

Community Champion Network - planning meeting

Held on Wednesday 22nd January 2014

At The Bowersdale Resource Centre, L21 4LJ

Attendance

Libby Kitt	Steering Group Locality Representative	Seaforth & Litherland
Tony Kneebone	Steering Group Locality Representative	Maghull
Gavin Hobson	Crosby Library	Crosby
Fran Cox	L30 Centre	Seaforth & Litherland
Garry McCartney	L30 Centre	Seaforth & Litherland
Dave Smith	Bowersdale Resource Centre	Seaforth & Litherland
Carol Robinson	Netherton Feelgood Factory	Seaforth & Litherland
Val Bayliff	Sefton Opera	Bootle
Keith Lloyd	Brunswick Youth & Community Centre	Bootle
Natalie Greedus	May Logan Health Centre	Bootle
Debbie Kelly	May Logan Health Centre	Bootle
Barbara Rouse	Bootle YMCA / Oxford House	Bootle
Caroline Cushion	One Vision Housing	South & Central Sefton
Lorraine Webb	Venus	South Sefton (Bootle)

Apologies

Julie Bennett	Steering Group Locality Representative	Crosby
Robert McCracken	Steering Group Locality Representative	Bootle
Michelle Colleran	Ndirections	Bootle

Overview

A Community Champion Network planning meeting was held to look at how the network was working at present, what was needed to support the growth of the network and how they could feed into the Healthwatch Sefton Steering Group via the Individual Locality Representatives.

The following areas were discussed during the planning stages:

- How the Community Champion Network was working now. What needs to be in place to support future growth?
- How the Network would like to progress the meetings including ideas around frequency, times, ownership, chairing, agenda items and who to invite.
- Experiences gathered and reports produced - the process.

Individual Locality Representatives:

- How would the network like to progress work with the Representatives?
- What the network would like from them? Thinking of ways to best work together.
- What would the Locality Reps like from the Network, how they see it working.
- How can we prioritise each locality within the network meetings and for issues to be fed into the Healthwatch Steering Group?

Aims, Vision & Values:

- The network to look over the previous Aims, Vision & Values and to make any necessary changes / suggestions.

Healthwatch Sefton Steering Group - structure and processes

Diane Blair, Healthwatch Manager provided an overview of the Steering Group and handed out the structure along with a membership update. (attached). Diane informed the network that one Healthwatch Steering Group meeting had taken place during December 2013 and that the Steering Group were awaiting the Community Champion Network to have their planning meeting.

How the Community Champion Network is working now and over to the Network to discuss:

Wendy provided the network with an overview of how the Community Champion Network was currently working including:

- Outreach work during December - January 2014 (attached)
- South & Central Network members list (attached)
- All centres have an experience box
- Monthly meetings, frequency, attendance etc...
- Access to GP surgeries
- Healthwatch England Hub - all experiences gathered uploaded
- Experience reports

Comments / Suggestions from the Network on how it is working now:

- It was felt that stands were more productive than the boxes.
- Members felt it worked well if it was part of an informal chat / cuppa.
- Members stated there was a broad range of links / venues to collect experiences and always looking for more.
- The question was asked by members 'where does the information gathered go now and what is the remit of the partners who receive this information. Wendy informed the group that the flowchart of where information is gathered and how it is disseminated has been previously emailed to the group. **Action: Wendy to re-send and ask Diane for an update on what each partners remit is with regards to the information.**

Comments & Suggestions on how to move forward with the Network:

- It was suggested for all contact details to be sent around the network.
- Locality Reps could use their influence if struggling to work in certain areas.
- Need to find ways to link with those who don't attend groups.
- The network should not just be focussed on feeding in the health & social care experiences but also wider issues. As organisations, members felt that they are.
- For members to profile good practice of what is working for them and share with network.
- Needs to be more general public promotion e.g. blood donors, supermarkets (not to gather experiences, more promotional).
- Communicate publicity to Locality Reps so that they are aware of what is going on in their area.
- Meetings to be held just before the Healthwatch Steering Group meeting. (Not too far before as they want the information to be fresh for the Locality Rep to take forward).
- To continue to hold the meetings monthly and review in 6 months.
- Community Champion members to take ownership of meetings. Whoever hosts the Community Champion Network meeting stands as Chair. If the member is not available or does not want to Chair the meeting Val Bayliff offered to be a vice chair and will stand in on these occasions.
- Attendees - It was discussed and suggested that the CCG Lay Rep (Roger Driver) to be invited quarterly. The CCG Locality Leads to have a monthly attendance. Guest Speakers to be invited as agreed by the Network around specific / relevant topics.
- Wendy to continue to service and co-ordinate the network & meetings.

