

A meeting of the Patient Council will be held on **Wednesday 27 November 2019 at 6.00pm** at Hillder House, 49 – 51 Gawber Road, Barnsley, S75 2PY

AGENDA

ITEM	SESSION	LEAD	TIME
1.	Welcome and apologies	Chair	6.00pm
2.	Actions and updates of the previous meeting held on 30 October 2019	Chair	6.05pm
PRESENTATIONS / QUESTION & ANSWER (Q&A) SESSIONS			
3.	An introduction to Right Care Barnsley -Presentation followed by Q&A Session	Jacqui Howarth, Service Manager - Right Care Barnsley & Acorn Unit Jayne Sivakumar, Deputy Chief Nurse	6.10pm
GENERAL			
4.	Any other business	Chair	7:25pm
5.	<p>Date and time of the next meeting: The next meeting will be taking place on Wednesday 29th January 2020, 6.00pm at Hillder House, 49 – 51 Gawber Road, Barnsley, S75 2PY</p> <p>Future meeting dates for 2020: Wednesday 26th February 2020 Wednesday 25th March 2020 Wednesday 29th April 2020 Wednesday 27th May 2020 Wednesday 24th June 2020 Wednesday 29th July 2020 <i>No meeting in August</i> Wednesday 30th September 2020 Wednesday 28th October 2020 Wednesday 25th November 2020 <i>No meeting in December</i></p>		7.30pm Close

For enquiries please contact:

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Minutes of the Barnsley Patient Council meeting held on Wednesday 30 October 2019 at 6.00pm in the Boardroom, Hilder House, Barnsley CCG, 49/51 Gawber Road, Barnsley, S75 2PY.

PRESENT:

Chris Millington (<i>Chair</i>)	Barnsley Clinical Commissioning Group Lay Member for Patient & Public Engagement
Ben Cox	Park Grove Medical Centre PRG
Philip Watson	Patient, Hill Brow Surgery
Margaret Lindquist	Walderslade Surgery PRG
David Brannan	Victoria Medical Practice PRG
Alan Higgins	Barnsley Hospital Public Governor
Alan Jones	Hollygreen Surgery PRG
Julie Gunn	Penistone Practice PRG and Wednesdays Voice
Michael Gunn	Penistone Practice PRG and My Barnsley Too
Janet Neville	Patient, Rotherham Road
Adrian England	Healthwatch Barnsley and Monk Bretton PRG
Phillip Morris	Royston PRG
Mel Dyke	Patient, Roundhouse Surgery
Garth Heyworth	Wombwell Surgery PRG
John Gessler	Hoyland Medical Centre PRG

IN ATTENDANCE:

Emma Bradshaw	Engagement Manager, Barnsley Clinical Commissioning Group
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APOLOGIES:

Colin Wilkinson	Park Grove Medical Practice PRG
Jan Eldred	The Kakoty Practice PRG
Terry Kendall	Penistone Group PRG
Elaine Staley	The Kakoty Practice PRG
Mark Smith	Healthwatch Barnsley
Margaret Sheard	White Rose Surgery PRG
Tom Sheard	White Rose Surgery PRG
Lynne Craven	Hoyland Medical Centre PRG
Ian Batty	Kingswell Surgery PRG
Val Batty	Kingswell Surgery PRG
Alan Curtis	Patient

Agenda Item	Note	Action	Deadline
PC19/10/01	WELCOME AND APOLOGIES		
	The Chair welcomed everyone to the meeting and apologies were noted.		

PC19/10/02	MINUTES OF THE PATIENT COUNCIL HELD ON 25 SEPTEMBER 2019		
	The minutes of the previous meeting held on 25 September 2019 were approved.		
PC19/10/03	A LOOK BACK AT 2018 - AGM FILM		
	<p>Members took a look back at 2018 by watching our annual report film that provides an overview of our work from the past year.</p> <p>This can be accessed via the CCG website at; https://www.barnsleyccg.nhs.uk/annualreport</p> <p>Members had a really positive reaction to the film and asked that their congratulations be passed on to the communications team who developed this.</p> <p>Members felt that there was much to be proud of in terms of work that has taken place across the borough during the past year which shows the benefits of one team working in partnership across organisational boundaries to provide services for the benefit of local people.</p>		
PC19/10/04	DEVELOPING 'I' STATEMENTS FOR BARNSELEY		
	<p>Emma Bradshaw, Engagement Manager for Barnsley CCG delivered a presentation around developing 'I' Statements to support the development of integrated care.</p> <p>'I' Statements aim to capture the things that people who use services and their carers would be able to say if their care was truly person centred and coordinated.</p> <p>The intention of 'I Statements' is for staff to use for the development of their teams and for them to assess themselves against rather than be questions directly asked of patients.</p> <p>The slides from the presentation which highlights how we would like to develop and use 'I' Statements in Barnsley in relation to developing integrated care locally can be found below for reference.</p> <p>Also included is an overview that we provided via a handout to aid the table discussions.</p>		

Presentation Slides



Barnsley Integrated Teams Developing 'I Statements'

Patient Council
30 October 2019



Session Overview

- Background
- What's the ask of Patient Council?
- Aims for the end of this session
- Next Steps



Background

- NEW integrated team model of community and primary care – mix of professionals e.g. nurses, doctors, physios etc.
- One team – seamless care

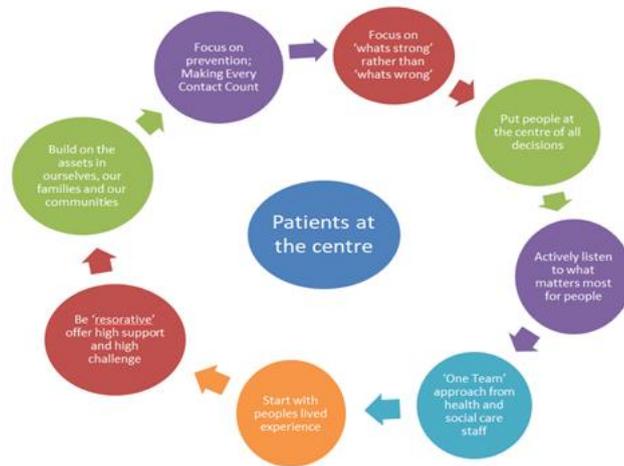
**HOW DO WE SUPPORT THESE TEAMS
IN DEVELOPING AND WORKING
TOGETHER?**



Background

- We've been looking to identify areas that need to be developed for the new teams.
- We want patient experience at the heart of the work
- Patient Council are asked to support us developing a patient experience programme that the new teams will use to develop more personalised care.

