

# Citizens' Senate meeting no 29

22<sup>nd</sup> February 2021, 11.00 - 13.30

## Meeting notes

**Attendees:** F Carey, S Coote, M Newton, J Rivett, K James, A Nutt, C Stodel, S Rae, L Cook, A Fordham, T Fernandes

**Apologies:** N Barden, M Stewart, J Dearling, V Carr

### Agenda

We welcomed the group and agreed house rules. I clarified the extended time for this meeting. I had planned for a member from the Primary Care team to talk about the practical aspects of Personalised Care service. Unfortunately, this wasn't possible on this occasion, but we would organise for future meeting. I confirmed that duration of future meetings would be 90mins (11.00 - 12.30)

I presented the **NHS strategy for Personalised Care**, including a short video clip - Personalised Care Model - <https://youtu.be/RXOd-7rn6so> Also See slides on website

The Long-Term Plan states that personalised care should be the norm for people living with long term conditions. Currently, 200,000 people are on personalised care, with ambitions for a further 2.5m people using the service by 2024. It is important therefore, to promote the programme and benefits to patients, friends and family. Personalised care is for everybody and underpinned by six principles.

**Patient Choice, Support planning, Shared Decision Making, Supported self-management, Social Prescribing and Personal Health budgets.** 30% of the population are living with long term conditions and 5% have complex needs. 70% of each health pound is spent on people with LTCs. There is the opportunity to improve quality of care for the population. I will organise a specialist from the Primary Care Team to talk to us at a future meeting, but in the meantime, see slides for more information about Personalised Care. There was a lot of interest and many questions from the group, which I did my best to answer. Whilst the programme was laudable, many were sceptical about the practicalities of qualifying for care.

**Sharing Experience - Sarah Rae** described her three year journey of developing a multi-professional team of 14 co applicants to apply for NIHR grant for discharge in Mental Health services research. The team comprises professors, academics and clinicians. Sarah was motivated to embark on this project following a MIND survey of people's experience following discharge. 33% of respondents indicated that they were given no or little notice of discharge and 37% said there was no plan in place following discharge. This created ongoing problems to an already vulnerable group, 37% who were readmitted. Sarah was reminded of her own experience at a young age, having spent 8 months in acute care. The aim of her project was to understand discharge planning as a complex intervention within complex systems, to co-produce a systematic care approach. Her team was successful in being short-listed, she is now applying for stage 2 delivery and research and will know the outcome in April. Sarah is a shining example of how patients can create change, using own experience and insight.

**Sharing Experience -Colin Stodel** consulted with a faith forum site, (<http://faithsforum.com/about-us/>) who are committed to changing attitudes and promoting uptake of the vaccine amongst ethnic groups. Colin was motivated to take action following evidential reports that BAME and faith groups were unlikely to take the vaccine. He therefore engaged with this group to broker a relationship with his CCG, to explore potential for accessing similar groups in the community. Colin developed a relationship with the group Imam, who offered access to valuable stats and information about their needs and attitudes to the vaccination - all vital intelligence for his CCG. Although an awareness of the group, the CCG appeared reluctant to explore further, despite Collin's persistence. Colin was

dumfounded by the CCG's attitude to what was an offer to tackle the very problems we hear every day about the ethnic community's reluctance to participate in the national vaccine programme. All was not lost however, Colin persevered and two GPs contacted him about developing a podcast and video to combat the misinformation about vaccines and to promote the benefits and efficacy to these communities. **Well done Colin and shame on his CCG!**

The meeting concluded with responses and feedback from attendees.

The meeting resources are on the Citizens' Senate website - [www.eoecitizenssenate.org](http://www.eoecitizenssenate.org)

I will send out the slide deck with a summary of our involvement work and opportunities for those who want to participate in specific Eastern programmes

Next meeting: 27<sup>th</sup> April 2021, 11.00 - 12.30

If anyone has something notable/interesting to share, please let me know

**END**