**Public Consultation Process**

**Stakeholder Advisory Group (PCPSAG)**

**MEETING (12.09.16)**

**MINUTES**

Attendance: Sue Stevenson (SS), Sarah Hall (SH), John Brown (JB), Sue Gallagher (SuG), John Underwood (JU), Stephen Hall (STH), Eveline Dugdale (ED), Helen Sant (HS), Carolyn Otley (CO), Sandra Guise (SG)

Apologies: Richard Pratt, Jan den Bak

1. **Welcome and Introductions.**

Sue Stevenson began the meeting by welcoming attendees and summarising the role of the PCPSAG, namely to advise NHS Cumbria CCG and the Success Regime on questions of process as they relate to the upcoming consultation programme. Individual members of the group then introduced themselves.

JB and CO raised the issue of their respective roles in the group as they did not think they could sufficiently represent the views of the many third sector organisations that they work with. A discussion regarding the nature of the term ‘representative’ then took place and SS advised that the role of PCPSAG members was to use their expertise to express more than simply an individual view**. It was recommended that the Terms of Reference agreed by the Health Scrutiny Committee would be recirculated**.

1. **Minutes of the meeting held on 11 August 2016**

The minutes of the previous meeting had been circulated prior to this meeting and were approved as accurate.

1. **Response to recommendations and observations from the NHS Leadership Team**

At the first meeting of the PCPSAG the group made 12 recommendations that were presented to the Success Regime Programme Board. Sir Neil McKay (chair of the Success Regime Programme Board) wrote to the PCPSAG, as stipulated in the terms of reference, and advised that all recommendations had been accepted. This letter was circulated to PCPSAG members prior to the meeting. The group then proceeded to briefly discuss the progress of the recommendations in succession.

The group also discussed the recommendation that members of the **PCPSAG would submit any details they may have of hard to reach groups to STH**. **SuG proposed that the consultation should include a meeting with LGBT groups and confirmed that she would send further details to STH**. **JB mentioned an upcoming meeting of the Cumbria Volunteers Service (later updated to 17 October).**

SG updated the group on a maternity workshop earlier that day with consultants from across the area as well as the chief executive of North Cumbria University Hospitals NHS Trust, Stephen Eames. It was reported that young mothers had been able to attend and found the workshop helpful and suggested that further events of this nature be arranged to speak to mothers with babies and mothers-to-be.

**(It is also noted retrospectively that the PCPSAG had previously recommended that a public meeting be held in Kirkby Stephen.)**

1. **Minutes from earlier teleconference and subsequent email correspondence regarding consultation question format**

SS briefed all attendees on the recent teleconference and written submissions regarding the consultation question format. Minutes for these, including a summary of written submissions, had been circulated among members prior to the meeting. SS advised that there had been pros and cons for each model and that there was no unanimous view on the format of the questionnaire. However, the second format, allowing respondents to rank their preferred option, was the most favoured option and the PCPSAG agreed to recommend this option.

JU confirmed that since it was clear from earlier discussions and submissions that the PCPSAG general (but not unanimous) view favoured the second format and because this fitted well with expert advice from our legal advisers and the Consultation Institute, the second format would be recommended to the NHS leadership team.

Resulting from the teleconference and email correspondence the PCPSAG also discussed the **possibility of including postcode data in the consultation questionnaire right at the top. There was then a discussion and the group decided to formally recommend this to the Programme Board.**

**It was also recommended that the Consultation Document should signal clearly that more information about the options is available on the consultation’s website.**

1. **Update on the consultation process**

JU updated the group on the dates the consultation is likely to begin pending approval from NHS England and the Cumbria Clinical Commissioning Group’s governing body. JU also reminded the group that decisions would only be made following the public consultation and would likely be early next year.

In line with best practice all returned consultation questionnaires will be analysed by an independent research organisation recommended by the Consultation Institute. SuG asked whether the organisation had experience in healthcare. JU advised that they were a Consultation Institute accredited member and part of the Consultation Institute’s Partners in Excellence scheme.

1. **Discussion and response from PCPSAG**

ED asked whether the engagement responses to-date would constitute part of the consultation analysis. JU said that the engagement period had resulted in shaping the options that would be consulted upon. Workstreams, such as those set up by the CPFT to work deliberatively with communities, would continue through the consultation and beyond.

There was then a discussion regarding the responses to consultation and all agreed it would be imperative that people who are not members of campaign groups are encouraged as much as possible to submit completed questionnaires.

**CO agreed to send to STH the addresses of potential voluntary sector organisations that might be pleased to receive and distribute copies of the consultation document.**

It was agreed that **members of the PCPSAG would feedback to the group at the next meeting any gaps they perceived in the communication of the consultation or any hard to reach groups that should be contacted.**

1. **Dates of next meetings**

Tuesday 18th October 3pm – 5pm (Healthwatch, Carlisle)

Wednesday 9th November 3pm-5pm (venue TBA)

Monday 5th December 3pm – 5pm (venue TBA)

**MASTER LIST OF PCPSAG ACTIONS and RECOMMENDATIONS:**

1. A representative of the Cumbria Advice Network (CAN) – Martin Telford – should be co-opted onto the PCPSAG.
2. Siobhan Gearing and Helen Sant will be contacted to confirm whether they wish to be members of the PCPSAG.
3. The PCPSAG will meet on a monthly basis.
4. It was agreed that certain dates needed updating in the consultation strategy.
5. JB will send STH the Cumbria Compact guidelines on engagement.
6. Answers to questions raised by the West Cumbria Community Forum should be placed on the Success Regime website.
7. There should be a “Frequently Asked Questions” space on the consultation website.
8. There should be sign language interpreters at public meetings and other events.
9. There should be hearing loops at the locations of public meetings.
10. Appropriate travel information should be provided about travel and transport options for consultation public meetings.
11. PCPSAG members will send the details of any specific hard to reach groups that they knew of to STH.
12. Future meetings will be scheduled for more than one hour.
13. A public meeting should be held in the town of Kirkby Stephen.
14. CO will send to STH the addresses of potential voluntary sector organisations that might be pleased to receive and distribute copies of the consultation document.
15. SuG will send details relating to a potential consultation meeting with LGBT groups to STH.
16. The consultation questionnaire should be structured in such a way as to allow respondents to rank options with their most favoured option first.
17. The consultation questionnaire should ask respondents to provide postcode data at the top of the questionnaire.
18. The consultation document should clearly signal where further information is available.
19. Representatives from NHS Cumbria CCG and the Success Regime should meet with members of the LGBT community.