

### East of England Citizens' Senate

## Citizens' Senate meeting no 41

14<sup>th</sup> March 2023

**Kevin Minier** 



#### **Extend the Patient Voice**

- > Involvement in programmes, services, policy & research
- > Access to specialist Health Professionals and speakers
- > Information and guidance on NHS policy and service change
- > Support innovation for patient benefit
- > Training and development opportunities

#### The Aims of the Citizens' Senate

- > To represent the public voice on the Clinical Senate
- ➤ To connect the Public Voice locally, regionally, and nationally via NHS programmes, the Academic Health Science Networks, and other organisations
- ➤ To be the public 'guiding conscience' for strategic/major healthcare decisions across the region.

#### The Added Value of the Citizens' Senate

- > Access to a diverse network of lived experience
- > Trained in co-production principles and involved in integrated programmes, service change, policy & research
- > Supporting innovation for personalised care and patient outcomes
- ➤ Developed and delivered PPI/Co-production Strategies, Teams and Facilitation
- Access to a wide community of service providers, locally, regionally and nationally



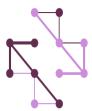
### Agenda

Welcome, introductions and apologies Members' share their involvement activities CS Annual Update, Meeting Notes and Actions Break CS Chair's Report The Highs and Low of Involvement Lunch Thurrock, South Essex Mental Health Model Diversity and Mental Health CS Theme 2023/24 **AOB & Next Meeting** 



# Members inform the Citizens' Senate about their involvement activities

Q&A



## Meeting no 40 14<sup>th</sup> December 2023



### **Access to Health and Social Care Services**

**Kevin Minier** 

East of England Citizens' Senate Manager



### Academic Health Science Network

## Academic Health Science Network Patient and Public Involvement (PPI) Leads Network

Eastern AHSN Non-Executive Director

Eastern AHSN Impact Magazine

Eastern AHSN Lunch and Learn

Eatern AHSN Patient Engagement Toolkit

Eastern AHSN Patient Safety Collaborative (Care Home Network)



### **Spreading Innovation**

### Eastern AHSN Innovation Review Panel

Eastern AHSN Insights to Impact Masterclass

MedTech Conference: Q&A Panel Wound Management

Hospital Inventory and Theatre Management (MediShout)

Cambridge & Peterborough Innovation Hub



### Spreading Innovation - CVD

Stroke Prevention (Cardia)

Lipid Management

Hypertension

Cardiovascular Prevention Programme & Blood Pressure Monitoring Survey

Get it Right First Time (GIRFT) – Cardiovascular Disease

Cardiology Innovation Focus Group (Cardisio)
Small Business Research Initiative (SBRI)

### Spreading Innovation - CVD

Cardiology Clinical Reference Group

National Audit for Cardiac Rehabilitation (NACR)

National Cardiac Surgery Research Group

East of England Cardiac Network

**British Cardiovascular Society** 



### Spreading Innovation - CVD

The Stroke Association

**British Heart Foundation** 

Heart Research UK

William Harvey Heart Clinic

Healthy Herts Community Hub (HHCH)



### **Spreading Innovation**

#### Suffolk and North East Essex Innovation Co-design Workshop

Wheelchair Leadership Alliance

National Insights Prioritisation Programme (NIPP)
Remote Monitoring Evaluation & Guidance

(hip and knee replacements; heart palpitation; respiratory conditions; asthma)

**Opioid Deprescribing Toolkit** 

OpenMedical Ederma Teledermatology Patient Participation Working Group

Patient Initiated Follow Up (PIFU)

### Spreading Innovation – Mental Health

### NIHR ARC National Priorities in Mental Health Programme

Mental Health Implementation Network

Ethnicity and Mental Health Improvement Project (EMHIP)

Reference Group

Safety in Mental Health Settings

### Spreading Innovation – Mental Health

# Coproducing improved mental health acute inpatient discharge using a Systems Approach: MINDS

**Essex Mental Health Strategy** 

Hertfordshire Healthy Living Fair February 2023 (HPFT)

