

Community Champion Network Meeting
Tuesday 29th October 2013

Attendees

Frankie Meadows (FM)	Bowersdale Resource Centre
Barbara Rouse (BR)	Bootle YMCA
Libby Kitt (LK)	Seaforth & Litherland Locality Rep
Val Bayliff (VB)	Sefton Opera
Bob Campbell (BC)	St. Leonards Youth & Community Centre

Healthwatch Sefton Staff

Wendy Andersen (WA)	Engagement & Participation Officer
Helen Murphy (HM)	Engagement & Participation Officer

Guest Speakers

Katie Merrick	British Lung Foundation
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Apologies

CCG Locality Leads	
Natalie Greedus	May Logan Healthy Living Centre
Fran Cox	L30 Centre
Alison Wotherspoon	St Luke's Church

Community Champion Network Members (NM's)**Healthwatch Sefton Staff (HSS)****Notes and Actions outstanding from previous Meeting and carried forward:**

Links with Crosby Lakeside, midwives and health visitors: On a previous occasion it had been suggested that Healthwatch link up with the above. WA explained that now that HM is back in post there will be more time to meet up with other outreach workers. **Action:** HWS team to develop this area of work.

Locality Lead update provided by Tina Ewart (TE)

Actions:

- TE to contact Caroline Cushion re: referral process into the virtual ward.
- TE to provide contact details of Sarah Gibson to Val Bayliff.

- Steven Penn (SP) to provide PDF versions of Healthwatch Sefton promotional material to TE.
- SP to forward Healthwatch Sefton's launch notes to network when complete.

Patient Participation Groups

BR would like to know if her GP surgery (next door to Bootle Health Centre) has an active PPG. VB would like to know what does 'Active' really mean. What are the PPG's really there for? What are their terms of reference?

Action: All Champions to ask at their local GP surgeries about the PPG's. Diane Blair (DB) is liaising with Debbie Williams and will provide an update once information is received.

Healthwatch Sefton Steering Group Locality Representatives:

Bootle - Robert McCracken
 Seaforth & Litherland - Libby Kitt
 Crosby - Julie Bennett
 Maghull - Tony Kneebone

Southport Central - Lionel Johnson
 Formby - Laura Wills
 North Southport - Brian Clarke
 Ainsdale & Birkdale - Ken Lowe

Healthwatch England Hub

WA updated the network regarding issues Healthwatch Sefton are still experiencing with regards to transferring experiences from the old database to the new Healthwatch database and adding new experiences. Healthwatch Sefton's Board to consider writing a formal letter to Healthwatch England to express concerns about the difficulties.

Healthwatch Sefton Experience Reports

The following reports are due to be sent to the relevant trusts:

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

Action: Diane Blair (DB) to send reports to Libby ready for the Quality Surveillance Group. WA to keep network informed.

Big Chat

Further comments made re BIG Chat 3: Both venues have limited car parking spaces. Bootle Town Hall has one small lift to get upstairs. Neither particularly have a community feel. What are the objectives of these events? Feels like you are being talked to rather than listened to. What will the information be used for?

The preface needs to be 'We want to listen to you about these points... and we will do this...'

Suggestions:

'Use the Linacre Mission as an alternate venue'.

'Let the Champion Network be involved in organising the event. We'll get the people to our centres and then the CCG can consult with them. We are willing to work with the NHS'.

'They need to focus on specific areas of vulnerability, have communication with different groups in different environments and have co-ordinated interventions'.

'LK said this this needs to be in our Communication and Engagement strategy'.

'Need to be speaking with people in nursing and residential homes, minority groups and carers'.

'Also think the lay advisor for the CCG (Roger Driver) should be regularly attending the Champion Meetings or at least be sent the meeting minutes to look at and comment on'.

We could do with a Family Tree of the NHS from National level to local e.g. locality leads job descriptions, roles and functions.

Action: Comments to be shared with CCG via DB. WA to liaise with Roger Driver (RD) about attending some of the network meetings and ensuring he receives a copy of the minutes.

Katie Merrick: British Lung Foundation

KM informed the group about the BLF's services which include:

Helpline

Online web community

Breathe Easy Support Group network

Penpal scheme

Webinars

These support services are available for anybody living with a lung condition and their carers, families, friends as well as healthcare professionals. The Breathe Easy support groups meet once a month and schedule events and guest speakers at their meetings. Each group provides support and friendship, is supported by a healthcare professional and helps people with manage their condition better. There are also a wide range of leaflets and booklets that can be downloaded from the BLF website which provide clear, current information on a wide range of lung conditions and the BLF is part of the Information Accreditation standard which ensures that information published is understandable and is regularly reviewed by healthcare professionals and patients. KM also stated that the BLF's priorities for the next 3 years are COPD, Lung Cancer, Idiopathic Pulmonary Fibrosis and Mesothelioma.

Banning Smoking with Children in Cars Videos and campaign

www.blf.org.uk/linda

www.blf.org.uk/david

<http://www.blf.org.uk/Page/Smoking-in-cars>

<http://www.blf.org.uk/Page/Obstructive-Sleep-Apnoea> - Obstructive Sleep Apnoea

<http://www.blf.org.uk/Page/Asbestos-awareness> -Take 5 and Stay Alive (being aware of asbestos for DIY, builders etc)

<http://www.blf.org.uk/Page/Plain-packaging-for-cigarettes> -plain packaging for cigarettes.

Action: WA to liaise with KM on any future joined up work.

Libby Kitt: Quality Surveillance Groups (QSGs)-NHS England, Area Team, Merseyside

QSGs bring together commissions, regulators, local Health Watch organisations and other bodies on a regular basis to share information and intelligence about quality across the health system. This includes the views of patients and the public. The sharing of information provides an early opportunity to identify any early warnings of a problem. QSG also provide assurance that appropriate actions are being taken when problems arise.

Health Watch Sefton along with other Merseyside HW organisations provide patient experience reports that are gathered via Community Champion Network and other sources .

For further information “How to establish a Quality Surveillance Group-Guidance to the New Health System, Jan 2013” is available on Dept Health Website.

The following areas are reviewed:

- -Mortality rates
- -Acquired Infection rates (e.g. MRSA)
- -Patient Experience
- -Sudden unexpected incidents
- -Staff satisfaction
- -Complaints
- -Whistleblowing

Action: WA to resend the Healthwatch Sefton report process out.

Action: WA to send out Patient Experience figures and dates available.

Action: If anybody needs promotional material they need to let WA know.

Action: WA to bring press release folder along to each future meeting.

Future Meetings:

November 2013 meeting - WA to invite Healthwatch Sefton Locality Representatives, Tracy Jeffes, and Locality Leads.

January 2014 meeting planned for Wednesday 22nd January 2013. WA informed the group this would be a planning meeting.

February 2014 meeting - To invite Debbie Williams, Engagement Support Officer - NHS South Sefton CCG & NHS Southport and Formby CCG

January - June 2014 dates all set and WA will send out to the network.

A.O.B

BR: Applied for Funding from the Neighbourhood Fund through Adactus for the park. In need of a leaflet holder for the YMCA if anyone has one or knows of one. BR reported that she attended the CCG meeting but found it hard to hear because of the minute takers nails on the keyboard but said it was nice to put faces to names. Paperwork needs to be sent in advance. BR said she is now a member of the Merseyside & Cheshire Cancer Network Group which meets 3 times a year.

VB: Christmas Extravaganza - 2nd December 1-4pm (240 people last year) Bootle Cricket Club.

Date and Time of Next Meeting:

Wednesday 27th November 10.00-12 noon

Venue: L30 Community Centre, Netherton.