**Your Say Minutes**

**Time & Date:** Thursday 29th February, 2024 from 5:30-7:00 pm

**Where:** In person, Ruils Office in Teddington

**Chair:** Mary Harrison

**Note taker:** Hallie Banish

| **No.** | **Agenda Item** | **Actions** |
| --- | --- | --- |
|  | **Welcome and Introduction** | All |
|  | Present: Mary Harrison, Gareth Bubbins, Yvonne Benson, Amanda Winterburn, Hallie Banish, Simon Martin Apologies from: Paul Leonard, Philip Moshi, Bruno Meekings, John Clarke**Welcome to our guest:** * Simon Martin, Richmond & Wandsworth Councils
 | Mary |
|  | **Actions from previous minutes (see action log)** |  |
|  | **Updates from Chair*** Recruiting a new Richmond Transport and Mobility Forum Chair
 | **Action:** Advert to be shared out to all contacts by members |
|  | **Presentation from Simon Martin, Community Ambassador Scheme*** Richmond focused work
* The idea is that tenants have a stronger voice with the landlords and are working to make things better where they live
* Help local staff stay on top of repairs (communal repairs)
* They are looking to recruit housing association tenants to be community ambassadors to help highlight what the housing associations should be doing
* If we aren’t right for the scheme, we may know people who would like to be involved
* This was created out of the council wanting to share out some of the responsibility – come from the tenant’s champion
* They have 6 ambassadors currently - a couple in Hampton, Hampton Wick
* Looking for interested volunteers, outlets of places to talk to people about the scheme and partners (orgs that want to do pop up events on the estates so we can talk to people)
* The idea is that there is a team of people (ideally about 12) who want to make a difference in the community
* The council is offering financial incentives through grant giving – community ambassadors will be the first to hear about grants
* Hallie to link Simon in with Ravi from Multicultural Richmond
* Priority areas are Hampton, Hampton wick, Barnes, Mortlake and Heathfield
* It is a role that can be made into whatever it needs to be for the people and the group
* Simon to send Hallie role description and a blurb so we can share it out
* RHP, PA Housing, L&Q, Thames Valley
* Notting Hill Genesis? Any dealings with this? Yvonne is a tenant
* Hallie to put Simon’s details in the minutes

Simon Martin - Simon.Martin@richmondandwandsworth.gov.uk * Time commitment – if you become a community ambassador (6 months minimum)
* Training provided and projects selected by the ambassadors based on interest
 | **Action:** Hallie to link Ravi and Simon together in an email |
|  | **Kingston Hospital and HRCH joint strategy Presentation and Discussion**Live Well **How do these sound to you?*** Key point is that it is all very vague

**Do you think these are the right priorities to help people live well? – Treatments closer to home and at convenient times (7 days a week) and excellent in urgent and cancer treatment… centres to concentrate expertise in one place.*** Yes, these are the key priorities but there is just the issue of action. And what do the ideas of location and convenience actually entail?
* Where are these ‘centres’ going to be?

**Based on your experiences, would you like to receive treatment closer to home and at more convenient times?** * How are the actions of convenience going to be sustainable? How are they actually being put into practice?
* What does convenient mean? And who is it convenient for/ i.e. the doctors… convenience is going to mean different things for all individuals.
* Can examples be provided of where this action is going to be put in place? i.e. extending the hours at a certain centre?

**What matters the most to you when it comes to accessing healthcare – for examples the location of the services?*** Travel to hospitals is a concern – not everyone can get to them and they are spread out
* Access at the points of services i.e. wheelchair access
* Everything that is being outlined as priorities is a priority but we struggle to understand how this is going to be put into practice

**Do you have any experience of urgent treatment, cancer treatment or mental health treatment, that you would like to share?*** With the idea of urgent treatment, it would be useful to have extended hours instead of having to go to the hospital i.e. late at night (Teddington Memorial for example)
* Previous experience focused on being sent away from urgent care as it was going to close and having to go to hospital… also thinking here about travel implications of costs etc…

Age Well **How do these sound to you?*** Vague
* With any merger we expect cuts are going to have to be made, community members are concerned with where those cuts will be and what services and points of access they will affect

**Do you think these are the right priorities to help people to ‘age well’?*** Inclusion of and support of careers and/or family members who are looking after the ‘Frail and Elderly’ has not been mentioned. They are the ones who will find out about the services, transport the patients to the services, etc. and should be taken into consideration
* ‘Better experiences in hospitals’ – what does this mean? It is such a broad point and hard to understand what will be better.

**What should we be thinking about when we are looking at neighbourhood services for older people?*** What do you mean by neighbourhood services?
* Where are they going? – what space are you using? In Ham for example, there are hardly any neighbourhood services and no centres to operate them from.
* Think about those who are supporting the individuals using the services of Age Well (i.e. carers, family members, friends, neighbours). If it isn’t convenient for them to transport the people to services, they won’t go.

**Do you have any experience of intensive care or other hospital care, that you would like to share?*** Some share of needing hospital care carried out at home. What happens when care is needed at home?
 | **Action:** Hallie to send this feedback to HRCH and Kingston Hospital |
|  | **Same Day GP Appointments Campaign Discussion*** Review of the points made at the previous meeting, document has been created with
* How do we take this forward?

Notes captured at the last meeting were reviewed and the following priorities for the access guide were agreed:1. Accessible Info on the GP Practice Websites
2. Access needs to be recorded at a high level on the patient’s record and this should be communicated with all staff at any point of contact with the client
3. People are digitally excluded and need offline resources and options for appointment making
4. Both the channels for making appointments and the appointment itself needs to be accessible for the person
5. There should be an empathetic approach from staff and GPs, which includes equality and diversity training
6. There needs to be accurate records kept about patient’s access needs and any changes should be updated

Mary suggested that this guide needs to be kept to two mages maximum so that it has a better chance of being read and interacted with We can expand on points when we make the presentation to practice managersHallie and Bea to finalise the access guide draft for review and approval at the next Your Say Meeting | **Action:** Hallie and Bea to send the updated draft to the group 1 week before next Your Say meeting |
|  | **Anything to feed into the Transport & Mobility Forum?** |  |
|  | **Any Other Business** |  |

**Upcoming Your Say Meetings**

* 28 March from 2:00 - 3:30 pm
* 25 April from 5:30 - 7:00 pm
* 30 May from 2:00 - 3:30 pm

**Upcoming Transport and Mobility Forum Meetings**

* Thursday 23 May from 2:00 - 3:30 pm
* Thursday 12 September from 2:00 - 3:30 pm
* Thursday 21 November from 2:00 - 3:30 pm

**Action Log**

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| --- | --- | --- | --- |
| **Action** | **Who**  | **By When** | **Status** |
| Email team at Abellio and set up a new date for access day  | Hallie | Ongoing | In progress |
| Mary and Hallie to put out advert for new Chair, members to put forward any suggestions | Hallie and Mary | By next meeting | In progress |
| Hallie and Bea to follow up with Bami to send recommendations for GP alliance | Hallie and Bea | 08/02/2024 | Done |
| Draft guide and share with members for review before the next Your Say meeting | Hallie and Bea | 29/02/2024 | Done |