Mind



### Spreading Innovation - PEoLC

# NHS Palliative and End of Life Care Programme (East of England)

East of England Palliative and End of Life Summer Conference 2022 East of England Palliative and End of Life Autumn Conference 2022

Arthur Rank Hospice Charity (Patient Led Assessment of the Care Environment)

### **Spreading Innovation - Cancer**

## NHS England National Cancer Alliance Patient and Public Voices Forum

NHS England Chemotherapy Clinical Research Group

East of England Cancer Patient Advisory Board

East of England Cancer Alliance Patient Partners Board

Cancer Research UK Grand Challenge Panel



### **Spreading Innovation - Cancer**

## Early Diagnosis and Referral of Cancer by Community Pharmacists Pilot

Supporting innovation in lower gastrointestinal & colorectal (lower GI) cancers project

The Careology App – Cancer (James Paget Hospital)

Can-Survive UK

Macmillan Cancer Support

### Eastern Academic Health Science Network

East of England Ambulance Service NHS Trust (EEAST)

Cambridge Rare Disease Network (CRDN)

Illuminate

African Families in the UK (AFiUK)



## Sensory Action Alliance Essex Care Ltd

# East of England Psychological Professions Network (PPN) Workforce Council Aspiring Psychological Professions Network

Association of Directors of Social Services East
Personalisation and Prevention Network - over a brew
Carers Network

National Academy for Social Prescribing
East of England Thriving Communities – Communities 1st



### **East of England Integrated Care Systems**

Suffolk and North East Essex (Sharon Rodie) West Essex Health Equity Programme (Wendy Bailey) Hertfordshire and West Essex Voluntary, Community, Faith and Social Enterprise (VCFSE) Alliance **Essex County Council** Hertfordshire County Council **Healthwatch (East Forum)** 



Health Foundation: Q Community

British Medical Journal (BMJ)

**National Voices** 

**Patients Association** 

**British Thyroid Foundation** 

National Rheumatoid Arthritis Society



# National Institute for Health and Care Research (NIHR) Applied Research Collaborative (ARC)

Collaboration for Leadership in Applied Health Research and Care (CLAHRC) East of England

East of England Research Design Service

UK Critical Care Research Group



## Cambridge University School of Clinical Medicine Frailty Working Group

University of Suffolk Integrated Care Academy

University of East Anglia

**Anglia Ruskin University** 

University of Hertfordshire



#### **NHS Health Trusts**

Mid and south Essex NHS Foundation Trust - Broomfield Hospital

James Paget University Hospitals NHS Foundation Trust

West Hertfordshire Teaching Hospital NHS Trust – Watford Hospital

North and East Hertfordshire NHS Health Trust – Lister Hospital Mount Vernon Cancer Centre

Cambridge University Hospitals NHS Foundation Trust - Addenbrookes Hospital

#### **NHS Health Trusts**

# Hertfordshire Partnerships University NHS Foundation Trust

# Cambridgeshire and Peterborough Foundation Trust



### **Community Partnerships**

Family Carers (Essex Charity)

