

## Notes from Citizens' Assembly Meeting

Held on 16<sup>th</sup> April 2020  
Virtual Teams Meeting

### Meeting Notes

#### Present:

Joanna Parker, BSW Healthwatch and CHAIR	Ellie Devine Head of South West Clinical Senate
Sally Pearson SWCS Chair	Rachel Perry, South West Clinical Senate Project Officer
Trish Trim, South West Clinical Senate Administrator	Lance Allen, Healthwatch BNSSG
Tricia Godfrey, Healthwatch BNSSG	Ann Harding, Healthwatch BSW
Jon McLeavy, Healthwatch Cornwall	Tessa Trappes-Lomax, Healthwatch Devon
Richard Austin, Healthwatch Gloucestershire	George Soars, Healthwatch Gloucestershire
Nick Pennell, Healthwatch Plymouth	Alex Parker, Healthwatch Swindon
Jo Osario, Healthwatch Swindon	Paul Greensmith, Healthwatch Swindon
Kevin Dixon, Healthwatch Torbay	Peter Buttle, Healthwatch Wiltshire
Amelia Randle, SWCS Council ~GP	

#### Apologies:

Gilly Gotch, Healthwatch Devon	Nazma Ramruttun, Healthwatch Swindon
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		Action
1	Welcome and Introductions: latest news featuring November's Senate Council Meeting Recommendations: Climate Change	
	Round table introductions – attendance and apologies listed above.	

<p>JParker and RPerry welcomed new Healthwatch representatives from Gloucestershire: Richard Austin and George Soars and touch on plans to involve an Isles of Scilly representative by joining meetings through a 'dial in' option in the near future. Stressing it's about amplifying the local voice to a regional level.</p> <p>MHodson recently resigned and JParker thanked him for all his work and input to the Citizens' Assembly.</p> <p>CA volunteers who attended the November 28<sup>th</sup> Council meeting were KDixon, GGotch, PGreensmith.</p> <p><b><i>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;</i></b></p> <p><b><i>What are the top 5 high impact changes that healthcare systems can make as a meaningful contribution towards mitigating climate change?</i></b></p> <p>KDixon gave a brief overview of the meeting. He found it a great opportunity for an exchange of ideas with great networking opportunities. He came away with feeling that such ideas e.g. re-designating the use of the grounds of Torbay Hospital from its current laid to lawn to vegetable patches for both the hospital and the local community to gain from.</p> <p>JParker highlighted that the PPGs that had been asked for input prior to the meeting had engaged very enthusiastically and enabled her to give their patient view feedback to the council meeting attendees.</p> <p>KDixon proposed a press release of the event.</p> <p>RPerry also prompted the CA and Healthwatch organisations to re tweet the SWCS account Tweets from the day.</p> <p>JParker updated on the continuing collaborations between individual CA members and the various Clinical Networks remarking that the current NHSE/I re-organisation had brought taking further to a standstill whilst the 'dust settled'. Most probably will pick up again after April 2020 to strengthen the collaborations.</p>	<p><b>EDevine/JSanders to explore.</b></p> <p><b>All</b></p>
<p><b>Previous meeting notes /Action Plan (circulated)</b></p>	
<p>The notes from the CA meeting, 7<sup>th</sup> November 2019 and the Action log were circulated and agreed. No matters arising.</p> <p>RPerry had circulated the contacts spreadsheet for CA and Healthwatch organisations.</p>	
<p><b>Clinical Reviews updates</b></p>	
<p>EDevine / RPerry stated the confidential nature of this agenda item</p>	

<p>prior to giving an update of progress.</p> <p>Devon Maternity services: Desktop Review is complete and will proceed to be a full Clinical Review on 18<sup>th</sup> March 2020. JParker/MWatson to attend/support;</p> <p>Gloucestershire, Centres of Excellence - post purdah there will be a full Clinical Review to be held, March 31<sup>st</sup> 2020; NPennell/JMcLeavy/ AHarding to attend/support;</p> <p>BNSSG have submitted proposals around their Stroke Services which is likely to go to Desktop Review Feb/March 2020;TTrappes-Lomax /NPennell to attend/support;</p> <p>BNSSG/BSW both have Mental Health Services review likely but responses from AWP have slowed the process and isn't likely to come to panel past March 2020 now. NPennell/TTrappes-Lomax to attend/support;</p> <p>Cornwall – are in the process of putting together proposals around Community Services across Cornwall;</p> <p>Going forward both Somerset (and South Devon) are currently scrutinising their Community Services provision which will likely follow through to the Clinical Review process but it is currently stalled from the CCG side indicating a date in 2021 is more likely from their readiness.</p>	<p><b>JP/MW</b></p>
<p><b>NHSX: Digital Update: Empower the Person programme</b></p>	
<p>Emma Halliday, Implementation Lead, Empower the Person, NHSx</p>	
<p>EHalliday, Implementation Lead, Empower the Person, NHSx presented on NHSx being dedicated to drive forward the digitalisation of NHSE/I, mirroring the online revolution in society's preference in communication, organising and purchasing. Primary Care are early adopters in transforming the patient journey in accessing those services. Digitalised Maternity and Child Health are now 'ramping up' their transformation. Every pregnant woman will have access to a Digital Maternity Service making delivery of services more streamlined and Child Health provision has digitalised the Red Book to eRedbook to keep track of individual children's health, facilitating seeing upcoming appointments and read interesting articles about child development. All from mobile phones or pc; easily and securely.</p>	

