# BaNES locality: Your Health Your Voice Meeting

# 3 February 2021 | 14:00-15:30 | virtual meeting

**Present:**

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| **Name** | **Initial** | **Job title /role** |
| Julian Kirby | PB | Lay Member (PPE) - Chair |
| Ruth Atkins | RA | Head of Public Engagement and Insights, BSW CCG |
| Lee Rockingham | LR | Public Engagement Officer, BSW CCG |
| Emma Frost | EF | Public Engagement & Insight Manager, BSW CCG |
| Sara Marriott | SM | PA to Emma Frost, BSW CCG |
| JC | JC | Member of the Public |
| Janice Guy | JG | Representative from Jungle Green |
| Julie Hockey | JH |  |
| Nancy McGiveron | JM |  |
| Pat Foster | PF |  |
| Mark O’Sullivan | MO’S | Member of the Public and Federation of Bath Residents Associations |
| Anne Harding | AH | Member of the Public and Healthwatch link volunteer for Virgin Care (B&NES community health and care services) |
| Ian Perkins | IP | Member of the Public and Chair of Abbey Residents Association |
| Hilary King | HK | Member of the Public and Keep the NHS Public Group |
| Deborah Jane | DJ | Member of the Public and member of the Heart of Bath PPG |
| Andy Morley | AM | Member of the Public, digital champion and Healthwatch member |
| Ruth Jones | RJ | Quality Manager BSW CCG |

**Apologies:**

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| **Name** | **Initial** | **Job title /role** |
| Amelia Jane Cornick-Dingle | AJC-D | Member of the Public |
| Debbie Clifton | DC | Member of the Public |
| Jane Sideby | JS | Member of the Public |
| MY | MY | Member of the public |
| Dr Brynn Bird | BB | Locality Clinical Lead and Board representative for the BaNES locality |
| Corrine Edwards | CE | Chief Operating Officer, BaNES Locality |
| Vanessa Scott | VS | Manager of Healthwatch B&NES and Healthwatch Swindon |

