

# CITIZENS' VOICE

YOUR CITIZENS' PANEL NEWSLETTER

September 2017 Issue 1

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## Introduction

Welcome to the first edition of the Bath and North East Somerset Citizens Voice – your Citizens' Panel newsletter. We are going to produce these newsletters on a monthly basis to keep you updated with all the activity that the Citizens' Panel has been doing. The newsletter will also give up to date information on progress that has been made in transforming health and social care in our area.

## Update on Transformation Plans

**The Wellness Review.** We have just started talking to key stakeholders and then will take consultation out to wider stakeholders, including the Citizens' Panel. An internal planning day for staff will take place in October where various service models will be developed based on the feedback given by the stakeholders. We will then look at the various options for running the service.

**Website launch.** We're beginning to work on a 'front door' website for our community health and care services across Bath and North East Somerset. We're in the initial stages of thinking about what the website should achieve and how it should look. We've created some scenarios based on users of other Virgin care websites and would like your help in picking out what you like and don't like about them. This will begin to shape what we require from a website for Bath and North East Somerset. These scenarios can be found on the website and we will send them out to you as well.

**Other transformation plans.** Discussions are currently underway with clinical managers about the Reablement Service, social care and the Integrated Care Record transformations and how we will engage with the local community around these. Once we are clearer about what these transformations will look like and how we want to engage and involve service users and their families then we will contact the Citizens' Panel.

## Feel The Difference Fund

Each year Virgin care sets aside £100,000 to fund projects designed, developed and implemented by colleagues delivering services across the country as part of our commitment that everyone feels the difference. The Citizens' Panel votes on the B&NES applications monthly.

### August applications

1. The Wellbeing Services team wanted to produce a one-off newspaper to raise awareness of mental health support for World Mental Health Day in October.

*Decision* – there was not enough of a plan to support the application. Greater clarity is needed regarding the impact of the funding.

2. The Shared Lives Service wanted to organise two events – a barbeque and a Christmas party – to help reduce isolation amongst carers.

*Decision* – funding was approved for the barbeque but not for the Christmas party in order to see how the barbeque goes first.

## Call to action

At the time of going to press there were 34 signed up members of the Citizens' Panel. We are the fastest growing Virgin Citizens' Panel in the country. We have been going to various meetings and groups promoting the Panel, for example, Area Forums in four different locations, Interagency Forums and a Village Agents Day in Chew Valley. If you are part of a group and you would like us to come and talk to you then do let us know.

We will shortly have some posters publicising the Citizens' Panel. If you would like some (or some paper sign-up forms) to distribute locally then please let us know. Alternatively the online link to the website for signing up there is:

[www.bathneshealthandcare.nhs.uk/citizenspanel](http://www.bathneshealthandcare.nhs.uk/citizenspanel)

## Want more information?

If you would like more information about anything mentioned in this newsletter, if you have any ideas about items we could feature, or have any feedback about the Citizens' Panel then please contact Martha Cox, B&NES Engagement Lead on 01225 831328 or at [martha.cox@virgincare.co.uk](mailto:martha.cox@virgincare.co.uk)

## Lay member of Quality and Safety Committee

Two members of the Citizens' Panel responded to the request for volunteers to be a lay member of the Quality and Safety Committee. This is a new committee that provides an assurance function over all aspects of quality and safety. The lay member will provide an alternative user perspective and another layer of challenge to the meetings. The volunteers have both had a preliminary chat with us about what they might bring to the role and we are continuing to explore internally how we might make this happen.

## Mental Health Review

Around 20 key stakeholders have been spoken to such as the GP Forum and a wide variety of user and focus groups. There has also been a survey that has been widely distributed locally, including to members of the Citizens' Panel. The deadline for the review has now been extended to allow more time for consultation.