than 65 to live independently, and to remain in their homes with packages of support if needed. It also aims to get teams to work together for older people who need to be admitted to hospital, which will ultimately allow them to leave hospital more quickly, and avoid being readmitted.</p>	
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<p>We have conducted a governance GAP analysis on our newly built community platform “Ask Cornwall”, developed a detailed project plan and ensured governance documentation is in place.</p> <p>Key meetings have been held with stakeholders, engagement mapping is underway and work is now being undertaken to Go Live with a soft launch on 14th November.</p> <p>Healthwatch England Conference</p> <p>5 staff attended the Healthwatch England conference in Birmingham in October and we delivered two sessions:</p> <ul style="list-style-type: none"> • Our end of life work and development of our model for collaborative working • Ask Cornwall : Our platform for bringing the public and professionals together <p>Marketing and Communications</p> <p>We have been reactive in this area over the last quarter as staff time has been taken up with keeping administrative operations going. We have however kept the website up to date and maintained a presence on social media.</p> <p>2020 Healthwatch Cornwall Conference</p> <p>26th March 2020 our conference for professionals will focus on the value of public engagement and we have chosen dementia as a topic on which to concentrate our sessions and showcasing.</p> <p>Partnership Boards</p> <p>Progress on the development of the new partnership board structure has stalled somewhat due to a range of expectations across professionals about what their involvement should/can be.</p> <p>However the boards and PB officers have played a very active role in the Advocacy consultation process across all boards and are now doing the same with the Carers’ Board in connection with the development of Cornwall Council’s new Carers Strategy.</p> <p>HR</p> <p>In September we successfully recruited and inducted 5 new postholders to :</p> <ul style="list-style-type: none"> • Safeguarding Engagement Officer • Digital Research & Engagement Officer 	
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<ul style="list-style-type: none"> • Volunteer Development Officer • Research Officer • Partnership Board Officer <p>In early November we appointed a new Business Support Manager and a Communications & Campaigns Manager who will join us in December.</p> <p>Priorities December - March</p> <p>In addition to on-going activity a number of priorities for our attention over Q4 2019/20 will be:</p> <ol style="list-style-type: none"> 1. Developing our understanding of Primary Care Networks in Cornwall and scoping how we can best work within this framework 2. Developing our role in the Embrace Care project 3. Plan and deliver conference for professionals on Public Engagement : 26th March 2020 Sir Robert Francis keynote speaker 4. Scoping volunteer needs across projects to widen volunteer base 5. Develop plans to include some focused work including social care for the engagement work across the next quarter 6. Scope mental health service user engagement research 7. Recruitment to Partnership Boards 8. Recruitment to Ask Cornwall platform 9. Formal launch of Ask Cornwall 26th March 2020 10. Safeguarding engagement planning and delivery <p>Healthwatch Devon, Tessa Trappes-Lomax and Gilly Gotch</p> <p>Tess and Gilly attended a meeting with other HW volunteers on the 22nd October in their current office in Marsh Barton. It was an opportunity to meet & engage with the staff & receive an update on current and future activity.</p> <p>Healthwatch Devon, thanks to their partnership with Citizens Advice has been Highly Commended at a national award ceremony for 'Giving people the health and care advice they need'</p>	
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	<p>2605 people shared their Health & Social Care stories this year (up 78%) 19% more people engaged through the website Produced 'Better 4 You, Better 4 Devon' with the CCG</p> <p>Oct 9th HW Devon held a 'Happy Health Day' in Newton Abbot 80 delegates, 26 stands and 6 speakers attended. The Keynote speakers delivered inspirational presentation, informing delegates about the challenges and progress within social prescribe, technology & resilience. There were also many market stalls & further information available. Tess attended.</p> <p>On November 29th 'The Phyllis Production' is visiting Petroc College. It has been developed from research with patients, family members and health & social care professionals, Women & Theatre's production, Phyllis represents the story of one family navigating the complex system of older people's care as they try to work out the best way to look after their aging mother. Gilly is attending & will feed back.</p> <p>Future Plans include</p> <ul style="list-style-type: none"> • Planning more Ideas • Activity in Care Homes • Drink Wise • Exploring peoples' views on Special Dental Care Services <p>Each member of staff explained their roles and we have been given one individual who will be responsible for communicating and engaging with volunteers. Abby also intends to hold regular meetings & offered a one to one meeting with those who would like it.</p> <p>One staff member Harry Bonnell works one day a week with Devon Community Services on Youth Services & has produced a report on SexualHealth. There is also an event at Petroc in December 'Health Be Safe'</p> <p>Harry is also planning to explore Environmental issues & is keen to work with the Citizens Assembly</p> <p>HW technology person is planning to create a safe and secure volunteer forum to provide better access to each other, chat room, communication & the availability of files</p> <p>Tess & Gilly explained the role of the Citizens' Assembly.</p> <p>Healthwatch Plymouth – NPennell</p>	
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<p>HWP has been actively engaged in a wide range of activities, the bullet points below are based upon the reports received from the Manager and the Chair at the most recent Healthwatch Plymouth Steering Group meeting which took place on 17th October 2119</p> <p>We are now fully staffed, but working to capacity - we are looking at how we may revise staffing arrangements to provide support (Community Adviser role) to one of the newly established Health and Well-being Hubs in Plymouth.</p> <p>Our recently established Communications Team is making its presence felt, particularly in raising our social media profile, but also in producing set pieces for local television reports.</p> <p>We have submitted a bid for the new Devon wide Healthwatch contract, it is a joint bid in conjunction with Healthwatch Torbay and with support from CAB. An announcement regarding the successful bidder is expected in January.</p> <p>PLACE assessments commenced in September.</p> <p>The Special Dental Care Project has been completed and a report submitted</p> <p>We continue with our continuous programme of public engagement initiatives.</p> <p>We are currently meeting all of our contractual requirements and are projecting complete year end compliance and financial balance.</p> <p>We are actively involved in the Devon STP, along with our Torbay and Devon Healthwatch colleagues via representation at Clinical Cabinet and within each main STP Work-stream.</p> <p>We are currently contracted to participate in all Local Authority Health and Well-being Board meetings, this has recently being extended to include the Local Care Partnership Group and the Mental Health Round Table Group.</p> <p>We have recently been invited to join the Plymouth Integrated Care System Group.</p> <p>Healthwatch Torbay - KDixon</p>	
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- Torbay's Youth Report has been presented and welcomed by Torbay Council and there have been assurances of future involvement of young people in decision-making
- Torbay Healthwatch has been commissioned by the Devon CCG to assist the Teignmouth Wellbeing Engagement
- HWT are involved in the Financial Advice and Information Resource initiative
- The Digital Inclusion project is now operating across the County
- The Torbay PPG Network is working across Torbay and has made contact with the new PCNs
- New work is ongoing around the Flu campaign, Domestic Abuse, Learning Disability and Obesity
- Work continues with the Arts and Culture Board
- Torbay's CCG/Public Health small grants initiative has now supported over 200 projects