Carers in Hertfordshire

Anglia Care Trust

Stevenage Dementia Involvement Group

Chelmsford City Primary Care Network Team

National Society of Allotment and Leisure Growers (NSALG) Ltd

### Community Partnerships - Faith

### Bishop of London Health Alliance

Faiths Forum

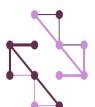
Jewish Voluntary Network

Christian Church Groups



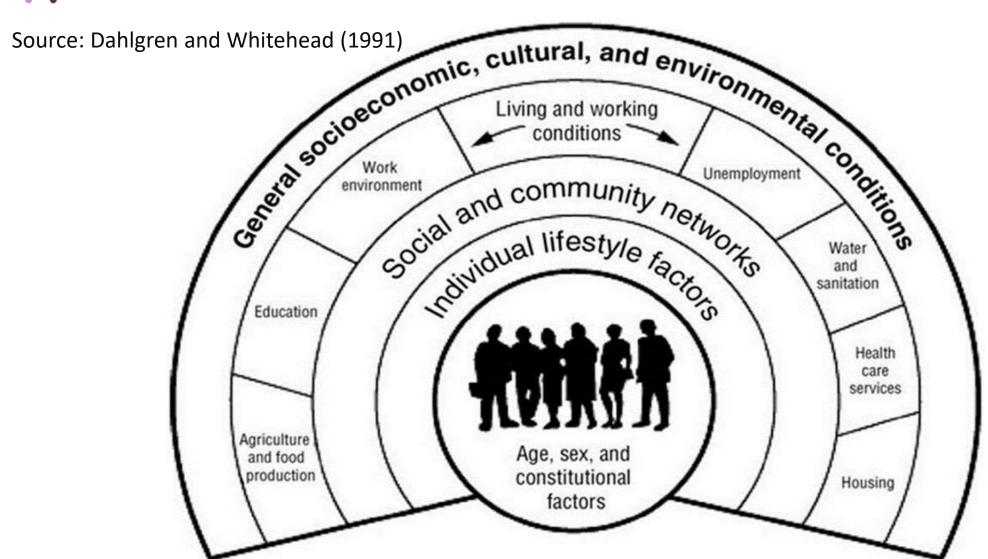






#### East of England Citizens' Senate

### Strategic Co-production





### Strategic Co-production

## Integrated Personalised Care & Integrated Personalised Commissioning

**Training** 

NHS Continuing Healthcare (CHC)
NHS Personal Health Budgets (PHB)
NHS Personal Wheelchair Budgets (PWB)
LA Personal Budgets & Direct Payments

Integrated Personal Budgets and Personal Health Budgets

### Strategic Co-production

### **Setting Priorities and Training**

Co-production Principles

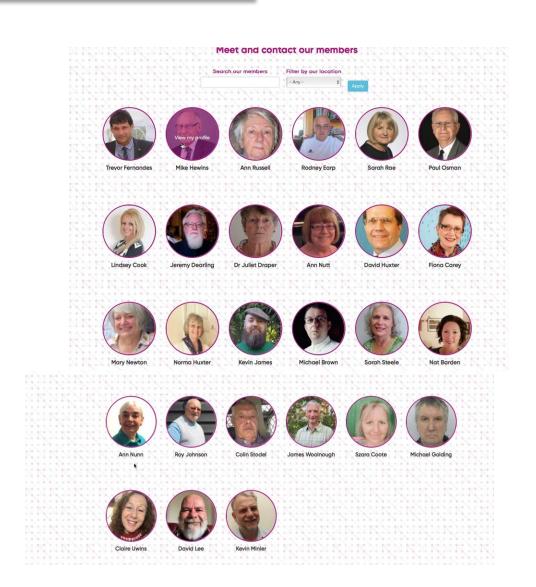
NHS Peer Leaders Strategic Co-production Group

NHS Peer Leader Facilitators in Personalised Care (Co-production)



### Membership & Member Profiles

- Name/Profile about you
- Lived experience e.g. Mental Health
- Region locality where you are most involved
- Main Role e.g. PPG rep, Community
   Champion etc
- Organisations you are involved in, if any
- Profile photo





### Think Tank

## A body of expertise providing perspectives on health and social care matters

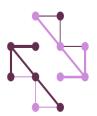
Citizens' Senate Members WhatsApp Group

Weekly Drop-in Session Wednesdays 8:30am-10am For Experts by Experience and Health and Social Care Staff

East of England Citizens' Senate LinkedIn Page

Twitter @EastSenate

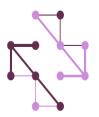
East of England Citizens' Senate Website



#### East of England Citizens' Senate

### Citizens' Senate Update

# Q&A



# Back in 15 Minutes

### Citizens' Senate Chair's Report

# Citizens' Senate Chair's Report 2022/23

Godwin Daudu
Chair of the East of England Citizens' Senate

# The Highs and lows of Involvement

Sarah Rae
East of England Citizens' Senate Member



# Back in 45 Minutes

# Thurrock, South Essex Mental Health Model

Trevor Fernandes
East of England Citizens' Senate Member





# MSE Adults & Older Adults MH Plan

Moving from policy, theory and ideas to practicable delivery on the ground.