Individual Locality Representatives:

Only two of the four Individual Locality Representatives were in attendance at the planning meeting to discuss their role and how this can work best with the Community Champion Network. Some of the network members felt this was unacceptable.

Ideas and comments that were put forward were:

- The Individual Locality Representatives to have a major role in the Community Champion Network meetings. The Rep is to be responsible for feeding information directly into the Healthwatch Steering Group and feeding directly back to the network. This needs to be timely and good feedback.
- It was suggested for Locality Reps to have a deputy who can attend network meetings in their absence.
- If the deputy attends the Community Champion Network then they are to be the person who feeds this into the Steering Group. (Can they be invited to the Steering Group on these occasions)?
- Locality Reps to have accountability e.g. attendance at the Community Champion Network meetings to be in the role description. Number of meetings attended to be

recorded. If meetings missed a procedure in place to look at this. Some of the network members felt that if the Locality Rep was not present then it would not be worthwhile meeting as how would they get their views / themes fed into the Steering Group.

- The Reps role to develop as the needs change and become more clear.
- Locality Reps need to know the location of boxes in their locality.

Aims, Vision & Values

Wendy previously emailed out the Aims, Vision & Values of the Community Champion Network when it was under Sefton LINK and asked members to bring along any ideas they had in how they could be adapted / improved for the work they are doing now. Following suggestions were made:

- They need to be condensed, succinct and in plain English
- Mission Statement - 'To support local people to share their experiences of local Health & Social Care Services'
- Promote the work of Healthwatch
- Work with the CCG's to ensure commissioned services meet the needs of local people
- Work with partners to ensure local people are listened too
- Feedback issues raised to the Healthwatch Steering Group and Health & Wellbeing Board
- Inform local people of the effect of their contributions
- Within the aims it needs to include:
 - Knowing and working with the communities (how)
 - Community Champions & Locality Reps to be a key role in intelligence gathering.
 - Need to gather wider determinants of health and local issues to improve health outcomes
 - Need to look at wider community needs e.g. transport
 - Needs to be a thematic approach to gather intelligence
 - To make sure staff and volunteers understand Healthwatch and the network
 - Community Champion network to have clear representation in community consultation and play a pivotal role in any health consultations
 - Practical solutions to issues

Other ideas and suggestions put forward:

- Network members said it was important for them to be recognised for the work they are doing.
- They felt it was important that the network organisations be recognised as grassroots professionals.
- It was asked for Healthwatch Sefton to commission the champion network organisations to carry out specific consultations. Network members have asked for this question to be taken to the Steering Group / Board.
- It was asked for the CCG's to be consulted as to whether costs will be met when they require specific pieces of work doing.
- Some members mentioned that they felt the Healthwatch website was not easy to use and to navigate around.

Actions/ Recommendations

Action required	Agreed?	Who responsible	Date completed
Experience Report Flowchart to be re-sent to network members. Diane to provide a briefing on the remit of partners once they receive this information.		WA & DB	
All contact details to be shared with network. Including Individual Locality Reps. WA to email out to members for approval. DB to liaise with Reps.		WA & DB	
All actions re: Locality Reps to be taken forward to and outcomes fed back to network: <ul style="list-style-type: none"> Locality Reps to use their influence if network struggling to work in certain localities. To find ways to link in with local people who do not attend VCF groups. Work being carried out to be highlighted to Reps e.g. where experiences have been collected. All further points under Individual Locality Reps heading. 		DB	
Needs to be more general public promotion e.g. blood donors, supermarkets. Not to gather experiences but promote Healthwatch Sefton.	Yes	HW Sefton Communications Officer	
Community Champion Network meetings to be held prior to Steering Group meetings. Advance notice of Steering Group meetings required.		WA & DB	
Community Champions to take ownership of network meetings. Where the host is unable to chair, VB will chair. To continue to be held on a monthly basis for 6 months and then to be reviewed. WA to continue to co-ordinate network and meetings.	Yes	WA & Network	
Roger Driver to be invited quarterly to network meetings. CCG Locality Reps to be invited monthly. Guest speakers to be invited as agreed by the network.	Yes	WA	
AIM/VISION & VALUES - ideas put forward by network members. WA to circulate for approval.		WA	
It was asked if Healthwatch Sefton could see if they could commission Champion Network organisations to carry out specific consultations. To be taken forward to Steering Group/ Board.		DB	
CCG's to be asked as to whether costs will be met when they require specific pieces of work.		DB	
Some members stated they felt the Healthwatch website was not easy to navigate. Katie Benson to be invited along to a future network meeting.		WA	