Swindon Healthwatch – Paul Greensmith, Nazma Ramruttun, Sam Baker

During the last month with respect to Swindon Healthwatch the focus has been on:

- Enter and View
- The Walk in Centre; what type of services they should provide in the future.
- Long Term Swindon Healthwatch Planning.
- Local Specialist Community fund. Using the small budget, Swindon Healthwatch and the local Nepalese community to look at using the local health services in Swindon.
- Local people to go to South West Citizen Assembly and Citizen Senate meeting in Taunton.

Healthwatch Wiltshire –PButtle and SSims

Currently working on a number of projects:

We are working with the Wiltshire GP Alliance to hear people's views of the Improved Access scheme. This allows patients to pre book appointments in the evenings and at weekends. We are currently in the process of visiting GP surgeries out of hours to hear

	<p>patients views on this service and we also about to start a mystery shopping exercise. This engagement is due to be finalised by the end of November and then we will be pulling together the report.</p> <p>Our volunteers are leading on a project to hear the experiences of military families and veterans, especially in light of the recent army rebasing programme. This engagement is currently underway and going well and is due to continue until end of December when the findings will be collated and shared.</p> <p>In September we launched Young Healthwatch and are currently linking in with local schools and colleges to spread the word about Healthwatch, gather feedback and encourage young people to get involved as volunteers.</p> <p>In September we also published our latest dementia report 'Working together to improve dementia services' which highlights some of the changes that have been made to services and the impact that this has had as a result of feedback that has been shared with us. we are just finalising an easy read version and a video summarising the report that will be shared with the groups that we have visited.</p>	
	<p>AOB TTrappesLomax suggested that with the increased membership name cards could be employed to help identify 'who's who'.</p> <p>JParker prompted an update of the Senate website to reflect new CA members.</p>	<p>TT prep name cards</p> <p>TT</p>

Next Citizens' Assembly 16th January 2020

CA Meetings 2020

Thursday 26th March (SW Clinical Senate Annual Conference 2020)
 Thursday 16th April
 Thursday 18th June
 Thursday 3rd September
 Thursday 19th November