October 2022

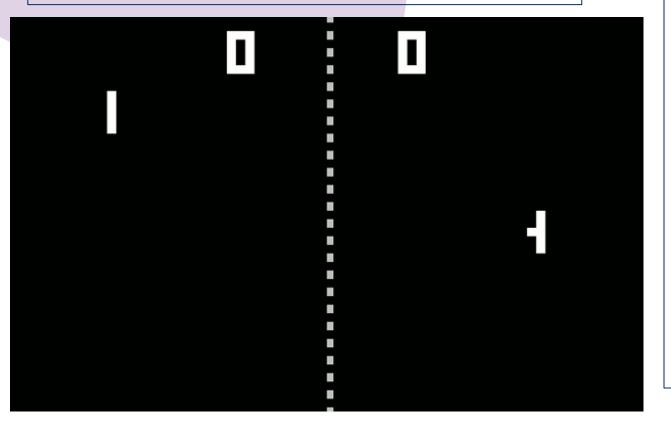
# **Objectives for today:**

- Share the new Model of Care
- Highlight the value of partnership working (GPs/PCNs etc)
- Demonstrate a personalised approach i.e. one size doesn't fit all and giving patients choice and control on what matters to them
- Share the early benefits and evidence.

"I've been fighting for the last 5 weeks... I phoned Grays Hall and I was told that I would have a phone call on the Wednesday, I had nothing, absolutely nothing."

"I receive a letter, from Western house that has been here there and everywhere, I open it a month later, to find that they have all my personal details to my address to my telephone number incorrect..."

# **Ending the MH Ping Pong**



### In the Beginning...

- Unhappy GPs and even unhappier patients being pushed from pillar to post,
- Inefficient ways of working leading to waste of resources,
- Ineffective communication processes and siloed working,
- High DNA rates,
- Long waiting times,
- Fitting needs into services,
- Large Outpatients caseloads held by psychiatrists with little therapeutic intervention,
- Fragmented and inadequate community support.

www.midandsouthessex.ics.nhs.uk

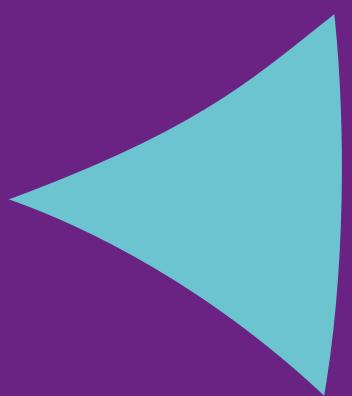




## Co-production at the Heart of Transformation







Jane Itangata

**Adult Mental Health Transformation (MSE)** 

<u>j.itangata@nhs.net</u>

Mark Travella

**Associate Director Business Development and Service Improvement (EPUT)** 

mark.travella@nhs.net

Alfred Bandakpara-Taylor

**Deputy Director Adult Mental Health (MSE)** 

Alfred.bandakpara-taylor@nhs.net

www.midandsouthessex.ics.nhs.uk









# **Diversity and Mental Health**

East of England Citizens' Senate Members

# Neurodivergence (Ask an Autistic)

Laura Edwards
East of England Citizens' Senate Member

# Attention deficit hyperactivity disorder (ADHD) and Dyslexic Thinking

Sarah Rae
East of England Citizens' Senate Member

# **Carers**

Kevin Minier
East of England Citizens' Senate Member

# **Cultural Heritage**

Kevin Minier
East of England Citizens' Senate Member



East of England Citizens' Senate

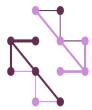
# Co-production and Mental Health

# Q&A

## Theme for 2023/24

# **Access to Health and Social Care Services**

Kevin Minier, Member and Manager



# East of England Citizens' Senate Awayday Effective Co-production Workshop Tuesday 17<sup>th</sup> January 2023 10:30am-3pm

# **Unique Selling Proposition**



# Choice

Citizens' Senate has the choice of what it gets involved in.

