

Community Champion Network Meeting

Wednesday 26th March 2014

Held at: Linacre Methodist Mission

Chair

Val Bayliff (VB)

Sefton O.P.E.R.A.

Attendees

Robert McCracken (RMcC)

Debbie Kelly (DK)

Barbara Rouse (BR)

Caroline Cushion (CC)

Lorraine Webb (LW)

Individual Locality Representative - Bootle

May Logan Centre

Bootle YMCA & Oxford House High Rise

One Vision Housing

The Venus Centre

Healthwatch Sefton Staff

Diane Blair (DB)

Wendy Andersen (WA)

Healthwatch Manager

Engagement and Participation Officer

Guest Speakers

Terry Hill

Locality Lead for Seaforth and Litherland (South Sefton CCG)

Apologies

Keith Lloyd (KL)

Libby Kitt (LK)

Julie Bennett (JB)

Paula O'Brien (PO'B)

Michelle Collieran (MC)

Gavin Hobson (GH)

Bob Campbell (BC)

Frankie Meadows (FM)

Brunswick Youth & Community Centre

Individual Locality Representative - Seaforth & Litherland

Individual Locality Representative - Crosby

Linacre Mission Methodist Church

Ndirections

Crosby Library

St. Leonards Youth & Community Centre

Bowersdale Resource Centre

Notes and Actions outstanding from previous meeting and carried forward:

Healthwatch Sefton Experience Reports

The following reports are approved and awaiting circulation:

- Alder Hey Children's Hospital
- Liverpool Women's NHS Trust
- Southport & Ormskirk Hospital Trust Interpreter Services

Action: To be circulated.

- North Park Surgery

DB has spoken to NHS England as Healthwatch Sefton would still like to share this report with members. **Action: DB to keep the network up-to-date on progress.**

WA to bring along a press release folder once this has been put together by Steven Penn (SP).

Action: To be actioned by Katie Benson.

Ashworth Hospital

VB mentioned Ashworth hospital was on the same site as HMP Kennet and asked if we were planning on working with the staff to gather their experiences as many of them will be Sefton residents. WA stated no contact had been made as yet but this is something that we could follow up.

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

HMP Kennet

WA reported that talks have commenced again with HMP Kennet (Male resettlement prison, Maghull) to be able to gather experiences from offenders, their families and staff. WA stated that HMP Kennet was now a resettlement prison and that offenders have access to health services both within the establishment and out in the community. WA & DB to attend the next Prisoner Health Improvement group meeting to outline a plan of work and a meeting to be set up in January 2014 with the Head of Reducing Re-offending to take this area of work forward.

Action: DB & WA attended the PHIG but are now awaiting a meeting with the Head of Reducing Re-Offending.

Merseycare NHS Trust

It was stated that Mersey Care NHS Trust was planning on transferring the medium secure unit (Scott Clinic) currently based in Rainhill to the Maghull site next to Ashworth. Diane had attended the quarterly meeting held with Mersey Care and they will be consulting on this.

Action: DB to keep the group up to date on this work.

Planning Meeting held January 2014

Actions updated during today's meeting. **Action: To keep on agenda until all actions complete.**

Apologies

Provided and noted.

Register of Interest / Code of Conduct / Membership

WA brought along hard copies of the register of interest, code of conduct and membership forms and asked members to read and sign prior to leaving the meeting. All the above forms have been previously emailed out to network members to complete and return. **Action: All network members to read, sign and return completed forms to WA.**

Community Chats

DB previously provided an overview of the 'Community Chat's in relation to the CCG's 5 year strategic business plan at the last network meeting. VB informed the group that she had held the first 'Community Chat' in partnership with the Brunswick Youth and Community Centre to give local people the chance to have their say. 26 people came along to the session and reported that they found it really interesting. The main themes to come out of the day were:

- Communication
- Sharing of Information (patient pathway to care)
- Providing & developing services in the community

The main issue that was raised at the community chat was:

- GP's - access to appointments

DB shared a schedule with the group of when and where the 'community chats' are being held over the coming months. DB has asked if anyone else feels they would like to get involved in holding a community chat to get in touch. In addition DB stated Healthwatch had thought about holding 2 community chats open to the public but this would have funding implications. VB suggested that the community chats already planned that are not themed could be opened up to members and the public. **Action: WA to share schedule with the network. LW to forward suggested dates to DB for Venus to hold a 'community chat'.**

One of the network members stated she would like it fed back to the CCG that no-one is attending the mini-chats because they are in the exact same format and style of the Big Chat. People are not seeing any benefit from attending previous Chats. **Action: DB to feed this back to CCG. WA to ask Katie Benson to promote any feedback from the CCG Chats on the Healthwatch website.**

It was also asked by network members if Healthwatch Sefton could have a page designated to keep members up-to-date on the progress of the CCG's 5 year business plan including where we are up to with the 'Community Chats' and what has been done with the information provided.
Action: WA to speak to Katie Benson.

Locality Representative update and feedback from the Healthwatch Steering group.

RMcC reported that one of the Locality Representatives had stepped down due to ill health. He informed the group that the 3 remaining Locality Representatives had met and were extremely keen to move forward in their roles. RMcC stated that all the Reps were aware of the excellent job the Community Champion network had done so far and recognised their hard work. Robert stated that the Reps would like to move forward with the network to help shape it for the future. RMcC also confirmed that there is now an agenda item on the Healthwatch Steering group for them to raise issues from the Network.

DB updated the network re: issues being taken considered by the Steering group for work to be undertaken. Primary Care and Share your data 'Opt in and out scheme'. DB explained that Healthwatch want to ensure communities are clear on the process. **Action: DB to arrange a members & public event and invite NHS England to talk about the Opt in and Out Scheme.**

Network members have requested minutes from the Healthwatch Steering Group meeting.
Action: WA to circulate minutes to network members.

EPEG update

DB provided an update:

People First attended the EPEG meeting to present their project and achievements from the funding received via the CCG. WA also attended as Healthwatch Sefton had worked closely with the Health Champions and People First staff on this project to collate experiences of people with learning disabilities on accessing primary care. DB stated that the CCG will be producing an annual report that the People First project will be featured in and suggested that all groups who were funded by the CCG should contact them to get themselves included. VB stated that they were funded by the CCG and that full reports were already submitted to CVS. **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.**

DB informed the group that the Locality Lead for Bootle Jenny Kristiansen was leading on a piece of work with the Breathe Easy group around Respiratory Care and reported that this work was going well.

BIG Chat - feedback is available on the South Sefton CCG website. **ACTION: WA to forward link to network.**

DB provided an update on the Commissioning Policy Review Consultation which ends 7th April 2014 at noon. The two Sefton CCGs are undertaking a commissioning policy review relating to some very specific conditions and are asking for feedback on their draft policies.

EPEG minutes - DB stated that it was discussed at the EPEG meeting as to what information could be shared. DB stated that Roger Driver was keen for the minutes in full to be shared but it was agreed for a summary to be produced along with a matrix which will include all the work areas. The network still felt they needed the minutes so they could understand what the meeting was about, what type of discussions were taking place and who was attending and inputting into the meetings. Network members stated they understood there may be some information that cannot be shared but would like the minutes with anything deemed confidential taken out. **Action: DB to feed this back to EPEG.**

Pharmacy at Litherland Town Hall Walk-in - DB reported that the services are currently being reviewed. DB asked at the EPEG for the consultation to take into consideration the wider community.

Update on experience gathering / reports / Priorities to be taken forward

WA provided the network with an updated schedule on where she had been gathering experiences and promoting the network between 19th Feb - 19th March. It was asked at the previous network meeting to add an additional column of emerging themes. WA informed the group that DB has suggested that the EPEG report be used to identify themes as this could be produced with up-to-date data and will include emerging themes. VB asked if this report could also include outcomes. DB stated that it will include this. **Action: It was agreed that the EPEG report would be used for future meetings to identify themes.**

WA reported to the network that the Healthwatch Hub database had been down for approx. 3 weeks therefore themes could not be printed and highlighted for this meeting. WA did go through forms manually and the key areas highlighted were:

- **Lifeline (Drug & Alcohol services)**
- **GP appointments**

Network members also reported an issue around transport to hospitals. WA confirmed there had been previous experiences shared relating to transport issues in the Netherton & Maghull areas.

