

Citizens' Senate meeting no 32

24th August 2021, 11.00 - 12.30

Meeting notes

Attendees: Trevor Fernandes (Chair), Lindsey Cook, Szara Coot (moderator), Jeremy Dearling, Colin Stodel, Kevin James, Kevin Minier, Sarah Rae, Ann Nunn, Mary Newton, James Woolnough, Nat Barden, Norma Huxter, David Huxter, David Lee, Paul Osman, Sandeep Chauhan (speaker)

Welcome & intro

We started the meeting by recapping the purpose of the Citizens' Senate. Our aims are to extend the patient voice in the East of England by:

- Offering opportunities to have a voice in Policy, programmes, services and research
- Having access to health professionals and speakers
- Providing information and guidance on NHS policy and service change
- Supporting innovation for patient benefit

PPI Masterclass - Lindsey Cook, Citizens' Senate member & Non-Exec Director EAHSN.

Jeremy Dearling, Szara and Lindsey are CS members on Eastern's Innovation Review Panel.

The panel reviews innovations for adoption and spread. Our role is to ensure PPI is built-into the innovation. Lindsey is organising a PPI Masterclass, which will be delivered virtually on 27/1/2022. Piers Ricketts, CEO of Eastern, will be speaking about the importance of PPI how it can be used in the spread of innovation. Trevor will present his experience of a real life example of PPI in innovation, to round off this part of the Masterclass. Trevor and Szara will update the Patient Engagement Tool Kit, which can be used for guidance by innovators. The tool kit will be on the EAHSN website - <https://www.easternahsn.org/innovators/resources/>

- Mary has expressed an interest to include a case study of her involvement in a new meditation study for thyroid disease. Trevor will include in tool kit

Definition Health (<https://www.definitionhealth.co.uk>) - **Innovator** Sandeep Chauhan, a 2021 NIA Innovation Fellow, introduced his innovation. A digital pre- and post-op communications tool between hospital and patient, providing the first end to end journey for surgical patients in the UK, which places patients at the centre of the surgical journey in hospital. It aims to drive improved outcomes, increase efficiency and deliver enhanced patient experience. See our website for Sandeep's presentation.

Citizens' Senate Survey results. Thanks to Sarah Rae and Szara for helping me to design the survey. Thanks to those who participated in the survey, we will contact those who didn't, to obtain their views. This is the first annual survey to obtain your views and preferences and will be repeating this every year. Results of the survey are on our website, but I have listed the emerging themes and the actions we will take:

- A preference for face-to-face meetings, although three people highlighted the advantages of virtual meetings. *We will look to implement a mix of face to face and virtual meetings in the new year (hybrid), assuming government rules apply*
- Our meeting agendas are generally adequate, informative and interesting. However:

- more about the role and functions of medicines.
Trevor will invite Paula Wilkinson, East England Chief Pharmacist to present
- Focus on specific conditions and more about MH in Emergency Departments.
Trevor to talk to Kevin James to arrange resources/speakers re MH conditions. Also consider Thyroid Disease, Cancer and Chronic Heart Disease
- More opportunity to share experience, but also to get to know each other. Many new members have joined, it is difficult to network on zoom. *We will allow more time for members to share experience. Kevin Minier will organise an Action Learning session for next meeting. This will allow us to work in groups to examine issues that are important to us, each with a view to reaching an action plan to resolve.*
- More about the patient/public role in research and the role of National Institute Health Research (NIHR)
Trevor will organise a speaker from the Patient Involvement Collaborative to talk about an introduction to PPI in research.

AOB

- Kevin James raised the important issue of prevalence of MH conditions in ED and the need to share more about how services will cope following COVID. Importantly, how PPI fits in.
- Colin Stodel indicated extraordinary innovation from West Herts acute care, involving training for non clinical and voluntary staff in hospitals. Colin suggested sharing this with us all via email.
- Kevin Minier was heartened by the commitment from those who participated in the survey and was pleased that we will follow up with those who didn't take part. Kevin also said that some of the questions could have been put in a different way, without leading questions.
- Paul highlighted the importance of sharing what PPI opportunities people are involved in, as well as updating their profile details on the website.
- Szara responded with a plea to all to update their profiles. Also in the survey, is an undertaking to keep us informed of your involvement. All committed to this, so please take the ownership to let Szara know
- Colin Stodel raised the problem that we get little or no notice for involvement and would like us to communicate this to all providers
- Lindsey suggested a more effective way of communicating and keeping everyone up dated is via a WhatsApp group. Szara indicated this is already in place and will share with everyone
- Colin shared his experience of participating in the Peer Leadership Development Programme, which is free and open to everyone on the FutureLearn platform. We have three people from the CS who have applied and have completed steps 1 & 2
- Trevor reminded the CS that we have another Leading for Change training course in January. For those who haven't yet done this training and are interested, please contact Trevor/Szara

Next CS meeting - 28/10/2021

END