Members have the choice of what they get involved in.



# Core20PLUS5 Adults, Children and Young People



### East of England Citizens' Senate

### **Core20PLUS5 Adults**



### **REDUCING HEALTHCARE INEQUALITIES**

CORE20 O

The most deprived **20%** of the national population as identified by the Index of Multiple Deprivation



The **Core20PLUS5** approach is designed to support Integrated Care Systems to drive targeted action in healthcare inequalities improvement

**Target population** 

CORE20 PLUS 5

O PLUS

ICS-chosen population groups experiencing poorer-than-average health access, experience and/or outcomes, who may not be captured within the Core20 alone and would benefit from a tailored healthcare approach e.g. inclusion health groups





**Key clinical areas of health inequalities** 



### MATERNITY

ensuring continuity of care for women from Black, Asian and minority ethnic communities and from the most deprived groups



### SEVERE MENTAL ILLNESS (SMI)

ensuring annual health checks for **60%** of those living with SMI (bringing SMI in line with the success seen in Learning Disabilities)



### CHRONIC RESPIRATORY DISEASE

a clear focus on Chronic Obstructive Pulmonary Disease (COPD), driving up uptake of Covid, Flu and Pneumonia vaccines to reduce infective exacerbations and emergency hospital admissions due to those exacerbations



### EARLY CANCER DIAGNOSIS

**75%** of cases diagnosed at stage 1 or 2 by 2028



### HYPERTENSION CASE-FINDING

and optimal management and lipid optimal management



CESSATION positively impacts all 5 key clinical areas

# Core20 IMD

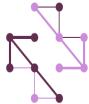
The most deprived 20% of the national population as identified by the national Index of Multiple Deprivation (IMD). The IMD has seven domains with indicators accounting for a wide range of social determinants of health.



# **PLUS**

Populations we would expect to see identified are ethnic minority communities; people with a learning disability and autistic people; people with multiple long-term health conditions; other groups that share protected characteristics as defined by the Equality Act 2010; groups experiencing social exclusion, known as inclusion health groups coastal communities (where there may be small areas of high deprivation hidden amongst relative affluence).

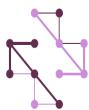
Inclusion health groups include: people experiencing homelessness, drug and alcohol dependence, vulnerable migrants, Gypsy, Roma and Traveller communities, sex workers, people in contact with the justice system, victims of modern slavery and other socially excluded



# 5

There are five clinical areas of focus which require accelerated improvement.

Governance for these five focus areas sits with national programmes; national and regional teams coordinate activity across local systems to achieve national aims.



# Five for Adults:

# 1. Maternity

Ensuring continuity of care for women from Black, Asian and minority ethnic communities and from the most deprived groups. This model of care requires appropriate staffing levels to be implemented safely.

# Five for Adults:

# 2. Severe mental illness (SMI)

Ensuring annual health checks for 60% of those living with SMI (bringing SMI in line with the success seen in learning disabilities).

# Five for Adults:

# 3. Chronic respiratory disease

A clear focus on Chronic Obstructive Pulmonary Disease (COPD) driving up uptake of COVID, flu and pneumonia vaccines to reduce infective exacerbations and emergency hospital admissions due to those exacerbations.

# Five for Adults:

# 4. Early cancer diagnosis

75% of cases diagnosed at stage 1 or 2 by 2028.

