

Community Champion Network Meeting
Tuesday 24th June 2014
Held at: The Bowersdale Centre, Seaforth

Chair

Keith Lloyd (KL)

Brunswick Youth & Community Centre

Attendees

Libby Kitt (LK)

Individual Locality Representative - Seaforth & Litherland

Julie Bennett (JB)

Individual Locality Representative - Crosby

Barbara Rouse (BR)

Bootle YMCA & Oxford House High Rise

Clare Kavanagh (CK)

Venus

Caroline Cushion (CC)

One Vision Housing

Katie Merrick (KM)

British Lung Foundation

Frankie Meadows (FM)

Bowersdale Resource Centre

Amanda Williams (AW)

Sefton MBC - Sefton Library Service

Margi Roberts (MR)

Seaforth RAG

Healthwatch Sefton Staff

Diane Blair (DB)

Healthwatch Manager

Wendy Andersen (WA)

Engagement and Participation Officer

Speakers

Alison Johnston

Locality Lead for Crosby(South Sefton CCG)

Apologies

Roger Driver

Lay Member Patient & Public Involvement, South Sefton CCG

Val Bayliff (VB)

Sefton O.P.E.R.A.

Lorraine Webb (LW)

The Venus Centre

Dave Smith (DS)

Expect Bowersdale Centre.

Debbie Kelly (DK)

May Logan Centre

Michelle Colleran (MC)

Ndirections

Carol Robinson (CR)

Feelgood Factory

Garry McCartney (GMcC)

L30 Centre

Notes and Actions outstanding from previous meeting carried forward:

Ashworth Hospital

Action: Healthwatch to make contact with Ashworth Hospital re: the possibility of an experience box / stands for staff.

HMP Kennet

The work within HMP Kennet has now been approved.

Opt In and Out scheme - (Care data)

Action: DB to arrange a members & public event and invite NHS England to talk about the Opt in and Out Scheme. Update required.

CCG Annual Report

Action: DB to speak with Julie Lewis to find out about the reports and to share with Lynn Cook who is responsible for the CCG annual report.

EPEG Minutes

Both the minutes and a summary will be shared with the Community Champion Network. **Action: Network to decide what they would like to receive.**

GP funds - Terry Hill reported at a previous meeting that GP's were allocated money to identify and fill gaps in services. He stated in Maghull each practice purchased defibrillators and blood pressure monitors. **Action: TH to report back how the funds were spent in each of the South & Central Sefton localities.**

Mission statement - KL stated he felt a Mission Statement was needed to be drafted with Healthwatch Sefton, LCH, Health Champions and CCG's to ensure effective partnership working.

Apologies

Provided and noted.

Community Chat update

DB reported:

All feedback had now been gathered and fed into the CCG 5 year Strategic Business Plan. Healthwatch Sefton will also be producing a report on the main findings that will be shared with the Community Champion Network. The CCG's have stated that they would like this as an on-going cycle for them to receive local people's experiences and views. The CCG's would welcome the Network's feedback on how they can feedback to community members who took part in the Community Chats. **Action: Network members to feed any ideas to DB to be taken forward.**

DB reported some of the main areas highlighted during the community chats were:

- Access to GP's (Primary Care)
- How the walk-in centre can be developed
- Transport to the walk-in centre

KL asked how the Practitioners were viewing the health & social care experiences that we gather and whether they are taking on board both the positive and negative experiences. KL asked if they viewed this process as a positive way of listening to local people. DB stated that Healthwatch England are keen for us to gather experiences but also want us to be able to scrutinise what providers and commissioners do with the information.

Update on experiences / stands

WA reported:

A summary of where stands and experiences had been gathered was shared with the network. WA stated that during this period both access to GP appointments and transport issues had been raised. Both themes have previously been raised by the network and escalated to Healthwatch Sefton Steering Group.

WA reported that the work around the Family Planning / Sexual Health Clinics had come to an end. Mainly comments received from the clinics based in South & Central Sefton had been positive. WA stated an experience report will be produced and shared with Southport & Formby Hospital Trust.