Better Conversations: The Barnsley Approach



Key Themes

Four themes that we would like our new teams to focus on when having conversations (in line with the Barnsley Better Conversations diagram)

- Community Focused
- Positive Risk Taking
- Early Interventions
- Active Citizenship

Aims of the session

- Are the headings right?
- Review the example 'I Statements'
- Do we need to change these for Barnsley?
- What's important to you in discussions with healthcare professionals?
- How was this session for you?

Next Steps

- Review Patient Council feedback
- Do we need further engagement with Barnsley residents on this? Or can we start to develop a programme?
- Feedback to Patient Council

As highlighted above following initial discussions we have come up with the following four key themes for the integrated teams to focus on in terms of patient experience which are;

- **Positive Risk Taking**

- 'weighing up the potential benefits and harms of making one choice of action over another'

- Real empowerment of people through working together in collaboration
- Clear understanding of responsibility
- Making decisions based on a range of choices

- **Community Focused**

'services are designed around the needs of the local population and tailored to the local context and priorities, people and their carers are then able to access much of the care and support they need locally – and in a more seamless way'

- **Interventions**

‘Early interventions focused around prevention and making every contact count’

- **Active Citizenship**

‘Working in partnership with local communities, building on personal and family resilience, community assets and involvement.’

Under each theme we provided example ‘I Statements’ that have been developed in a neighbouring area and we asked for thoughts and feedback on the following;

- What do you think to the suggested ‘I Statements’?
- Are they suitable for us in Barnsley?
- Do you have any suggestions of your own ‘I Statements’ for consideration?

In pairs or groups of no more than 3, we asked members to discuss the above and write down their comments and feedback in the spaces provided.

Feedback and suggestions from table discussions and following the meeting

Following the presentation, members had a brief larger group discussion about what they felt about using this type of approach locally before breaking into smaller groups.

Members felt this was really complex to explain and also for people to understand both internally and externally and more work would be required in order to explain what ‘I’ Statements are and how they will be used.

From the smaller group feedback, members were broadly in agreement with the suggested ‘I’ Statements that had been developed by a neighbouring area and felt that it would be suitable to also use these in Barnsley as they cover universal themes.

Members were thanked for their enthusiasm and input into the discussion around this topic and for all their feedback.

Emma highlighted that this would be shared with the leads for this work within the CCG and that we will arrange for an update on this work to Patient Council in 2020.

Post – meeting note

Below is additional feedback received from one of the members in relation to suggested amendments to some of the 'I' Statements that have been developed by a neighbouring area.

The suggested amendments are in italics underneath the suggested 'I' Statements developed by a neighbouring area.

Positive Risk Taking

1: When I am given a range of choices regarding my care, which are supported by adequate and accurate information, I feel more empowered.

1: I feel more empowered when... (patient to fill in.)

2: I am able to offer support and challenge in discussions about my care.

2: I feel my thoughts and feelings about my care are listened to and valued by the MDT

3: I understand that I have responsibility and independence around my health and care

3: I feel I have the knowledge, skills and confidence to take an active part in my healthcare

Community focused

1: I know the local teams involved in my care

1: I have met the local teams involved in my care and know how to contact them

2: I have the information and knowledge to offer support and challenge to family and friends

2: I feel I have the knowledge, skills and confidence to support and challenge family and friends in discussions around my healthcare

3: More information around all aspects of leading a healthy lifestyle being promoted within my local community would empower me

3: I feel more empowered when I know about activities around leading a healthy lifestyle that are available within my local community and how to take part in them

	<p><u>Interventions</u></p> <p>1: My package of care and support is focused on me and my needs - my opinion is listened to and respected</p> <p><i>1: I feel I am listened to and that my opinions are valued and help form my package of care and support</i></p> <p>2: I am involved in all decisions about my care and my wider lifestyle</p> <p><i>2: I feel I am being listened to and take an active part in all decisions about my care and wider lifestyle</i></p> <p>3: When I attend appointments I am given information around improving my lifestyle</p> <p><i>3: When I attend appointments suitable and relevant information around improving my lifestyle</i></p> <p><u>Active citizenship</u></p> <p>1: I know about the range of formal and informal support that is available to me</p> <p><i>1: I know about and how to access the range of formal and informal support that is available to me</i></p> <p>2: When seeing healthcare professionals, I am encouraged to discuss what's going well with my health, care and treatment as well as any problems I may have</p> <p><i>2: When I meet healthcare professionals I feel I have an active role in the discussions and that we work together towards improving my health and solving any problems</i></p>		
PC19/10/05	ANY OTHER BUSINESS		
	There were no further items of business to discuss.		
PC19/10/06	DATE AND TIME OF THE NEXT MEETING		
	The next meeting of the Patient Council will be held on <u>Wednesday 27 November 2019 at 6.00pm</u> , in the Boardroom Hilder House, 49 – 51 Gawber Road, Barnsley, S75 2PY.		