

## Peoples Panel Steering Group

### Minutes

**Date:** 03.12.2019

**Time:** 2pm – 4pm

**Location:** NHS High Weald Lewes Havens CCG, 36-38 Friars Walk, Lewes, BN7 2PB

**Convening Chair:** Lilly Kennard, Public Involvement Manager – West Sussex CCGs

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#### Present:

Lilly Kennard (LK)	Public Involvement Manager (West Sussex CCGs)
Renee Dickinson (RD)	Senior Public Involvement Manager (West Sussex CCGs)
Antonia Bennett (AB)	Senior Public Involvement Manager (East Sussex CCGs)
Elaine Colomberg (EC)	Equality and Diversity Manager (Sussex Commissioners)
Martin Yeates (MY)	Chair Brighton & Hove PPG network
John Routledge (JR)	Healthwatch East Sussex
Sarah Lofts (SL)	Senior Programme Delivery Officer (East Sussex CCGs)
Demitri Vlachos (DV)	Civica (via phone)
Jessica Rust (JR)	Civica (via phone)
Vicky Smart (VS)	Public Involvement Officer (Coastal West Sussex CCG)

#### Apologies:

Jane Lodge (JL)	Head of Public Involvement (Sussex CCGs)
Nicky Cambridge (NC)	Head of Equality, Diversity and Inclusion (Sussex CCGs)
Mike Holdgate (MH)	Lay Member (Brighton & Hove CCG)
Elizabeth Mackie (EM)	Healthwatch
Becky Woodiwiss (BW)	Health Promotion Specialist

Item No.	Item	Action
1	<p><b>Welcome and apologies</b></p> <p>LK and RD welcomed everyone to the meeting and carried out a round of introductions.</p>	
2	<p><b>Update</b></p> <p><b>A brief update of activities was provided by LK, including:</b></p> <ul style="list-style-type: none"> <li>- LK to lead the project with support from RD/AB.</li> <li>- Funding is initially for one year from NHSE to provide Sussex Peoples Panel.</li> <li>- 1100 people recruited by Civica onto online database. Surveys to be sent to panel members every 2 months.</li> <li>- Brand new people to hear from who haven't been involved in health and care services engagement in the past (greater numbers of working age adults/BAME in particular are represented on the panel)</li> <li>- Training on how to use the database and analyse results for staff carried out earlier today.</li> </ul> <p><b>Purpose of Steering Group:</b></p> <ul style="list-style-type: none"> <li>● to shape how this progresses;</li> <li>● to decide who is invited onto the group;</li> <li>● to discuss and decide future topics for surveys;</li> <li>● to discuss and agree an exit plan and independent evaluation.</li> </ul> <p><b>Recruitment activity to date:</b></p> <p>DV and JR provided an update on how they recruited the panel members:</p> <ul style="list-style-type: none"> <li>- Civica appointed as the provider to carry out recruitment of panel members.</li> <li>- 1100 members have been recruited by Civica from across Sussex in areas of high footfall, including the main towns Eastbourne, Lewes, Worthing, Brighton &amp; Hove, etc.</li> </ul> <p><b>ACTION</b> – Civica to provide a more detailed map of locations used to recruit panel members to ensure we are capturing people from all areas.</p> <p><b>ACTION</b> – greater analysis of where panel members reside needed. We may need to recruit more people from rural areas if most people were recruited from towns and cities. This is to be included in the activity report due before end of 2019.</p>	<p><b>DV/JR</b></p>