WA stated that she had over the past months had requests whilst at clinics for Healthwatch to gather experiences on Podiatry and asked Network members if they had any thoughts on this.

- JB stated she felt this was something that needed looking into as she felt the appointment system was not working effectively.
- LK stated she felt residential nursing homes and access to chiropodists and diabetic care needs to be looked into.
- CC stated she felt podiatry would be a good area to be looked at as it would link into diabetes and asked if this could be the next area to be focussed on.
- KM asked if we are engaging with housebound patients?

The question was then raised by members as to what local GP's were doing for diabetic patients? What is the system, what is in place and how the appointment system works? KL suggested we look into inviting a specialist along to a Community Champion network meeting for members to gain more of an understanding on diabetic processes prior to carrying out any work. **Action: WA to organise a guest speaker on this subject. WA to see if we can link in with other services to gain access to housebound patients in relation to podiatry.**

WA confirmed that Healthwatch Sefton had received approval from Liverpool Community Health (LCH) to hold stands within the Podiatry clinics across South & Central Sefton. **Action: WA to set dates for stands.**

Car Parking - WA informed members that there had been over 80 experiences gathered in relation to the parking at Aintree Hospital since April 2013. The main issues raised are around being able to park and the cost of parking. DB stated that Healthwatch Sefton had recently been contacted by the Daily Mail due to Healthwatch England picking up on the experiences Healthwatch Sefton had gathered locally. To date no article has been published but DB has contacted Aintree Hospital who are aware of the impact this can have on patient care and are keen to take this area of work forward involving Healthwatch. **Action: DB to keep network updated.**

CC stated she would contact the Customer Access Centre in Bootle to ask about Healthwatch holding a stand. **Action: CC to update WA.**

Locality Reps update and feedback from Healthwatch Steering Group

LK reported:

LK has attended the Seaforth & Litherland Locality meeting held in June 2014. LK said she felt a piece of work was needed by the Healthwatch Steering Group Locality Reps. LK stated the patient voice needed to be strengthened and felt working with the CCG Locality Leads to develop this was needed. DB suggested that a Memorandum of Understanding could be discussed at the next Healthwatch Locality Reps meeting.

LK reported that she had put The Bowersdale Resource Centre (Veterans service) in touch with her local Church.

LK reported that the Locality Reps had all previously met to discuss how to take their role forward and that there were some draft notes and as soon as they were finalised they could be shared with members. LK stated that she had a meeting planned with JB tomorrow to discuss cross boundary work. LK said she felt the Locality Reps needed to make links with Community Champions who did not attend the meetings and to also develop contacts with local Counsellors within their areas.

Care data - LK reported that more consultation was going to be carried out and that Healthwatch Sefton would be involved in this work.

Lifeline - Healthwatch will organise a public event for Lifeline to talk about what services they offer.

Transport - LK informed the network that this area of work is on the Healthwatch Steering Group agenda and does cover transport for the Netherton & Maghull area along with transport to the walk-in centre.

Healthwatch England Special Inquiry - LK stated an inquiry had been launched re: hospital discharge. JB stated she felt there was a problem with medication on discharge. A discussion ensued around hospital discharge. DB stated that a report was being produced on hospital discharge for Healthwatch England and needed to be submitted by the end of July 2014. DB suggested the network waited for the report and for main themes to be fed back to the network before any decisions are made. **Action: DB to feed report and main themes back to network.**

Network members enquired re: the attendance of the Bootle Locality Representative. DB stated she would arrange a catch up meeting with the Bootle Locality Representative. **Action DB to arrange meeting.**

Maghull Locality Rep - DB reported that there were 4 expressions of interest. 1 expression had been discounted due to the applicant having no connection to the Maghull area. The paperwork regarding the election will be sent out next week.

