**Your Say Agenda**

**Time & Date:** Thursday 28th March, 2024 from 2:00-3:30pm

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

**Chair:** Gareth Bubbins (filling in for Mary)

**Note taker:** Hallie Banish

| **No.** | **Agenda Item** | **Actions** |
| --- | --- | --- |
|  | **Welcome and Introduction** |  |
|  | In attendance: Hallie, Bea, Gareth, YvonneApologies from: Amanda Winterburn, Mary Harrison, Bruno Meekings, Paul Leonard, John Clarke**Welcome to our guest:** * Marta Styk
 |  |
|  | **Actions from previous minutes (see action log)**Follow up with Simon about role description and promo materialsSend Simon’s email to Yvonne | **Action:** Hallie to follow up with Simon and Yvonne |
|  | **Updates from Chair*** Recruiting a new Richmond Transport and Mobility Forum Chair, please help us share
 | **Action:** Everyone to continue to publicise this opening |
|  | **Presentation from Marta Styk from Choice Support*** The work Marta is doing is focused on West London
* Choice support is working for the CQC as a feedback mechanism around lived experiences of care
* Experts by experience go to the care homes so they can see the issues and highlight them
* Her role is to connect with organisations to get feedback around accessing health and social care and any rights violations
* Looking for feedback from people of protected characteristics
* She collects feedback and then she sends this back to the CQC
* Tailored data collection (in person, zoom call, directly online)
* No onward support provided – they pass feedback on but cannot take on any case work
* You don’t have to share your name/face when you share your views
* Informal chat about their experience – always sent to the CQC – the CQC may not share the outcomes or what they are doing with this information
* Crucially people have to be a part of a group in order to access this support, so they need to access Your Say as a referral pathway
* There are external meetings that we can attend as an organisation, but this depends on our capacity
* Marta would be willing to share the final copy of the access guide once approved
* Major themes are: every GP need to have a special protocol for people with autism (needs to be raised at the beginning and have a specialised doctor), lack of interpreters for people who don’t have English as first language, has found that a lot of people in West London are happy with their care
* Really important to know what your rights are – information shared in the leaflets given
* Wanting more feedback about care at home if we can provide this
* This project is a little more than 2 years old; it was a little slow to start, but it is expanding
* Marta can come back once we have publicised what she is doing and we can find people who want to share their experiences
 | **Action:** Once the final version of the access guide is ready, Bea to share with Marta |
|  | **Same Day GP Appointments Campaign Discussion*** Review the final draft of the guide
* How do we take this forward?

Discussion was had about the guide. General consensus that all of the content is reflective of the group and what people’s experiences are. We will add that GP surgeries must have an email address advertised as a route for people to contact. We will also bring the main recommendations out onto the front page. Discussion about how we take this forward – we need to get a new photo for the back page and we need for members to sign off. Once members sign off, we can get in touch with Emma and Bami and set up a meeting with the practice managers.  | **Action:** Bea to edit the guide to add in suggestions **Action:** Hallie to take a photo at the next meeting**Action:** People to review the guide and provide any feedback. Hallie to send to Cathy and Callum to review.  |
|  | **Anything to feed into the Transport & Mobility Forum?**Nothing recorded |  |
|  | **Any Other Business****Ramp Campaign**There has been an inquiry about the previous ramp scheme you’re your Say ran and they would like to meet with Ruils (particularly Gareth to discuss). Council provided a small number of ramps and we utilised those Only had a standard size so they couldn’t support everyone Is it a good idea to re start this up again? Teddington Together, Teddington Town, Cathy’s BNI network? Maximum of 20 ramps were distributed – need to take an audit **Next Meeting**Action to speak to Mary about evening meeting – shall we keep this or move it to the day?  | **Action:** Yvonne and Gareth – arrange a meeting to speak to Alistair **Action:** Gareth to check to see if the council have a page on the website with info about access and to look for initial list **Action:** Hallie to speak with Mary about next meeting |

**Upcoming Your Say Meetings**

* 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**

|  |  |  |  |
| --- | --- | --- | --- |
| **Action** | **Who**  | **By When** | **Status** |
| Email team at Abellio and set up a new date for access day  | Hallie | Ongoing | In progress |
| Hallie to follow up with Simon and Yvonne about Community Ambassador Scheme | Hallie | By next meeting |  |
| Everyone to continue to publicise the co-chair role | All | Ongoing |  |
| Once the final version of the access guide is ready, Bea to share with Marta | Bea | By next meeting |  |
| Bea to edit the guide to add in suggestions  | Bea | By 11/04/2024 |  |
| Hallie to take a photo at the next meeting | Hallie | Next meeting |  |
| People to review the guide and provide any feedback. Hallie to send to Cathy and Callum to review. | All/Hallie | Next meeting |  |
| Yvonne and Gareth – arrange a meeting to speak to Alistair  | Hallie to hand off to Gareth | ASAP |  |
| Gareth to check to see if the council have a page on the website with info about access and to look for initial list  | Gareth | By next meeting |  |
| Hallie to speak with Mary about next meeting | Hallie | ASAP |  |