



## Citizens' Panel Meeting

**Venue:** Bean Room. 722 Prince of Wales Road Sheffield S9 Tuesday 25<sup>th</sup> June 15.30 – 18.30

Chair: Tom Read, Sheffield

### In attendance:

Fiona (Doncaster), Joan (Bassetlaw), Mary (Bassetlaw), Hazel (Bassetlaw), Phil (Barnsley)  
Sue (Rotherham), Mike (Barnsley), Sophie (Rotherham)

James Scott – Programme Lead HSR

Tom Read - Associate – Co:Create

Katy Hyde - SYB ICS Communications and Engagement Team

Eleri Fowler – SYB ICS Communications and Engagement Team

MCGUIRE, Priscilla – Lay member

Phillip Moss – Lay member

### Apologies:

Brenda (Barnsley), Mohammed (Rotherham), Abigail (Sheffield), Carol (Sheffield), John (Doncaster)

## 1. Welcome and Introductions

## 2. Review and sign off minutes from last meeting

Minutes were agreed as accurate.

## 3. The Hospital Services Review – Latest Position

James Scott presented for the panel the latest position in relation to the Hospital Services Review.

### Overview

Following discussions in March and April 2019, Chief Executive Officers and Accountable officers concluded that the system was supportive of the approach to shared working between trusts. Work should go forward as quickly as possible on developing the Hosted networks.

That the transformation agenda should continue to go forward, in particular with a focus on strong workforce planning across the system

The Hosted networks will be our principle vehicle for transformation:

Paediatrics – Sheffield Children's Hospital

Urgent and Emergency care – Barnsley

Gastroenterology – Doncaster and Bassetlaw

Stroke – Sheffield Teaching Hospital

Maternity – Rotherham

### Q. Transformation and Engagement

**In developing our transformation work through the Hosted Networks' programmes we need to consider how we meaningfully engage with all of the relevant stakeholder groups.**

**A:** the members felt it was important that some engagement was targeted in that it was geared towards specific groups which could be impacted upon, for example expectant mothers, women with young children, people with alcohol or drug related conditions.

Also felt it was very important to access a wider audience and included groups for example parish councils who have a coverage of their specific area and can disseminate information in newsletter and so on.

That it was very important that work continued with staff especially where there may be concerns about the long term future of a service which is already stretched.

#### **Questions from the panel:**

**Q: The time frame?**

A:.

**Q. is it envisaged that there could be re-configuration and if so when may this happen?**

A:.



#### **4. Gluten Free Prescribing**

14Z2 Sign off

Discussion regarding the timeframe for submission to the JCCG and agreement with the Citizen Panel members of the thoughts of the panel outlined in the supporting paper.  
Would like to be updated on a regular basis when the information they have given is included in any ICS work.

#### **5. Stoma Briefing Paper and 14Z2**

##### **Background**

Across England, stoma appliance use and associated spend is rising. Stoma appliance spend was projected to reach £277m in 2018, with annual spend growing an average of 5% per year.

Across SYB and Bassetlaw spend patterns are similar

Across SYB stoma services are commissioned and delivered in a variety of different ways. Typically acute stoma care is provided through intensive pre-post-operative periods by NHS or Dispensing Alliance Contractor Funded Posts, which may affect the products they prescribe.

Patients are then discharged to G.P.'s for on-going prescription management, who are not specialists, and who tend to continue to prescribe the products they left hospital with. From work undertaken in Rotherham in 2011, this leads to wastage and or over/under ordering with most patients experiencing problems at some point including skin irritation, blockage, leakage, difficulty attaching and removing appliances and sore skin. Rotherham significantly redesigned their pathway to address issues: however the picture across SYB is inconsistent and there are many opportunities to provide a better service for patients in a more efficient way.

Work undertaken so far has included a need to understand the local picture. Using data mapping, a workshop with CCG heads of medicine management, local stoma nurses, business managers and colleagues from finance.

## **Patient Engagement**

Rotherham engagement highlighted some of the issues experienced by patients. The plan therefore is to hold a further focus group and undertake additional patient engagement To re-design the questionnaire and deliver a fuller patient experience scoping exercise to shape the work.

### **Questions:**

#### **6. Where do you as panel members feel we should be focussing our engagement**

Members felt it was important that stoma patients from across the whole area had the opportunity to contribute and felt a questionnaire would be a useful way to collect information but also that face to face discussions were also important.

Two members also contributed their own personal experience of stoma services both of which were positive.

The 14Z2 for stoma services was also agreed.

Members wanted to understand the numbers of staff directly or indirectly employed through external companies and were keen that staffs were given assurances that their positions would be protected. With this in mind they felt it was important to maintain strong relationships with staff and ensure information was shared in a timely fashion.

Members also raised an issue in relation to Freedom of Information requests and other 'disruptive' behaviour which they felt may be raised during this engagement and on-going work given the finances attached to the service.

#### **7. Panel Dates moving forwards and attending the JCCG**

Members discussed the frequency of meetings and it was agreed that if there was limited potential for full and meaningful involvement then moving to bi-monthly meetings was acceptable. Members did not feel they would want the meetings to be arranged around the JJCG timetable and felt that should they wish to attend they would decide to do so independently. Members asked that meetings be arranged well in advance and dates circulated promptly and a further email should be sent following recruitment to determine whether the later meetings did in fact enable more members to attend.

Members met the two Lay members who will be acting as Chairs following Tom's departure.

## Long Term Plan

- Members were given the timeline for the development of the SYB five year plan. Members would like to see the draft plan once it is available.
  - Members would like to see the engagement report once available through DJS

The next meeting will be held on the 19<sup>th</sup> August in Sheffield 722.

Future meeting dates:

October 2019

DRAFT