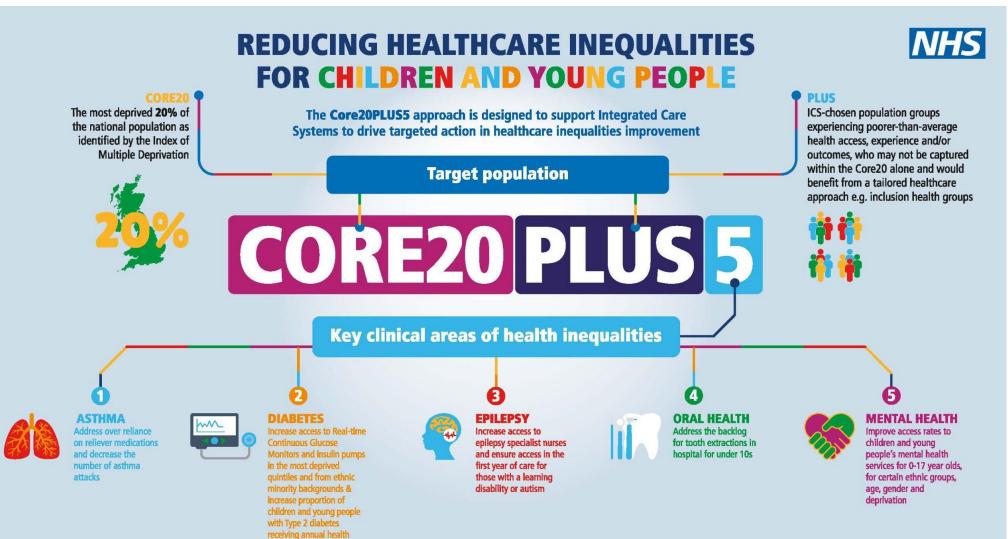
# Five for Adults:

5. Hypertension case-finding and optimal management and lipid optimal management To allow for interventions to optimise blood pressure and minimise the risk of myocardial infarction and stroke.



### East of England Citizens' Senate

# **Core20PLUS5 Children & Young People**



# Five for Children and Young People:

# 1. Asthma

Address over reliance on reliever medications; and Decrease the number of asthma attacks.

# 2. Diabetes

Increase access to real-time continuous glucose monitors and insulin pumps across the most deprived quintiles and from ethnic minority backgrounds; and

Increase proportion of those with Type 2 diabetes receiving recommended NICE care processes.

# Five for Children and Young People:

# 3. Epilepsy

Increase access to epilepsy specialist nurses and ensure access in the first year of care for those with a learning disability or autism.

# Five for Children and Young People:

# 4. Oral health

Tooth extractions due to decay for children admitted as inpatients in hospital, aged 10 years and under.

