

Community Champion Network Meeting

Tuesday 25th February 2014

Held at: Bootle YMCA

Chair

Val Bayliff (VB)

Sefton O.P.E.R.A.

Attendees

Libby Kitt (LK)

Tony Kneebone (TK)

Robert McCracken (RMcC)

Keith Lloyd (KL)

Frankie Meadows (FM)

Debbie Kelly (DK)

Barbara Rouse

Paula O'Brien

Michelle Collieran

Individual Locality Representative - Seaforth & Litherland

Individual Locality Representative - Maghull

Individual Locality Representative - Bootle

Brunswick Youth & Community Centre

Bowersdale Resource Centre

May Logan Centre

Bootle YMCA & Oxford House High Rise

Linacre Mission Methodist Church

Ndirections

Healthwatch Sefton Staff

Diane Blair (DB)

Wendy Andersen (WA)

Healthwatch Manager

Engagement and Participation Officer

Guest Speakers

Debbie Williams (DW)

Jenny Kristiansen

Angela Curran

Engagement Support Officer (NHS South Sefton CCG & NHS Southport and Formby CCG)

Locality Lead for Seaforth and Litherland (South Sefton CCG)

South Sefton CCG

Apologies

Caroline Cushion (CC)

Julie Bennett (JB)

Gavin Hobson (GH)

Margaret Roberts (MR)

One Vision Housing

Individual Locality Representative - Crosby

Crosby Library

Seaforth RAG

Notes and Actions outstanding from previous meeting and carried forward:

Healthwatch Sefton Experience Reports

The following reports are due a response December 2013:

- Alder Hey Children's Hospital
- Liverpool Women's NHS Trust
- North Park Surgery

Action complete: updated at this meeting.

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

Action: Not complete - on-going and now will 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. This is to be actioned once processes have been set up and agreed with HMP Kennet.

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.

Planning Meeting held January 2014

All to refer to on-going actions.

Apologies

Provided and noted.

Actions / Recommendations from the planning meeting held In January 2014

WA talked through the notes from the planning meeting held in January 2014 and made specific reference to the 'Actions Table' on page 5 of the notes. This was all agreed at the meeting.

Steering Group Locality Reps stated that having deputies was discussed at their meeting but it was agreed between the Locality Reps that they would deputise for each other. In the South & Central Sefton Libby Kitt and Robert McCracken would deputise for each other and Tony Kneebone and Julie Bennett would deputise for each other.

It was asked if there would be an agenda item on the Healthwatch Steering Group for the Locality Reps to discuss what takes place at the Community Champion meetings and for information / intelligence to be fed through. **Action: Locality Reps to ask for this at the next Steering Group meeting.**

The Locality Reps raised the question if there would be wider volunteers recruited to the Community Champion Network. WA stated this was on hold at the moment due to the set-up of the Healthwatch, Steering Group and processes. KL stated that he had a volunteer at his centre that carried out work collating experiences.

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.**

Action: All to refer to the actions table on page 5 of the Community Champions Network Planning meeting held on 22nd January 2014.

Individual Locality Reps update:

The Individual Locality Reps reported that it was agreed that they would have minimum standards. DB stated a volunteer role was in place and had been signed by the locality reps. Locality Reps had asked for this to be reviewed. LK asked the group re: the Locality Reps ringing each of their locality network members prior to the Steering Group to get feedback and also asked what network members would like from the Locality Reps. It was stated that this was discussed at the planning meeting in January and it was agreed for information / intelligence to be fed into the Community Champion Network meeting to be taken forward. DB stated that full details of all the community champions, GP's and Locality leads for their area was given / sent out to the Locality Reps yesterday. **Action: DB to bring the Locality Reps role description to the next meeting.**

Community Chats

DB provided an overview of the 'Community Chat's in relation to the CCG's 5 year strategic business plan. DB has sent out information to the network to ask if they would like to hold 'Community Chats' at their centres and for them to get back in touch with dates, times, cost and venues. DB stated that the CCG's have held 2 mini-chats and there are 2 more coming up. In addition the CCG's are promoting this at local forums including the Health & Social Care forum. The idea around the 'Community Chats' is to reach members of the community who do not attend the CCG mini chats or forums.

VB informed the group that she had seen a film (Sam's story) on the Virtual Ward and felt this would be a good starting point for the 'Community Chats'. DW said they used this film during the mini-chats and asked questions such as:

- What works well now?
- What changes would you like to see?
- How can we use money in a different way?

KL stated members need to think about how to present this to 16 - 25 year olds.

DW informed the group that the next CCG mini chats are planned for March then on 8th and 13th May there will be open sessions to update local people how it is all developing and how the information they have collated is being used. DW stated if we hold our 'Community Chats' prior to this then the information we collate can be fed in.

Action: DB has asked network members to look at what groups they can engage with and to get back to her with dates, times and costs. Members to liaise with KL if engaging with 16 - 25 year olds for advice and also link in with the Young Advisor Jenny Southern.

Update on experience gathering / reports

WA provided the network with an update on where she had been gathering experiences and promoting the network between, 20th January - 18th February 2014. It was suggested by the network that an extra column be added titled 'What has been achieved / outcomes.

Action: WA to add extra column to table for future updates.

WA stated that Katie Benson, Healthwatch Sefton's Communication Officer was working with different media including the local free papers and the Liverpool Echo to promote the work of Healthwatch Sefton and the Community Champion Network.