Liverpool Community Health (LCH)

This was an agenda item after guest speakers from LCH attended the previous network meeting. Members all agreed they felt this was valuable at the time. WA updated the group that she had met with Kate Jones, Equality & Patient Experience Manager for LCH as Kate would like to form a working relationship with the network. Network members discussed this and felt it would be very effective and productive for Kate to be invited along to meetings. It was agreed to ask Kate if she can attend quarterly or as and when she had a specific piece of work she wanted to share with the network. **Action: WA to contact Kate to arrange future attendance.**

Declared Interest - BR declared an interest being that her daughter works for LCH. BR also stated how proud she was of her daughter for winning LCC Employer of the Year.

Healthy Setting Network update

The next meeting is scheduled for 16th July and is being held at the Brunswick Youth & Community Centre. KL stated he was happy to provide updates at both networks to ensure effective cross over of information. CC also stated she was a member of both groups and could also do this in KL's absence.

Issues to be taken forward to Healthwatch Steering Group

The two main themes raised previously by the network were the GP appointment booking system and transport issues. Both issues have previously been added to the Healthwatch Steering Group agenda and work stream.

Community Champion Mission Statement to be shared with the Steering Group.

Diabetes care and Podiatry to be highlighted at the meeting and to inform the Steering Group of the agreed work at the Podiatry clinics over the coming months. LCH have approved for Healthwatch stands across South & Central Sefton.

If anyone has any issues that they would like raised at the next Steering Group please contact Libby Kitt direct or via Healthwatch Sefton.

CCG Locality Lead update

Unfortunately apologies were only received during the morning of the network meeting.

Network members found this concerning due there being a 20 minute slot allocated to the Locality Lead for an update. Members discussed and felt if someone was unable to attend it would be useful if this could be delegated to someone else from the CCG Locality team. If this was not possible then a written update prior to the meeting would suffice. Members noted this was not the first occasion that this has happened but would like the opportunity to develop a good working relationship with the CCG Locality Leads. Members asked if Angela Curran could be contacted and a discussion to be held around the partnership and how we can take this forward. It was asked if a Terms of Reference or Memorandum of Understanding could be developed. **Action: Meeting to be requested with Angela Curran.**

Any Other Business

- Skillfest - CC stated this event was planned for 30th July at Bootle Leisure Centre. Boofest event in being held on 8th August. Outdoor gyms - CC stated that there was a project in place to try and get the outdoor gyms across Sefton used more by local people. If anyone wants further information on this they can contact Caroline. Dementia Focus Group - If anyone is interested in sharing their experiences please refer them to Caroline. **Action: CC to forward further information on the above to WA for circulation to the wider network.**
- Picnic in the Park - BR stated Derby Park was holding this event on 9th August.
- Seaforth Park - FM stated there is a Seaforth Fun day planned for 14th August.

- GP appointment booking system - MR stated there was a problem with GP appointments with 2 of the surgeries located in Seaforth. MR stated one of the surgeries was an SSP practice. DB stated that she was drafting a report specifically on SSP practices. Members were told to continue to gather experiences on GP appointment systems and feed them into Healthwatch.
- NWAS Information Cards - JB reported that she attended the NWAS event organised by Healthwatch Sefton. She informed members she felt the cards were great with the information they provided but unfortunately were printed in very small print and pale. JB stated she had followed up her comments with NWAS and that they had stated they had not considered large print or braille. JB has contacted the RNIB regarding this issue
- Apologies - FM gave his apologies for the next Community Champion Network meeting.
- The next Healthwatch Steering Group meeting is being held on Wednesday 2nd July at the Deaf Centre in Southport. Action: WA to circulate the dates again to network members.

Requests for speakers

- Action: WA to send Roger Driver dates of meetings.
- Action: WA to contact Kate Jones (LCH) to either be invited quarterly or when a specific piece of work is to be discussed.
- Action: WA to invite a specialist along to talk to network members about the diabetic services for patients in Sefton. LK stated she had a contact for this and would share with WA.

Date and Time of Next Meeting:

Tuesday 29th July 2014 at 10.30am (10.00am tea/coffee)
Venue: Brunswick Youth & Community Centre.