

## Notes from Citizens' Assembly Meeting

Held on 16<sup>th</sup> January 2020  
In Taunton Rugby Football Club

### Meeting Notes

#### Present:

Joanna Parker, Healthwatch South Gloucestershire and CHAIR	Ellie Devine Head of South West Clinical Senate
Rachel Perry, South West Clinical Senate Project Officer	Trish Trim, South West Clinical Senate Administrator
Lance Allen, Healthwatch BNSSG	Richard Austin, Healthwatch Gloucestershire
George Soars, Healthwatch Gloucestershire	Nazma Ramruttun, Healthwatch Swindon
Paul Greensmith, Healthwatch Swindon	Kevin Dixon, Healthwatch Torbay
Peter Buttle, Healthwatch Wiltshire	Emma Halliday, Emma Halliday, Implementation Lead, Empower the Person, NHSx

#### Apologies:

Tricia Godfrey, Healthwatch BNSSG	Gilly Gotch, Healthwatch Devon
Ann Harding, Healthwatch BaNES	Tessa Trappes-Lomax, Healthwatch Devon
Malcolm Watson, South Gloucestershire	Nick Pennell, Healthwatch Plymouth
Emma Leatherbarrow, Help and Care Wiltshire	

		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 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>Healthwatch BNSSG, Lance Allen / TGodfrey HEALTHWATCH BRISTOL, NORTH SOMERSET &amp; SOUTH GLOUCESTER</p> <ul style="list-style-type: none"> <li>• Our main focus over the past couple of months has been recruitment for the BNSSG wide contract and putting in place the new methodology required by our commissioners</li> <li>• Part of this new way of working includes focus on a number of Key Performance Indicators and adoption of the HWE Quality Framework</li> <li>• We now have a full complement of 7 FTE staff with the Area Manager, Communications Lead &amp; Volunteer Coordinator working across all 3 areas and 2 Area Leads dedicated to Bristol and an Area Lead dedicated to each of North Somerset and South Gloucester</li> <li>• Our commissioners have asked us to focus on fewer key projects where we can make an impact and the focus of these is managed through 3 separate Prioritisation Panels (one per geographical area)</li> <li>• The priorities being worked on are: <ul style="list-style-type: none"> <li>○ Bristol: Mental Health, Adult Social Care</li> <li>○ South Gloucester: Supporting discharge from hospital of vulnerable patients, Carer support, Autism awareness</li> <li>○ North Somerset: Mental Health, Adult Social Care</li> </ul> </li> <li>• We started the new contract with only our existing volunteers in North Somerset, but have now recruited 2 in Bristol and 2</li> </ul>	

<p>in South Gloucester and will continue to work on recruitment now we have Area Leads in place</p> <ul style="list-style-type: none"> <li>• We plan a launch event for the end of February to launch the new service to the public and hopefully recruit further volunteers</li> </ul> <p>Healthwatch Torbay - KDixon</p> <ul style="list-style-type: none"> <li>• The combined bid to run Torbay, Plymouth and Devon Healthwatch between Healthwatch Torbay and Engaging Communities South West, Colebrook South West (who run Healthwatch Plymouth) and Citizens Advice Devon, was successful, with the handover of the wider-Devon contract taking place on April 1 2020. This is a 3 year +1+1+1 contract of £560,000 PA</li> <li>• Devon CCG has commissioned HW Torbay as part of the consultation on services in Teignmouth. 220 interviews have so far been undertaken with patients- the main engagement will begin in March</li> <li>• Additional funding had been received for our Digital project</li> <li>• The Torbay Learning Disability Partnership Board is being established</li> <li>• Work is being undertaken with Torbay Hospital on advice and guidance on urology</li> <li>• Work with Torbay Hospital on video appointments</li> <li>• Work on the Integrated Care Organisation Partnership Board</li> <li>• Work on social prescribing</li> <li>• Work with Primary Care Networks on an anti-suicide funding bid</li> <li>• Work on joining up intelligence streams</li> <li>• Involvement with Healthwatch England in the future of Healthwatch</li> <li>• Work on volunteering in health and social care</li> </ul> <p>Healthwatch Wiltshire – Pbuttle</p> <p>We're asking for the views and experiences of people who have been in touch with Wiltshire Council's Advice and Contact team, which provides support and information on adult social care services. Our survey will look at how well this new service is working and identify any areas that could be improved. There's still time for military families to complete a survey about how they access GP surgeries, dental care, mental health, social</p>	
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<p>care and other services. Following a huge army rebasing programme this summer, we'd like to hear how families have been getting on in finding new services, and how services in Wiltshire compare to where they were living before.</p> <p>The last of our community cash projects starts in January with the Anybody Can Cook CIC. The project is to give families an opportunity to build relationships within their own families and outside friendships and enable them to discover that they can eat a healthy well-balanced nutritious diet whilst managing a very low income. Another aspect of the project shows that by cooking and eating a good diet together there are other benefits e.g. improved health, decrease in overweight/obesity, improved dental health etc. The project will be held at the Springfield Community Campus in Corsham. A further five sessions will be held at Spring Rise Childrens Centre in Chippenham during March.</p> <p>We have just finished engagement around Improved access at GP surgeries and the final report should be published in the next few weeks.</p> <ul style="list-style-type: none"> <li>• We visited a range of GP surgeries across Wiltshire during daytime, evening and weekend hours and interviewed 173 patients.</li> <li>• We carried out a mystery shopping exercise. Our volunteers called 14 GP surgeries on two dates and asked about evening and weekend appointments.</li> <li>• We distributed a survey for staff which aimed to gather their views about the service. 85 staff members completed the survey.</li> </ul> <p>We will be speaking to patients who have been through the process of applying for Continuing Health Care and listen to their experiences. A survey will be sent by the CCG with the outcome letters. A hard copy can be completed and returned via post or can be done online. There is also the option to ring Healthwatch and speak directly to us.</p>	
<p><b>Healthwatch Swindon's Achievements 2019-20</b></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</p>	



across the BSW STP and ran two focus groups in each of the areas.

The STP agreed priorities for BSW STP were:

- Ageing Well / Frailty and
- 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



<p>older, including <b>more support to enable independent living</b>.</p> <ul style="list-style-type: none"> <li>• <b>Technology:</b> When asked about technology some raised concerns that this would <b>take away access to face-to-face appointments</b> or that they would not have access to the technology itself. Others thought it was a good thing, citing <b>text reminders and getting test results quickly</b> as being positive. Some also want to see technology used to enable services to <b>share data</b> thus making healthcare provision more efficient.</li> </ul> <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> <div data-bbox="212 703 1182 848" style="background-color: #e91e63; color: white; padding: 10px; text-align: center; font-weight: bold; font-size: 1.2em;">       What will this achieve?     </div> <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