

Notes from Citizens' Assembly Meeting

Held on 20th June 2019
In Taunton Rugby Football Club

Meeting Notes

Present:

Joanna Parker – Healthwatch South Gloucestershire and CHAIR	Nick Pennell – Healthwatch Plymouth
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
Nazma Ramruttun, Healthwatch Swindon	Jon McLeavy - Healthwatch Cornwall
Paul Greensmith, Healthwatch Swindon	
Ellie Devine, South West Clinical Senate Manager	

Apologies:

Pat Eagle, Healthwatch Gloucestershire	Kevin Dixon – Healthwatch Torbay
Malcolm Watson, South Gloucestershire	Margaret Abban – Healthwatch Cornwall
Gilly Gotch, Healthwatch Devon	

		Action
1	Welcome, introductions: feedback from Senate Council meeting and latest news	
	Round table introductions – attendance and apologies listed above. RPerry raised that the September 5 th 2019 CA meeting date needed to be re-scheduled as a Clinical Review Panel was likely to be scheduled to take place that date (this has subsequently been confirmed but it has been agreed to run the two meetings simultaneously with RPE and TT attending the CA meeting and ED and SP attending the review so the 5 th September date has been re-instated).	

	<p>The 23rd May SW Clinical Senate Council meeting was discussed and RPerry gave the context that workforce aspects have been key in being figured in the Senate Recommendations over the last 5 Council meetings' topics.</p> <p>NPennell continued the theme flagging that workforce issues are resulting in some radical thinking to meet the challenges; citing the School of Pharmacy, University of Plymouth.</p> <p>JParker commented that the focus going forward would be of more fluidity on competencies in Multi Professional Teams rather than holding fast to role titles e.g. growing use of paramedics in primary care, reflecting the move away from evaluation of "unnecessary" accident and emergency (A&E) attendances towards the planning and provision of primary care services which are more responsive to consumer needs and the move to increase public understanding of the new care pathways.</p> <p>RPerry reiterated that it is the Clinical Senate's intention to get as many CA members to participate in the various Council meetings' programmes going forward.</p> <p>PButtle gave a brief update on his up and coming presentation at 'Big Data Conference BIR, November 22nd 2019'. RPerry will circulate the final draft PowerPoint presentation for comments and feedback to finalise before taking to the conference. JParker urged onward circulation within each individual Healthwatch organisation to capture 'grassroots' feedback.</p>	<p>ALL</p>
	<p>Previous meeting notes (circulated)</p>	
	<p>The notes from the 25th April 2019 meeting were read and some corrections were flagged. The amended notes will be circulated when finalised.</p> <p>Matters arising: RPerry thanked everyone for their feedback on the Terms of Reference (ToR) scrutiny.</p> <p>TGodfrey commented that sometimes it is not absolutely clear what communications are intended for onward circulation to the Healthwatch organisations or for CA members only specifically and flagged that a clear map for direction would be welcome.</p> <p>RPerry clarified that the Senate do communicate direct to Healthwatch organisations when it is not confidential material and make it very clear when any communication with CA members is to be treated in confidence. RPerry and TTrappes-Lomax will liaise to look at this with the intention of clarification on the website and Tweets.</p> <p>A general discussion regarding dissemination of information within the various Healthwatch organisations ensued and it was flagged that if there were any issues regarding that, JParker could visit individual Healthwatch Organisations to explain the role of the CA.</p> <p>RPerry continues to liaise with Olly Grice, Engagement Manager (South)</p>	<p>TT</p> <p>RP/TTL</p> <p>JP/TTL/GG</p>

