

Community Champion Network Meeting
Wednesday 27th November 2013

Attendees

Caroline Cushion (CC)	One Vision Housing
Libby Kitt (LK)	Individual Locality Representative - Seaforth & Litherland
Garry McCartney (GMcC)	L30 Centre
Val Bayliff (VB)	Sefton O.P.E.R.A
Keith Lloyd (KL)	Brunswick Youth & Community Centre
Frankie Meadows (FM)	Bowersdale Resource Centre
Natalie Greedus (NG)	May Logan Centre
Marie Savin (MS)	Netherton Park Community Centre

Healthwatch Sefton Staff

Diane Blair (DB)	Healthwatch Manager
Wendy Andersen (WA)	Engagement and Participation Officer
Clare Platt (CP)	Signposting, Information and Administration Officer

Guest Speakers

Debbie Williams (DW)	Engagement Support Officer (NHS South Sefton CCG & NHS Southport and Formby CCG)
Tracy Jeffes (TJ)	Head of Delivery and Integration (NHS South Sefton CCG & NHS Southport and Formby CCG)
Angela Parkinson (AP)	Locality Lead for Seaforth and Litherland

Apologies

Barbara Rouse	Bootle YMCA & Oxford House High Rise
Alison Wotherspoon	St Luke's Church, Crosby
Paula O'Brien	Linacre Mission Methodist Church
Helen Cain	Waterloo Community Centre
Rebecca Higgins	Healthwatch Independent Complaints Advocacy
Maureen Kelly	Healthwatch Sefton Chair
Julie Bennett	Individual Locality Representative - Crosby
Tony Kneebone	Individual Locality Representative - Maghull
Robert McCracken	Individual Locality Representative - Bootle

Notes and Actions outstanding from previous meeting and carried forward:

Locality Lead update provided by Tina Ewart (TE)

Action: TE to contact Caroline Cushion re: referral process into the virtual ward. (WA to follow up).

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: Network to be updated with reports / responses in accordance with process.

Action: DB to produce a report for May Logan Health Centre this week.

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

Overview of Network

WA gave an overview of the network for the benefit of those attending their first meeting and informed everyone of funding received from the CCG to expand the work of the Healthwatch / Community Champion network.

Independent Complaints Advocacy (ICA)

WA read out presentation supplied by Rebecca Higgins. This included information on:

- Who they are
- How they support clients
- What they don't do
- What happens after the initial contact
- Benefits of Involvement

Healthwatch Sefton staff support team currently receive information on clients who receive level 3 and 4 help from the service. They are looking into a process for sharing level 1 and 2 clients who may have only been provided with information. Confirmation is being sort from ICA in relation to the fact that they can help those people with concerns not only those wanting to make a complaint. However, they do not deal with social care only health care.

Action: WA to email Rebecca's presentation to network. WA to invite Rebecca to a network meeting in the New Year.

Overview of engagement activities

WA gave a general overview of centres and events that Healthwatch have attended. WA reported that on-going problems are being experienced by local residents when trying to make appointments at the audiology clinic run by Aintree Hospital NHS Foundation Trust. May Logan reception staff have confirmed that although there was an improvement the last time this was raised the level of service is now causing local people problems again. VB suggested that May Logan receptionists should keep a record of who comes in with what issues and what age they are.

Action: This has been included in a report to Aintree Hospital NHS Foundation Trust. Once a response has been received this will be shared with the network.

WA informed the group that an experience report had been submitted to Southport & Ormskirk NHS Trust regarding the interpreter services provided. It is reported that whilst South Sefton residents report to get a good service with a choice of male or female interpreters this does not work as well in the North of Sefton. A positive response has been received from Southport and Ormskirk NHS trust and again once available this report will be shared with the Network.

Action: Report to be shared with Network when available.

WA reported that Healthwatch are working to develop partnership work with GP's and to be able to hold stands within the centres or for them to hold experience boxes. WA reported this has proved more difficult in South Sefton but that Helen Murphy (HM) had had more success in the North where she has been able to hold stands within 2 GP's. WA asked DW for her help with this.

Action: Healthwatch to work with DW to expand this area of work.

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.