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|  | **Welcome and Apologies** |
|  | JK opened the meeting and welcomed everyone. JK initiated introductions and RA advised of the apologies.  Attendees introduced themselves as there were new people at the meeting. |
|  | **Declarations of Interest** |
|  | AH advised she works in St Michaels GP practice in Twerton.  AM advised he is now a masters student at UWE |
|  | **Minutes from the meeting held on 2 December 2020** |
|  | JK advised that minutes of previous meeting have been circulated. All agreed as accurate so signed off as correct. |
|  | **Action Tracker** |
|  | Evening Meetings – Potential for April. JK acknowledged that this will not suit everyone.  111 First – EF to provide update later in meeting  Digital Transformation – Ongoing  Any lessons learnt on communications between patients and the medical profession – Left off agenda  Any ideas for topics for future meetings - share with the engagement team  If anyone is interested in being involved with the NHS Outcomes Framework please contact RA –  AM wanted to know if we are able to look at OBA – Outcome Based Accountability. AM wishes to be involved in this.  NM advised that she has been out of the loop since December 2019 and would also want to be involved in OBA. RA agreed to pick up with her. |
|  | **Public Questions** |
|  | JK reminded the group that we ask for questions before the meeting so that we can get a full and proper answer.  RA went through the public questions and provided the following answers:  **With people ringing up their GP practice to book their vaccine there are problems for people who are trying to get telephone appointment to speak to a doctor? Is there a possibility that GP surgery tell people to ring at certain times, for example, the surgery that I am register with, is only dealing with same day appointment and people have to ring at 8am or 2pm. So it would be easy to say people who need to book their appointment for their vaccine to ring the GP surgery between 9am to 2pm and then 3pm until closed.**  The advice is that patients should not be ringing their GP at all regarding the vaccine.  Patients cannot ring and book a vaccine they need to be invited and the practice will contact them when it is their turn.  Practice phone lines are very busy at the moment with telephone triage and the practice calling those patient that they need to book in for a vaccine so if patients have any queries about the vaccine they are asked not to call but to check the practice website or the CCG website for the latest information.  MS advised that he had been left a message to contact GP surgery regarding having a vaccine. MA asked how this fits in to the answer given. JK reiterated the national guidelines. MS advised that he felt his wife should have been given a higher priority as she is shielding. JK advised that this will be discussed again later in the meeting.  **Who will decide if an appointment is needed? - the reception who you leave details with or the doctor, and how will the patient know what is what?**  The doctor will decide if an appointment is needed and the patient will receive a response from the practice which will either be the doctor calling them back to do a telephone consultation or the reception staff calling if they are able to answer the query having spoken with a doctor or another member of staff.  AM asked that people who need or potentially have a right to a vaccine, he was impressed from a personal point of view that his daughter who is a carer has had a vaccine, but his youngest daughter is on the vulnerability list is not aware that she is on a list to be vaccinated. AM has asked for clarification to who is on the priority list. JK advised this will be picked up in the Covid brief later in the meeting.   1. **How are ICSs working in Swindon and Wilts and how will they potentially collaborate with B&NES ?**   An Integrated Care System (ICS) is a way of working across health and care organisations that allows partners to work closer together to take collective responsibility for the health and wellbeing of populations across large areas.  Across BSW, hospitals, GP surgeries, community care providers, local authorities, a mental health trust, an ambulance trust and voluntary sector organisations have been working together since 2016 as part of the BSW Sustainability and Transformation Partnership (STP).  The considerable progress made through joint working, especially throughout the Covid-19 pandemic, has now been formally recognised by NHS England and Improvement through official designation as an ICS –working as the BSW Partnership.  The BSW Partnership will do this through its five key ambitions:   * to improve the health and wellbeing of our population * reduce health and care inequalities * improve the quality and experience of care for those receiving and those delivering it * ensure workforce development and wellbeing * make the best use of resources   Each locality will have an Integrated Care Alliance (ICA) which involves commissioners, providers and other organisations:   * Working together to improve health and care for residents' in one locality, often co-terminous with local authority boundaries * Working across organisational boundaries by choosing to focus on areas which are challenging for all partners * Agreeing a picture of future population needs   In BSW, there will be three ICAs – Bath and North East Somerset, Swindon and Wiltshire.  **2. Can we be reassured that private provider companies such as Virgin Care for example, will not be in roles deciding on strategy and resource allocation currently undertaken by CCGs that could potentially result in conflict of interests.**   * Integrated Care Systems are partnerships between public sector bodies and organisations providing care to the health and care sector.  Across BSW we are adopting a model of ‘Distributed Leadership’ which means that we are drawing upon the skills and expertise of all partners. * In future, delegation to ICAs will be dependent on ICAs demonstrating the strength of their partnership arrangements, and how all the different sectors will work together for the benefit of their local population.   JK advised that the primary legislation to bring this initiative into play has not been written yet, therefore the CCG will remain and continue the role that it plays until it is told otherwise. JK reiterated that the board of Virgin Care, or any other non-public body, would not be in charge.  NM advised that she is unhappy with that answer. NM advised she does not like acronyms and feels that we are further back that before. JK asked for clarification and NM advised she is unhappy that the ICA’s are further back than they were 5 years ago.  RA suggested that we could see if Richard Smale would be available to attend the next meeting to discuss the ICA in further detail.  AM advised that the ICS should fit in with the ICR and all be on the same page. Thinks it would be a good idea to have Richard Smale attends a meeting in the future. |
|  | **Our Health Our Voice (Citizens Panel)** |
