

North Somerset Wellbeing Service

Coproduction Meeting

Notes from meeting held on Wednesday 16th September 2020

14 attending

Also attending: Chris Kinston [CK] (Chair & Senior Operational Manager), Claire Denyer [CD] (Co- chair & service team manager), Sophie Fulcher (Assistant wellbeing coordinator), Sophie Shimell (Wellbeing coordinator), Jane Edmonds (PR & communications manager)

Welcome and introductions

CK went through the agenda and explained that coproducing the future of the service means everyone having a voice in the process.

The main, urgent topic to be discussed was the Old Street move; looking at alternative options and having a conversation to involve service users and the wider North Somerset community.

Discuss and agree meeting guidelines

CK went through the ground rules and the group agreed with the points. These can be added to at future meetings. Frequency of the coproduction meeting was raised. Had been suggested as quarterly. However, it was agreed that monthly would be more appropriate at present.

Update on Service

CK explained that the service is commissioned by the CCG and local authority, until July 2021 (with the hope of this being extended again in the new year). CD reassured that this is how charities are funded and that this is a normal process. Both CK and CD explained the necessity to quickly adapt the service in March, in response to Covid-19. This was a short term plan, offering 1:1 support calls and online groups. It allowed more creativity (Youtube tutorials) and meant the service could reach people in different ways. CK went on to explain that we now need to regain a balance of face-to-face and virtual groups. The wellbeing service is commissioned to offer educational courses and wellbeing activities (currently on Zoom). It is reducing the 1:1 provision to re-align the service to the group based provision it is commissioned to provide.

Covid update

The service hopes to be able to offer some face-to-face groups in the near future. The service users raised the importance of human connection. Although not the same, the Zoom groups have been working well and allowed everyone to stay in touch. Some people voiced that they preferred some groups, such as creative writing and therapeutic art, on Zoom. CK emphasized that resuming some form of face-to-face is a priority.

Old Street move

Acknowledged sadness of the move, but also the necessity, as social distancing rules will be in place for the foreseeable. Discussed ideas for a new premises and whether to hire places or look for a permanent base (suggestions such as the town council buildings & libraries were made). The service users voiced that Old Street had been a familiar, safe place, which felt welcoming and not clinical. They also voiced that it was important to find somewhere that was accessible (disabled access, on a bus route, easy to walk to).

Feedback

A Zoom poll was conducted at the end of the meeting, and a feedback questionnaire will be sent out by email.

AOB: N/A

Date for next meeting: Tuesday 20th October 2020, 2:30-3:30pm