	<p>Healthwatch England to invite him to attend one of the Autumn 2019 meetings and it is now looking likely for the 7th November meeting.</p> <p>JParker has drafted a submission for the CA to enter the Healthwatch England National Awards 2019 under the category "Helping more people to have their say". TTrim will circulate.</p>	<p>RP</p> <p>JP</p> <p>TT</p>
<p>Terms of Reference- membership/length of time of membership</p>		
	<p>RPerry had asked for a review and feedback by CA members of the existing Terms of Reference prior to this meeting.</p> <p>EDevine flagged lots of small changes are required due to the organic growth of the CA since it was established and also the current changing scene of how Healthwatch organisations are currently being funded. What remains embedded is that the CA represents the patient and public voice.</p> <p>All members agreed that the Healthwatch organisations should remain in the sector from which CA members are nominated and that a functioning Healthwatch will be getting the wider input of public and patient voice to bring to the CA meetings and business.</p> <p>The other main area under review is the length of membership time. EDevine flagged that for Clinical Senate Council members, after a 2 year membership it can be extended on application with the focus being about offsetting volatility of the forum and 'staleness' of being a Healthwatch representative for too long a duration. This ensures that Healthwatch organisations have the onus of confirming that they are happy with their representative. It also needs to be a rolling replacement across the CA so that changes are not all at one time.</p> <p>RPerry will take these comments on to produce a revised ToR to bring to the next CA meeting.</p>	<p>JP/RP/ED/AI</p>
<p>Senate Council Meeting: Student Mental Health CYP input to CA and Clinical Senate: HW- young HW- do they still exist?</p>		
	<p>The next Senate Council meeting on 18th July will discuss: <i>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?</i></p> <p>The discussion opened as to the extent that children and young people are represented by Healthwatch organisations. When the CA was being set up, specific events were held to encourage youth groups to participate but this did not flourish and continue. This is partly about funding and the voluntary nature of the organisations. Ensuing discussion represented a picture of occasional participation of youth groups for specific projects undertaken by Healthwatch organisations but no constant representation. Generally, all Healthwatch organisations are trying to address this shortfall e.g. participation in Fresher Fairs, with outreach engagement key to driving this initiative forward.</p>	

	<p>RPerry suggested that the key to continuity would lie in educational providers participation. That evidence is provided of Health and Social Care involvement is embedded in the curriculum is also a possible in-road. This would also provide a renewable cycle of participation. Duke of Edinburgh participants also need to carry out voluntary placements and maybe that could be achieved through attachment to their local Healthwatch.</p> <p>It was agreed that JParker will write to Healthwatch England outlining the discussions and offering to run a pilot in the South West.</p> <p>NPennell, NRamruttun, PButtle and TTrappes-Lomax will attend the meeting on 18th July.</p>	<p>JP</p>
	<p>HW Update~ review submission of Healthwatch Network Awards 2019</p>	
	<p>JParker circulated a draft document outlining the submission for Healthwatch Network Awards 2019.</p> <p>Healthwatch South Gloucestershire will submit the entry under the “Helping more people have their say category”</p>	
	<p>Healthwatch updates provided</p>	
	<p>Healthwatch Devon, Tappes-Lomax</p> <p>We have been working closely with the NEW Devon CCG to analyse the data collected in Holsworthy and produce a report. The report is live on our website: https://healthwatchdevon.co.uk/wp-content/uploads/2019/05/20190327-Holsworthy-healthier-happier-lives-report-FINAL-Digital.pdf and the report was launched at an event in Holsworthy on June 24th.</p> <p>Enter and View programming is continuing, whilst we are currently still focusing on Care Homes we are looking to expand into other areas of health and social care.</p> <p>Healthwatch Devon worked in collaboration with HW Torbay and Plymouth to carry out some engagement work around the NHS Long Term Plan. This was commissioned via Healthwatch England by NHS England. We held a focus group in Barnstaple and a focus group in Exeter as well as attending a support group in Axminster and speaking to a number of individuals. The report/work was focused around Cancer/Lung and Heart Disease/Dementia. The report is in the final stages and we are working with the CCG to provide them with the information they require before they begin their next stage of engagement.</p> <p>Members of the team attended the PPG conference event which took place on the 12th June. We are working closely with the PPG network to try and build better relationships and gather feedback.</p>	

We have a new research/project team who will be looking to focus on a number of areas over the coming months- these will include access to NHS Dentists, Engagement with the Dartmouth community, and Carers mental health.