<p>NHSx is also rolling out and driving the robust provision of services via the NHS App, aiming to be the Frontdoor for users accessing NHS services by February 2020 facilitating</p> <ul style="list-style-type: none"> <li>• 24-hour access to information, appointment booking and repeat prescription ordering gives patients more flexibility and easier access.</li> <li>• Gives you the ability to share your information with others in different care settings and other NHS organisations.</li> </ul> <p>This will involve a national campaign to encourage take up. The full presentation is available through this <a href="#">link</a> .</p> <p>Emma requested for CA members to let her know if there were any organisations not represented in a slide that outlined stakeholders. RPerry thanked Emma for travelling and presenting to the CA meeting.</p>	<p><b>ALL</b></p>
<p><b>January Council Meeting Preparation: Business Meeting</b></p>	
<p>The January Council Meeting will be a business meeting and will also allow Council members time to review the recommendations from previous meetings and how they have ultimately had impact on policy and delivery of services ( such as the Pharmaceutical Council meeting in January 2019). The meeting will feature speakers who have raised questions at previous Council meetings to identify common features of high impact recommendations.</p> <p>For the contribution from the CA EDevine has requested representatives to garner feedback from their Healthwatch organisations around how recommendations may impact positively on services and also to highlight how their contributions feed in to Senate Council business particularly in terms of strengthening outcomes delivered and gaining traction for the recommendations.</p>	<p><b>ALL</b></p>
<p><b>Senate Assembly Conference Update: Compassionate Health care</b></p>	
<p>The next SW Clinical Senate Assembly Annual Conference will be held on 26<sup>th</sup> March 2020.</p> <p>The theme is “Compassion in Healthcare”.</p> <p>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.</p> <p>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"> <li>• AI and compassion</li> <li>• The value of compassion</li> <li>• JParker suggested basing the CA contribution to the conference content could be around Christie Watson's book "The Language of <b>Kindness</b>: A Nurse's Story"</li> <li>• Someone to talk about The Mid Staffordshire NHS Foundation Trust Public Inquiry Chaired by Robert Francis QC ?</li> </ul>	
<p><b>Citizens' Assembly Training Day: what would you like included?</b></p>	
<p>A discussion was had about whether a specific training event is required or maybe integrated guest invitations to standing CA meetings ? RPerry will circulate an email with options and requesting suggestions to all CA members and take planning on from that.</p>	<p><b>RPE</b></p>
<p><b>HW Roundup, summary and close</b></p>	
<p>Ann Harding, Healthwatch BaNES We last met on 11th March. Since then our always enthusiastic team manager Alex Francis has sadly left the Care Forum &amp; Healthwatch B&amp;NES. She was replaced briefly by Carol Willis the manager for Swindon who has also left. We now have Vanessa Scott as our manager who was previously our communications manager. Our main task during the lockdown has been assessing the B&amp;NES Community Pots. Under this scheme money is awarded to Voluntary Organisations/Charities for undertaking a piece of research. We had nine applications and there is sufficient money to allow them all to proceed. Each volunteer has been allocated at least one organisation to liaise with to keep tabs on how they are doing.</p> <p>JP " HwBaNES have not had a meeting during the Covid-19 lockdown period but have been kept up to date with regular emails from the Volunteer Support Officer. Reports of the projects undertaken during 2019-2020 using funds from HwBaNES 'Community Pot' are now published on the website. More funding has been distributed through the 'Community Pot' process for projects to be taken forward during 2020-2021. For example, Jo Parker will be supporting a project with SWALLOW, which will deliver transition support to SWALLOW members with learning disabilities to re-engage following the Covid-a9 lockdown. Staff will provide personalised and tailored support to members to aid them to get back to normal life and help them engage with friends and their everyday activities. HwBaNES has a new manager, Vanessa Scott, who started in June 2020. She also manages Hw Swindon. and has a good understanding of Healthwatch as she has been with The Care Forum as Communications Officer for a while. The main issues raised with HwBaNES during lockdown have been around lack of easily available dental care."</p>	