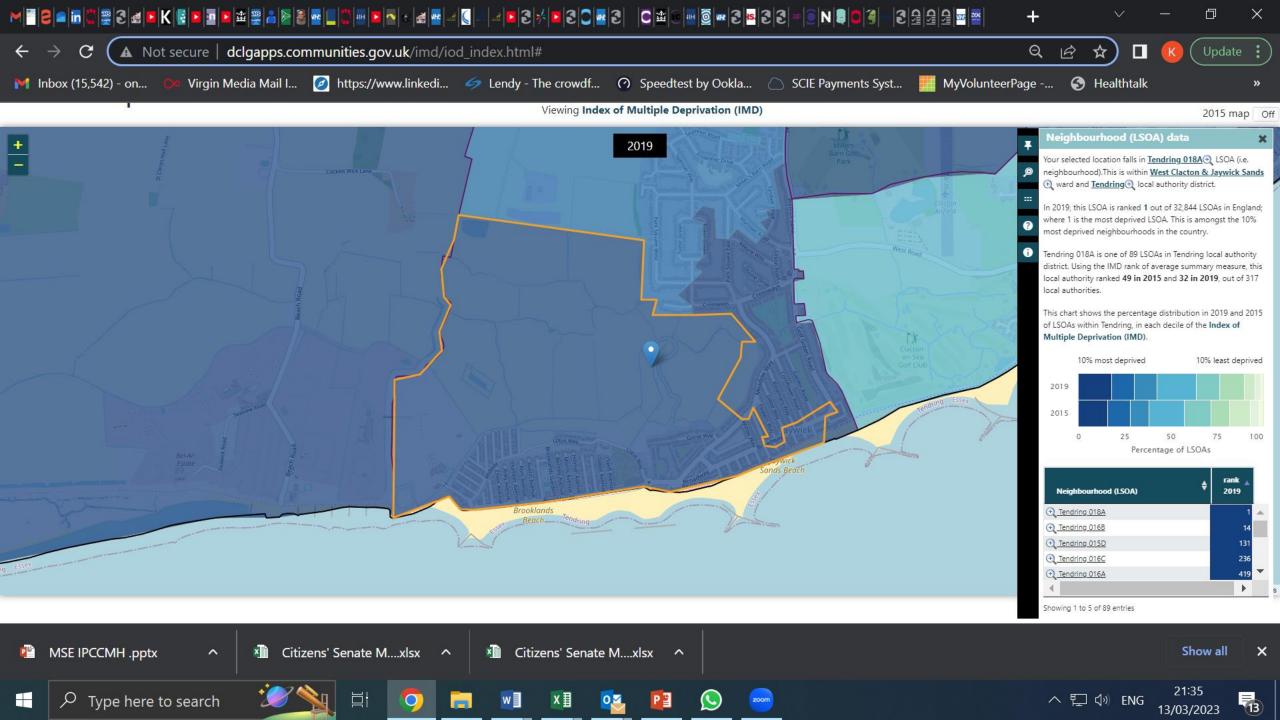
# Five for Children and Young People:

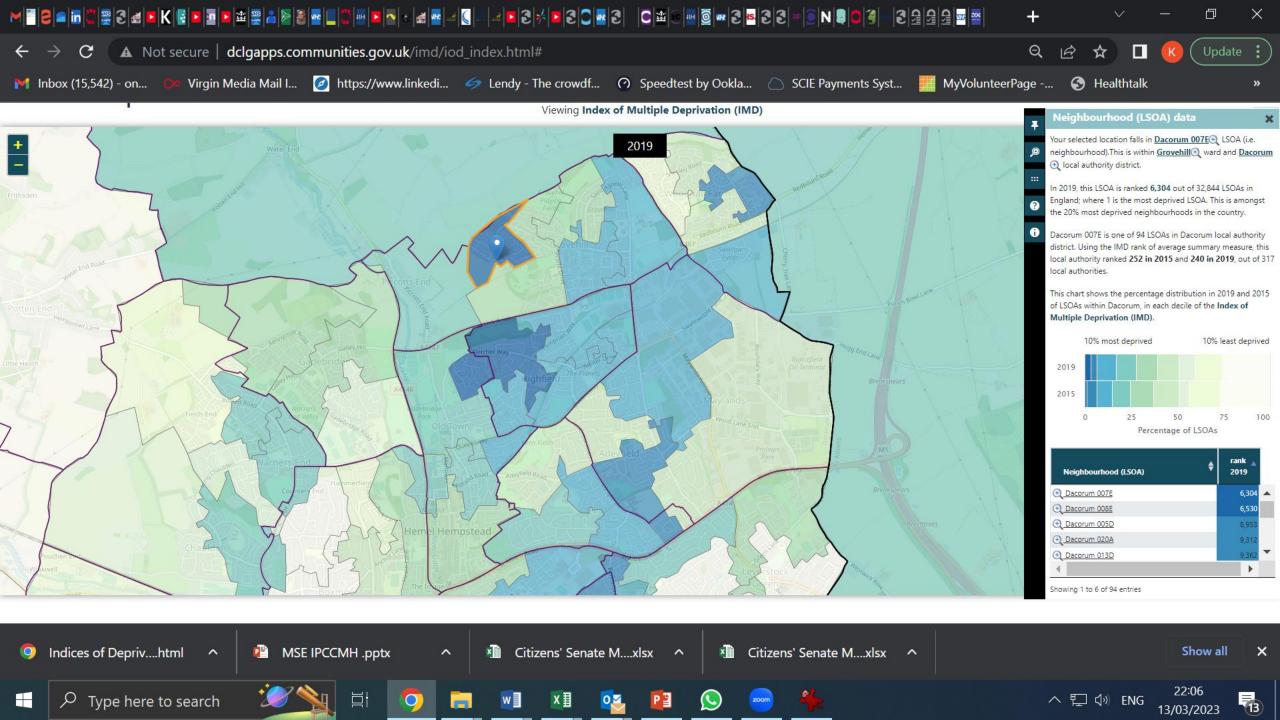
# 5. Mental health

Improve access rates to children and young people's mental health services for 0-17 year olds, for certain ethnic groups, age, gender and deprivation.

# **Access to Health and Social Care Services**

# Community Mapping and Networks East of England







## **6 Integrated Care Systems**

Bedfordshire, Luton and Milton Keynes Integrated Care System

Cambridge and Peterborough Integrated Care System
Hertfordshire and West Essex Integrated Care System
Mid and South Essex Integrated Care System
Norfolk and Waveney Integrated Care System
Suffolk and North East Essex Integrated Care System



#### **12 Local Authorities**

**Bedford Borough Council** Cambridgeshire County Council Central Bedfordshire Council **Essex County Council** Hertfordshire County Council **Luton Borough Council** Milton Keynes City Council Norfolk County Council Peterborough City Council Southend-on-Sea City Council Suffolk County Council **Thurrock Council** 



#### 14 Healthwatch

Healthwatch Barking & Dagenham

Healthwatch Bedford Borough

Healthwatch Cambridgeshire

Healthwatch Central Bedfordshire

Healthwatch Essex

Healthwatch Hertfordshire)

**Healthwatch Luton** 

Healthwatch Milton Keynes

Healthwatch Norfolk

Healthwatch Peterborough

Healthwatch Redbridge

Healthwatch Southend

Healthwatch Suffolk

Healthwatch Thurrock

#### 8 Universities

Anglia Ruskin University University of Bedford University of Cambridge **Cranfield University** University of East Anglia University of Essex University Centre South Essex University of Hertfordshire



### The Team

Chair

Vice-Chair

Manager

Administrator

Administrator (Glossary)

**Topic Specialist: Innovation** 

Topic Specialist: Research

**Topic Specialist: Carers** 

Members

Godwin Daudu

Fiona Carey

**Kevin Minier** 

Godwin Daudu

**Paul Osman** 

**Trevor Fernandes** 

Jeremy Dearling

Paul Osman

29 Members



### The Team



### **Adult**

**Topic Specialist: Maternity** 

Topic Specialist: Mental Health

**Topic Specialist: Respiratory** 

**Topic Specialist: Cancer** 

Topic Specialist: Hypertension





# **Children & Young People**

Topic Specialist: Asthma

**Topic Specialist: Diabetes** 

Topic Specialist: Epilepsy

Topic Specialist: Oral Health

Topic Specialist: Mental Health



#### The Team

Promotional Materials
Social Media
Fundraising
Recruitment

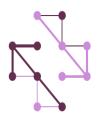
All Members



East of England Citizens' Senate

# Citizens' Senate Theme 2023/24

# Q&A



#### East of England Citizens' Senate

# Any Other Business





# CS Meeting No 42 Tuesday 9th May 2023 10am-3:30pm

King Arthur Room, Unit C, Magog Court, Shelford Bottom, Cambridge, CB22 3AD (Eastern AHSN/CS Offices) & Virtual



# Thank You

East of England Citizens' Senate www.eoecitizenssenate.org contact@eoecitizenssenate.org