VB asked if it was the remit of the network or Healthwatch Sefton to look at the wider determinants affecting the health of local people. DB stated she felt it was both. DB said that the Healthwatch Sefton Chair Maureen Kelly sits on the Health & Wellbeing Board and wants this to be more effective with being able to feed issues in.

WA stated that DB had asked for a form to be produced and circulated to network members so that any themes they had identified could be fed into the network meeting. VB asked if specific

agenda items could be added to cover the issues. **Action: WA to produce form and ensure agenda items included for future meetings.**

CCG South Sefton Locality Lead update

Action: WA to contact Locality Leads re: non-attendance.

Any Other Business

- BR - reported that she attended the CQC consultation held at the Park Hotel on 4th March capturing people's experiences good or bad for Aintree University Hospital. BR stated that there was not much information shared at the session it was mainly just gathering experiences. **Action: DB to feedback to the CQC re: suggestions for improvement discussed at the meeting. No background information was provided at the meeting.**
- BR informed the group that she had been in to speak with the Practice Manager at Park Street surgery re: the Patient Reference Group. The Practice Manager did confirm she had received Barbara's request to join the group and one other. Barbara has requested for the Practice to keep her informed of developments. **Action: WA to inform Debbie Williams.**
- WA informed the group of the dates of the Community Champion Network meetings up until June 2014. It was agreed for the dates to remain the same. Healthwatch Steering group meeting schedule has been previously circulated.
- CC informed the network that One Vision Housing has an Affordable Warmth Officer and if anyone knows of a One Vision Housing tenant that would need support to contact the Financial Inclusion Team at One Vision.

Requests for speakers

- It was suggested for Liverpool Community Health representative to be invited to a future meeting and to be able to cover Public health & Community services. **Action: DB to email Kate Jones to invite her to the network meeting.**
- Network confirmed they would like Roger Driver to be invited quarterly to the meetings. **Action: WA to invite Roger along once LCH has confirmed which meeting they are attending.**
- WA - raised that Caroline Cushion would like to put forward inviting Lifeline to a future network meeting. **Action: This is on hold whilst experiences are being gathered on services provided.**
- Joan Crist, Re-ablement Information & Signposting Officer and Christina Chislett, Affordable Warmth Co-Ordinator requested a slot at a network meeting. Due to time limits and agenda items the network felt it would not be appropriate to invite along guest

speakers but to ask for information from the groups. **Action: WA to email both services and request information on their services to be shared with the network.**

Date and Time of Next Meeting:

Wednesday 30th April at 10.30am

Venue: Brunswick Youth & Community Centre

Amendments requested for this meeting are as below:

Item to be amended	Requested by	Action?
Julie Bennett, Locality Lead to be taken out of the apologies section	RMcC	<ul style="list-style-type: none"> DB provided the apologies on behalf of JB
Agenda items to include: <ul style="list-style-type: none"> o Feedback from Healthwatch Steering group o Items to be taken forward to Healthwatch Steering Group 	RMcC	WA has asked members to refer to the March agenda 2014 and to look at what changes to be made for future agendas.
It was stated there were four issues to be raised at the Healthwatch Steering Group inc: <ul style="list-style-type: none"> • Dr surgery waiting times • Lifeline • Opt in and Out Scheme (Pg 4) • Public Transport (Maghull & Netherton) (Pg5) 	RMcC	<ul style="list-style-type: none"> • Dr waiting time and Lifeline recorded as an issue to be taken forward. (Needs to be recorded in a separate section of notes). • Opt in and out scheme was recorded for Diane Blair to arrange a members and public event and to invite NHS England to talk about the scheme. Diane informed members that this was on the Healthwatch Steering Group agenda. • Public Transport was noted and can be added as an action if agreed by members.

Amendments to be agreed at the next meeting on 30th April 2014.