<p>Healthwatch BNSSG, Lance Allen / TGodfrey          HEALTHWATCH BRISTOL, NORTH SOMERSET &amp; SOUTH GLOUCESTER</p> <p>ristol, North Somerset &amp; South Gloucestershire:</p> <p><b>General:</b></p> <ol style="list-style-type: none"> <li>1. The new BNSSG wide contract started in October 2019, but no staff and only a few volunteers transferred across so we did not have a full staff complement until January 2020. We also had very little able to be transferred from the previous provider</li> <li>2. We relaunched the new services at the end of February/early March and then ran immediately into the COVID-19 lockdown and 2 staff had to isolate</li> <li>3. Also our commissioners have been redeployed to other activities so we have had no contact from them since lockdown started</li> <li>4. WE have assessed what we can and can't do – e.g. we can't do Enter &amp; View at the moment as many of our volunteers are vulnerable, and we cannot go into many settings such as care homes</li> <li>5. Our focus has been on building new networks in Bristol &amp; S Gloucester, setting up individual Prioritisation Panels to agree workplans for each area and starting the initial projects:</li> </ol> <p><b>Bristol:</b> we are running a project to get feedback on domiciliary care with help from contacts / focus groups such as the Carers Support Agency and Bristol Black Carers</p> <p><b>South Gloucester:</b> we are running a project focussed on Learning Disabilities and their experience of Digital Apps for health, awareness around GP support, Alcohol &amp; drugs</p> <p><b>North Somerset:</b> We managed to complete some Enter &amp; Views prior to lockdown which we have published. We are running a project on Mental Health</p>	
<p><b>NHS Long Term Plan Survey</b></p>	
<p>Most of Q1 2019-20 was taken up with the NHS Long Term Plan Survey. Healthwatch England commissioned Healthwatch Swindon to lead across the Bath and North East Somerset, Swindon and Wiltshire Sustainability and Transformation Partnership footprint (BSW STP). We were set a target of engaging with 750 people across the BSW STP and ran two focus groups in each of the areas.</p> <p>The STP agreed priorities for BSW STP were:</p> <ul style="list-style-type: none"> <li>• Ageing Well / Frailty and</li> </ul>	

- Primary Care Networks

Swindon also wanted to speak to people with learning disabilities and autism to feed into the Autism Strategy. To facilitate this we ran a focus group at a local support group for those with learning disabilities.

Further focus groups were held at local sheltered accommodation to listen to residents for their views on services they are receiving from the NHS.

We also held an engagement event at a local FE college and spoke to 80 students to gather views from young people.

### What will this achieve?

During Q2 we produced a report collating all the information across the BSW STP. Within this report we have highlighted out key findings:

The key findings were:

- **Healthy Lifestyle:** Most people realised that they should be leading a healthier lifestyle. Requesting **advice on losing weight, knowing what food is healthy, managing stress, access to free gym use or affordable exercise was a high priority.** Of the 473 respondents to this survey 66% and 27% said 'very important' or 'important' respectively when asked to rate having the knowledge to help prevent ill health.
- **Access to services:** Respondents said they would like **better access to services.** This was mainly to do with **accessing an appointment with their GP** when needed, but also included access to **dentists** and **specialist support.** Some people wanted to see a 'named' doctor, and most people would like their doctor to be local.
- **Independent living:** People wanted better facilities to help them lead a more independent and healthy life as they get older, including **more support to enable independent living.**
- **Technology:** When asked about technology some raised concerns that this would **take away access to face-to-face appointments** or that they would not have access to the technology itself. Others thought it was a good thing, citing **text reminders and getting test results quickly** as being

<p>positive. Some also want to see technology used to enable services to <b>share data</b> thus making healthcare provision more efficient.</p> <p><b>“Our focus on helping people in BSW to live well in the future and to make it easier for them to find and use local health and care services has been driven by priorities outlined in the NHS Long Term Plan and from discussion and engagement with our STP Executive and Clinical leadership boards. These priorities also reflect the expected future needs of our local populations.</b></p> <p><b>“The results of Healthwatch’s engagement with focus groups on these priorities will provide invaluable insight as BSW develops its Five Year Plan for the future of health and care services across Bath and North east Somerset, Swindon and Wiltshire over the coming months.”</b></p> <p><i>– Dom Hall, BaNES, Swindon and Wiltshire Sustainability and Transformation Partnership</i></p> <p>From this survey we have set our priorities for this year and will continue to receive feedback from local people.</p> <p>We will continue to use the information that this report has produced to influence and improve local and STP priorities.</p>	
<p><b>Work with Swindon Equality Group for improvement to steps at Swindon Health Centre</b></p>	
<p>Healthwatch were able to challenge NHS Property Service, when Swindon Equality Group brought it to our attention that the steps outside the Health Centre were not fit for purpose.</p> <p>The steps were too high, led directly onto the road and there were no hand-rails in place.</p> <p>It has taken a lot of meetings, phone calls and pestering for Healthwatch Swindon to finally achieve ownership of the issues and the work to be carried out.</p> <p>The work was finally carried out at the end of 2019, but there is still a trip hazard with the handrails not continuing to the end of the slope. Healthwatch are continuing to put pressure on to make these final improvements.</p>	



<p><b>What will this achieve?</b></p> <p>The steps will finally be compliant, with the Health Centre accessible to all without the risk of trips.</p>	
<p><b>AOB</b>          No AOB</p>	

**Next Citizens' Assembly 16<sup>th</sup> April 2020**

**CA Meetings 2020**

- Thursday 18<sup>th</sup> June
- Thursday 3<sup>rd</sup> September
- Thursday 19<sup>th</sup> November