DB reported that the Healthwatch Steering Group is now in place and meet officially for the first time in December 2013. The Community Champions network will feed into the steering group via the Individual Locality Representatives.

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.

Directories of Service

There are to be two main directories across Sefton. The Sefton MBC Directory and Sefton CVS's new directory of services. The new Sefton CVS directory is to be made available to GPs, Nurses and other agencies to show them what the voluntary sector are providing, allowing them to signpost to services during appointments etc... Healthwatch Signposting Service is available to those who are not IT literate.

CCG South Sefton Locality Leads update - Angela Parkinson

AP works closely with GPs discussing services and issues around prescribing. She is also the Primary Care Lead for Sefton collaborating with NHS England. A Primary Care Quality Strategy is to be produce to see how services are offered across practices, to look at the locations and number of GPs/Nurse/Practice Managers in relation to patients and to plan for the future. They will discuss issues such as virtual ward, premises strategy, IT strategy, remote access to patient records and match GP IT systems with those of Liverpool Community Health. Health outcomes about what is and isn't working will also be looked at. The patient voice is incorporated into this via EPEG, Patient Participation Groups and the Community Champion Network.

Tracy Jeffes (TJ) reported that a Public Health representative is not on EPEG as yet but has been requested.

Guest speakers - Tracy Jeffes & Debbie Williams

TJ said she was interested in people's opinions on the Big Chats and that she had come along to hear some of the ideas that the Community Champions had around hosting mini chats. VB & KL shared their views on how they felt mini-chats could be incorporated into the CCG plans for future engagement but stressed that enough time would need to be allocated for this.

TJ stated that the 5 year business strategy for Sefton is to be discussed at the next EPEG so ideas from the Community Champion Network would be welcome. VB raised that money previously ring fenced for adaptations to the home allowing older people to stay at home longer is now not ring fenced. This could have implications for health and social care so the new ITF fund needs to consider this. LK suggested how the CCG could present this strategy better by using case studies. VB, KL & LK to meet to discuss how they can take ideas forward to EPEG re: the 5 year business strategy.

DW informed the group that she is working with the GP surgeries across Sefton to help set up Patient Reference Groups and also to support those groups already set up. They are looking at creating a network of these groups to share good practice and gain support for new groups just starting out.

Actions: WA to invite DW to Feb meeting as agenda item to talk about this.
VB, LK & KL to meet up re: mini chats / 5 year strategy

Healthwatch Steering Group

DB reported that the first Healthwatch Steering Group meeting bringing all reps together is on 11th December 2013. The Locality Individual Representatives have met twice before. The new Locality Individual Representatives will be invited to the next Community Champion planning meeting.

Quality Surveillance Group Update / South Sefton Resource Centre

LK fed back on experience reports. At the last Quality Surveillance Group update meeting the focus was on Alder Hey, Liverpool Women's and Southport & Ormskirk Hospital Trust. Things were generally more positive although LK did report that one of the experiences regarding Liverpool Women's Hospital was about access to information from someone who was visually impaired.

LK reported that the new mental health centre based in the old Waterloo Day Hospital (run by Mersey care) is now called South Sefton Resource Centre. LK raised concerns about the drop-in facilities being lost on Merton Road and stated it is a lot further for people to have to travel to Waterloo.

Action: LK asked for all Community Champions to look out for any issues raised by local people around this.

Communication and Signposting Update

CP provided an update on this: The Healthwatch Sefton newsletter is due out before Christmas. A new easy read leaflet was passed out for comment during the meeting. Comments from members were that they generally liked the leaflets but some suggested to possibly use yellow paper.

Members were asked what they would the Community Champions Network influences Healthwatch Sefton's objectives? The benefit of Community Champion services, who uses these services and why?

Action: CP to liaise with Steven Penn to incorporate these ideas into the website.

Any Other Business

VB - Tea Dances are third working Monday of each month at the Atkinson. Setting up a new Maghull team so looking for new volunteers.

MS - Offering walking, cookery, keep fit classes available to all.

EPEG Feedback from the EPEG meetings will be delivered to the network by Diane Blair. VB asked if DB could be present at each Community Champion meeting to provide this two way communication.

Date and Time of Next Meeting:

Wednesday 22nd January 10.00am-12.30pm

Venue: Bowersdale Centre