3	<p><b>Survey Topics</b></p> <p>A discussion was held on what topics and services the Peoples Panel will focus on in the future.</p> <p>Research suggests that the first survey elicits the best response – so make it worthwhile and most relevant/interesting to the audience.</p> <p>It was suggested that we need to be clear on what the responses will be used for and feed this back to the panel: impact needs to link to service improvements/developments.</p> <p>Messaging is important to keep panel members engaged</p> <p>CCG to consider donating a nominal amount (i.e. 10p) from every response and at end of year ask panel to vote on what charity the money gets donated to, or a prize draw and shopping voucher.</p> <p><b>Potential survey topics</b></p> <p>Self-Care agreed by the group as the first survey.</p> <p>A&amp;E – link with HealthWatch Sussex wide review</p> <p>NHS 111 – potentially in May 2020 once the CAS is up and running</p> <p>Accessibility (possibly including PTS although might be too specific)</p> <p>Digital – branded as ‘Your health online’ including NHS App/GP online appointments</p> <p>Eligibility and cost of adult social care</p> <p>Patient Transport was ruled out as being too specific, not relevant to anyone who hasn’t used the service</p> <p><b>ACTION</b> - Circulate information on Peoples Panel to MDs in early 2020 to raise awareness of the panel and send a call out for possible topics to be included in a timeline ready for the next steering group</p>	
4	<p><b>Next Steps</b></p> <p><b>Timeline</b></p> <p>Welcome email to be sent w/c 9 December. Include details of how many on the panel ‘you are one of 1100...’ and details of who to contact (LK) if panel members have any questions.</p> <p>First survey to be sent w/c 15 Dec</p> <p>Plan for 6 surveys during the 12 month period following the pattern:</p> <p>Month 1 – survey</p> <p>Month 2 – report</p>	

	<p>Month 3 – survey Month 4 – report etc.</p> <p><b>Membership</b></p> <p>Continue to review proactive recruitment (i.e. via CCG website) and identify any demographic gaps.</p> <p>Panel is open to 16+ and have recruited some 16 year olds.</p> <p>JR suggested amending the age brackets to include 16-25, instead of ‘Under 16’, as we will not have anyone under the age of 16.</p> <p>MY mentioned useful report from West Hove PPG which looks at how younger people want to be engaged.</p> <p>When re-recruiting to the panel, consider Fresher’s fairs, schools, and colleges to recruit 16 – 21 age cohort.</p> <p>Consider recruiting from rural areas and BME groups to ensure the panel members are representative of Sussex demographics.</p> <p>Consider an incentive – panel members who respond to a survey are entered into a prize draw to win a voucher.</p> <p><b>Reporting and follow-up</b></p> <p>Report of activity so far with greater detail of demographics of panel members to be produced by end of 2019 – LK</p> <p>‘You Said, We Did’ and reports of feedback to be circulated with panel members following each survey.</p> <p><b>Steering Group membership</b></p> <p>Agreed by all this needs to be a collaborative piece of work with not just NHS and CCGs, but the wider Health and Care Partnership.</p> <p>Greater representation of local authority to be included in steering group.</p> <p>Service providers relevant to surveys to be invited to the steering group.</p>	
5	<b>AOB</b>	
	JR asked if we could consider including a link to Healthwatch newsletter and other ways to help inform and shape health and care services, other than through the Peoples Panel. This will be considered before the next meeting.	

<b>6</b>	<b>Action Log</b>	
	Look into whether we can include signpost information, e.g. <i>'did you know you can contact HealthWatch if you have individual concerns about health/care services'</i> to future surveys	<b>LK/RD</b>
	Review the membership of the steering group, and invite representatives from other services including local authorities and adult social care	<b>LK</b>
	Create a report of activity to date by the end of 2019, including the following: <ul style="list-style-type: none"> <li>- Panel member recruitment process and map of locations of where people were recruited / reside</li> <li>- Demographic information of panel members, and comparison of data with Sussex demographics</li> <li>- Timeline</li> </ul>	<b>LK</b>
	Change the age category of young people to 16-25, instead of separating 'under 16s'	<b>LK / Civica</b>
	Create survey questions and send to the group for edits before w/c 16 December. Edits to include: <ul style="list-style-type: none"> <li>- Q1 add MSK as an option</li> <li>- Q8 typo (should be 'if yes')</li> <li>- Consider pharmacy / dental questions</li> <li>- Add questions to help signpost people to alternative services to A&amp;E</li> </ul>	<b>LK/all</b>
	Civica to provide a more detailed map of locations used to recruit panel members to ensure we are capturing people from all areas.	<b>DV/JR</b>
	Greater analysis of where panel members reside needed. We may need to recruit more people from rural areas if most people were recruited from towns and cities.	<b>DV/JR</b>
	Circulate information on Peoples Panel to MDs in early 2020 to raise awareness of the panel and send a call out for possible topics to be included in a timeline ready for the next steering group	<b>LK</b>
	Investigate the use of WhatsApp for surveys	<b>LK</b>
<b>Date of next meeting</b>	<b>Monday 3 February, 10.30am – 12.30pm</b> NHS High Wield Lewes Havens CCG, 36-38 Friars Walk, Lewes, BN7 2PB	