



North Somerset Wellbeing Service

Coproduction Meeting

Notes from meeting held on Tuesday 20th October 2020

7 attending

Also attending: Claire Denyer [CD] (Chair & Service Team Manager), Sophie Fulcher (Assistant wellbeing coordinator), Sophie Shimell (Wellbeing coordinator)

Discuss what coproduction and client involvement is in relation to the North Somerset Wellbeing Service.

The meeting started by looking at people's hopes of what they'd get from the coproduction meetings. It was agreed that it'd give service users and other stakeholders a chance to shape elements of the service by sharing ideas and working together. From learning from people's experiences, it will enable the service to be relevant and inclusive.

Update on returning to face-to-face group sessions

During the meeting, we recognised the importance and value of face-to-face, but acknowledged that life is quite complex at present. CD explained that, with a second wave of the Covid outbreak and rising figures daily, the service couldn't safely deliver face-to-face groups at the moment but the online provision will continue. The members attending understood this and agreed. Some voiced their own concerns and anxieties around returning to face-to-face, and others expressed how useful the online service had been during the pandemic. CD emphasized the risk and safety implications of not knowing who is actively engaging in our service, particularly in case of another lock down and the risks of having people who are not engaging on the Service's books. We also spoke about how "our door is never closed" and if people are not able to engage currently, they can re-refer themselves back to the service whenever they need.

Discuss how to increase sense of connection / community in our online sessions

There was a discussion around ways to engage people. The recent success of the events held for World Mental Health Awareness Day enabled the service to reflect on why people had engaged so well with these wellbeing activities. The group voiced the need for activities which help them to connect with others. The team shared an idea in progress which is starting a weekly shared space session- where people can connect and share on a human level. Everyone felt this would be useful, in addition to the group wellbeing activities. It was also discussed the importance of people engaging with the other well-being activities the service is commissioned to provide. The idea that the shared space sessions are available to people who have additionally attended at least one other activity from the Wellbeing Service that month was agreed.

Agree common language – ie a term that could be used instead of "service user"

Most people attending didn't have an issue with the term 'service user'. However, some suggestions, such as: friend, client, participant, learner were given. A survey will be sent out to service users via email to get feedback. The term 'coproduction' was also discussed, as some felt it was quite corporate and may form a block to other people joining the meetings.

It was agreed that these meetings would now be referred to as “sharing ideas and shaping the service” meetings.

Discuss frequency of meetings

It was agreed that previously proposed monthly meetings would be changed to quarterly. In between these meetings, when consultation was needed, sub-groups would be formed to focus on specific issues / topics. The first sub-group will discuss finding new premises for running groups in Clevedon. Actions and outcomes of these subgroups will then be shared via email and then feedback at the quarterly meeting.