Healthwatch North Somerset, Lance Allen / TGodfrey

- Volunteers are all doing on-line Safeguarding training. A certificate can be printed out for both Adult and child parts.
- Staff and volunteers have been present at the PRIDE event in Weston and manning a stall, talking to shoppers in the Weston shopping precinct (the Sovereign).
- Healthy Weston public consultation events launched over the county from March until July. This is to create a focus on a stronger Weston General Hospital.
- Consultation project and action plan on reducing smoking in pregnancy with the Care Forum and HWNS has been published on HWNS website.
- The prioritisation panel meets in July to decide on the next projects using the last 3 months of gathered intelligence and feedback.
- Procurement board for the BNSSG community services £160 million bid work nears completion and will release a press statement next month on the preferred bidder. PGodfrey will then sit on a Public Reference Group for a few months in preparation and to meet with preferred bidder until possibly after next April (2020).
- HWNS community project I-Tea is being launched in June to help people make the best use of online health services.
 As part of HWNS's commitment to Digital inclusion, the team wants to help people who may feel excluded from the world of technology to feel confident about logging on to digital health services. We are working in partnership with the town council's digital hub, 65 High Street, Nailsea to run drop-in IT sessions on June 11th, 18th and 25th from 9:30 am to 12pm. There will be a chance to have a chat and a cuppa as well as support to get started online.
 It is hoped HWNS's I-Tea project could be a permanent monthly fixture in Nailsea, if there is sufficient demand. There are also plans to roll it out in Weston during July.
 Operations manager, Vicky Marriott, said: "Our patient feedback suggests patients don't always find it easy to get an appointment with their GP. We hope we can make this process easier by using digital services.

Healthwatch South Gloucestershire - JParker

Healthwatch South Gloucestershire report for the CA meeting notes:

- "Hivewatch" (Healthwatch South Gloucestershire [HwSG] working with people with a learning disability to undertake Enter and View [E&V] visits to health and care services) ... local acute Trusts; that is, North Bristol

	<p>NHS Trust and University Hospital of Bristol NHS Trust; are keen to involve our Hivewatch authorised E&V representatives in work with them during 2019-2020 to improve services for people with a learning disability.</p> <ul style="list-style-type: none"> •There will be Enter and View visits by HwSG authorised representatives to Specialist Dental Services during July and August 2019. •A HwSG “Pop Up” shop has been organised with Sirona Health and Care (community services) to be held in Yate Shopping Centre for one day on 20th June 2019 as an opportunity to engage with local people about their health and care issues/concerns and to provide appropriate information and/or signposting. •Following a conference last year HwSG has launched an on-line Forum for providers about the Accessible Information Standard [AIS] where they will be able to share resources, learning and examples of ‘best’ practice. •A paper with the findings from the work to engage older people across South Gloucestershire about Falls and Frailty is to be presented to the Local Authority Health and Overview Scrutiny Committee [HOSC] and to the Frailties Board. •Following collaboration with the CCG there is work underway to follow up with Chairs of Patient Participation Groups on the written pledges they made last year about actions to reduce their practice population’s isolation and loneliness •There will work undertaken following a survey in 2018 of GPs communication with patients to check if any changes for improvement have been made •‘Care Under the Rainbow’. To note this learning resource, the result of a joint project between The Diversity Trust and the University of Bristol is now available at: https://www.diversitytrust.org.uk/careundertherainbow/ <p>This is about promoting inclusion and equality in Care Homes for LGBT+ residents.</p>	
	<p>AOB EDevine encouraged CA members to suggest a topic for forthcoming SW Clinical Senate Council meetings.</p>	

Next Citizens’ Assembly 5th September 2019

7th November