An update was provided on Experience Reports:

- Southport & Ormskirk Hospital Trust - Community Services - circulated.
- Southport & Ormskirk Hospital Trust - Interpreter Services - To be circulated.
- Alder Hey Children's Hospital Trust - To be circulated

- Liverpool Women's Hospital Trust - To be circulated
- North Park Surgery - New GP's will be in place and patients should start to see improvements. Network to be kept up to date on any developments.

CCG South Sefton Locality Lead update - Jenny Kristiansen

The question was asked about the Locality monthly meetings with GP's as to how this fed into the CCG Board. JK stated this was a sub-committee of the CCG's Board and was a mechanism to feed information to the board and back to practice level. JK stated that it was the responsibility of the Locality Leads to facilitate these meetings. Some of the issues discussed include: medicine management, quality, finance, problems in systems e.g. stoma patients and speakers are invited to promote new services.

KL asked JK how valuable they felt the Community Champion Network was to their work. JK said she felt it was very valuable and would like involvement from the network at the Locality meetings. JK said she felt sharing people's health & social care experiences with the locality could really work well. VB asked if the Locality Leads would attend the Community Champion Network meetings regularly. JK said they each are taking it in turns to come along to the Network meetings and that they would like to get together with the Healthwatch Individual Locality Reps to see how to work more together with the network. RMCC suggested for the Locality Leads to be invited to one of their meetings. **Action: DB to take forward with the Locality Reps.**

JK informed the group of her lead areas which include:

- COPD - across South Sefton and Southport & Formby
- Military Health - across South Sefton and Southport & Formby
- Lesbian, Gay, Bisexual and Transgender - Across South Sefton and Southport & Formby

JK stated that they are currently setting up a self-management programme for patients to provide patients with better information. This is being set up following feedback received.

BR asked if JK had any knowledge around 'the opt in or out' scheme. JK said that Angela Parkinson was the contact for this. DB stated that Healthwatch had locally picked up this issue and had raised it with the NHS England Merseyside Area team and the national body Healthwatch England. They had raised this nationally and there was now a delay on this, the scheme being rolled out in the Autumn. JK said she would organise for someone to come along to the network to talk about it if the network felt this was needed. The network members agreed they would like someone to come and update them on this scheme. **Action: WA to liaise with JK to arrange a talk re: the 'opt in and out' scheme.**

PPG/PRG update - Debbie Williams (DW)

DW provided an overview of the Patient Reference Groups (PRG's) and Patient Participation Groups (PPG's) and explained the differences between them. DW explained how she is working to develop a network to help practices to achieve a fully represented group. Training was being offered including how to chair the group and support in setting agenda items. DW informed the network that she was keen to prevent duplication and would like to be able to work together with the network. DW stated that they wanted the practices to own the issues that were brought to them therefore felt the Healthwatch experience boxes within the Practices would not be as effective at supporting this. DB stated that a lot of the experiences we receive about the GP practices come via the Community Champion boxes out in the community. This was acknowledged as being a different issue that wouldn't have an impact on Practice ownership of any issues arising because it is coming from an external venue.

TK asked if the CCG's could send out information to patients to inform them about the PRG's and PPG's so people have the opportunity to find out about them. BR stated that she completed a form to join the group at her practice but never heard anything back. Action: DW to take this forward on behalf of BR.

DW stated that all practices work differently and that they have come up with a tool kit to support the groups which includes: Agenda items, Terms of Reference and recruitment.

VB asked about the EPEG group and if we would get the minutes from the meeting. DB stated that she had already requested this from EPEG and was told that the minutes would not be shared but that a summary would be produced and shared. Network members felt that the minutes should be available to show they are transparent. DW stated that there were issues discussed that would not be for public and that's why a summary was agreed. Action: DB to take forward to the EPEG group.

Any Other Business

- TK - Chief Inspector of Hospitals asks people to tell him about the care provided by Aintree University Hospital NHS Foundation Trust. England's Chief Inspector of Hospitals is inviting members of the public to tell his inspection panel what they think of the services provided by Aintree University Hospital NHS Foundation Trust.
- KL - Sefton Council and Sefton CVS Active Travel Stand on 1st April. This is to encourage people to walk and cycle. To get back to active lifestyles.
- BR - Tuesday 4th March, 6.30pm at the Park Hotel. CQC consultation capturing people's experiences good or bad for Aintree University Hospital.
- DB - Informed the group she had raised the issue around the pharmacy at the Litherland Walk-in being decommissioned. Diane is awaiting feedback on this issue. Action: DB to update the network when information is received.

- It was suggested for Liverpool Community Health representative to be invited to a future meeting. **ACTION: Network to decide what topic they would like covered by an LCH rep.**
- WA - raised that Caroline Cushion would like to put forward inviting Lifeline to a future network meeting. **Action: Network to confirm when they would like Lifeline inviting along.**
- Network confirmed they would like Roger Driver to be invited quarterly to the meetings. **Action: Network to decide on which meeting to invite RD**

It was agreed by network members today that they would have a maximum of 1 - 2 guest speakers at any one meeting. At a past meeting it was requested for Katie Benson, Healthwatch Communications Officer to attend a meeting in relation to the website. Network members decided this was not be actioned until further requests are made.

Date and Time of Next Meeting:
Wednesday 26th March 2014 at 10.30am
Venue: TBA