|  | JG attended today’s meeting and shared some information with the group via her screen regarding the Our Health Our Voice Panel. So far 1011 members have been recruited through a variety of means.  Survey 4 took place in December, around the same time as the vaccine was announced.  JG advised that the panel is now robust and well represented and have been able to recruit very close to the original targets set.  JG advised that female members of the community are often more likely to join the panel, but currently have 400 men within the panel.  All surveys start with open ended questions around how they are feeling. JG showed a range of results of these questions so the forum members could see those results. JG advised the group that there was a wave of positivity in the answers from the most recent survey.  JG advised that the survey members were asked if they would have the Coronavirus vaccine, ad shared the result that over 80% of people definitely will or would be having the vaccine.  JG also shared a slide to show reasons why people would not have the vaccine.  JG confirmed that a question was asked about sharing of digital care records, with 90% of the panellists agreeing that sharing the information anonymously would be a benefit.  Final topic discussed was the NHS 111 service. JG advised that 54% of panellists had used the service before.  JG explained that this is a short summary and that RA can provide more detailed analysis if needs be.  PF asked if the information can be shared with the group. EF advised that she is pulling together a report which will cover/mimic what JG has shared today, and can provide that at a later date. RA explained that all Citizen’s Panel data is on the BSW CCG website and a link can be provided.  MS advised that was it a good idea for information being shared or good idea for the information to be anonymised. JG advised that she has summarised this poorly and advised that all sharing would be anonymous.  HK asked who decided on the topics people are surveyed on. JG passed to RA and she advised that we link with people across the organisation for insights/topics. |
|  | **Update on NHS 111 First** |
|  | EF advised that a survey had been run via Survey Monkey in order to understands attitudes towards accessing 111 First. Over 600 responses to this and EF will be looking through the data and will produce and overview document which will be shared. Medvivo have additional intelligence tp add following interviews with patients that have used the 111 First service and that will be incorporated into the final report. |
|  | **Covid-19 Vaccination update** |
|  | RA shared her screen to show the information that we have on our website, as it’s information that is regularly updated. RA also advised that the weekly bulletin that is provided has an email address for generic (not patient specific) vaccination queries.    RA took the forum members through the Covid-19 page of the website and gave an overview on the Frequently Asked Questions section.  JH has said that she doesn’t want to bother her GP surgery but wanted to know if those carrying Epi pen should have the vaccine. RA read through the FAQs to find an answer for JH and advised that she will need to link in with the GP, but send an email to the team to clarify what is being advised on the FAQ page. JH asked if anyone knows if anyone with an epi pen had to have their vaccine at a hospital. Nobody could answer the question and RA advised that this could be added to the FAQs.  AM asked RA to scroll to the top if the web page and wanted to know how easy and interactive the site is to work with, specifically with the “Where is my nearest vaccine question”. RA clicked on the question and showed the answer. AM asked if a link could be added to the answer so that patients could book an appointment. JK advised that appointments are booked for you, and patients do not book their own appointments.  RA advised that everyone is following the government’s priority list and JK advised that GP’s will be the decider when confirming who gets their vaccine and when.  MS advised that there are a lot of questions in the section and asked for the information to be stored under general headings rather than just listed. RA agreed that this is a good observation.  PF feels that it is good that the information is all in one place, as Healthwatch have taken a number of complaints from members of the public who cannot find the right information relating to their situation within the Covid-19 pandemic.  RA asked if these can be shared with us as well, so that further information can be provided.  IP advised that he has googled vaccine information and the first hit was a link to Bath racecourse via Wiltshire CCG, but the link says page not found. RA advised that Wiltshire CCG doesn’t exist anymore. IP asked for a technical look at where the information is available. IP also advised that there is little to no information regarding vaccination information on social media. RA advised that messages have been going out via social media and RA advised there will be more to follow.  RA showed the forum members the other sections of the website related to Covid and agreed to send the links out to all members again.  JK advised that this landscape is an ever changing one and the CCG will continue to work within the guidelines provided so that we can do as much as we can for the residents/patients for each locality.  All of the latest Covid-19 vaccination information can be found on our website listed here: |
| **9.** | **Any Other Business** |
|  | JH asked if she could have the link to the Covid section of BSW website  MS – In the action tracker there was a meeting being held about the Comms & Engagement strategy? Wanted to know what’s happened with it. RA advised that the meetings have taken place and findings will be distributed to the forum for comment.  HK asked if there are representatives from Swindon and Wilts as all members on this forum are from in and around BaNES. RA advise separate forums for other localities.  AH advised that the Citizen’s Panel is not functioning and maybe it should be removed. AM advised that we need to be careful not to mix up different Citizen’s Panels, as there are a number with the same name. RA advised that the new panel is Survey 4 which was discussed today. RA advised that she has not heard of the Virgin Care Citizens Panel. PF advised that she can chase that up for AH.  AM advised that digital transformation is being looked at by EF and is looking for an update as to how to engage with that and would like to be involved. AM also advised that RUH parking and fines has become an issue in the local area. AM advised that the fines that people get have escalated into horrible situations for people. RA advised that this could be picked up by the RUH patient advice and liaison service? AM feels that this is a high level complaint and needs CCG intervention. RA and JK confirmed that this is not appropriate for this forum as the RUH is its own separate entity. |
| **10.** | **Closing Remarks and Date/Time of Next Meeting** |
|  | The next meeting will be held via Zoom on April 2021. |