

Community Champion Network Meeting
Wednesday 25th September 2013

Attendees

Val Bayliff (VB)	Sefton Opera
Carol Robinson (CR)	Netherton Feelgood Factory
Caroline Cushion (CC)	One Vision Housing
Barbara Rouse (BR)	Bootle YMCA

Healthwatch Sefton Staff

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

Guest Speakers

Joanne Molloy (JM)	Hugh Baird College
Alison Johnston (AJ)	Locality Development Manager
Tina Ewart (TE)	Locality Development Manager

Apologies

Rosemary Petty	Caring & Sharing (Hightown)
Jane Stephens	Dementia Carers Support
Frankie Meadows	Bowersdale Resource Centre
Keith Lloyd	Brunswick Youth & Community Centre
Bob Campbell	St. Leonards Youth & Community Centre
Paula O'Brien	Linacre Mission
Natalie Greedus	May Logan Healthy Living Centre
Margaret Bird	St Michael's Church, Blundellsands
Andrew Heathman	Queens Road Neighbourhood Centre
Alison Wotherspoon	Keystone Dementia Carers Support (Crosby)

Community Champion Network Members (NM's)
Healthwatch Sefton Staff (HSS)

Notes and Actions outstanding from previous Meeting and carried forward:

Foodbanks: Healthwatch Sefton will be presenting a formal update at the Health & Wellbeing Board in October 2013 .TE confirmed that all of the GP practices are aware of this.

Action: WA to keep network informed.

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.**

Patient Participation Groups (PPG's): WA confirmed that there are 21 active PPG Groups across Sefton and 24 GP surgeries being supported to set up a PPG. TE said that Lead Practice Managers: Lyn Bennett and Sharon McGibbon should be able to clarify which GP's are set up. WA stated that DB was going to follow this up on behalf of the network. TE said she would be able to do this on behalf of the Network.

BR signed up to her PPG at the Big Chat event but still hasn't heard anything. VB asked if the Community Champions could have the minutes from the PPG meetings? WA said that as a network it will be one of the areas for consideration to have PPG representation at future Community Champion meetings. VB would like clarity on how the PPG's feed into the Healthwatch Steering group? Healthwatch Sefton to email the network and the locality leads when the locality reps for the steering group have been confirmed.

Actions: TE to provide group with an update on what practices currently have PPG's and where they are being developed. TE to find out if the Community Champion network would be allowed minutes from the PPG meetings and the best process for this? WA to provide an update on how the PPG's will feed into the Healthwatch Steering group. WA to inform the network and locality leads of who has been successfully appointed as the locality reps.

New Notes

Update on 'experience' feedback reports.

WA reminded network members that they can request an individual centre report from DB to find out what comments / experiences have been shared via their centres. **Action: NM's who require a report to contact Diane Blair.**

WA informed the group that 3 GP's within South Sefton had been identified for experience reports to be produced. The GP's are North Park Health Centre, Park Street Surgery and Concept House, Bootle. WA will produce the reports over the coming weeks and they will be forwarded to the relevant practices that will have 20 working days to respond to the comments raised. **Action: WA reported there may be a delay for reports being produced due to technical issues with the new information hub but will keep the network updated.**

Guest Speaker: Joanne Molloy - Community Development Officer - Hugh Baird College

JM came along to update the group on the courses they run in the community. The courses are short 6 week courses for adults 19+. The courses are no longer just for people who are unemployed, anyone can attend. Hugh Baird can also pay for crèche facilities for parents who may want to attend their courses.

Hugh Baird can also help with funding for courses if community centres have ideas. For example, they are supporting VENUS with their SHE project and Parenting 2000 with their drug awareness course for parents.

They also have groups of students who can come and help on community projects. For example 8 students helped to paint the Bootle YMCA building, the community benefitted but so did the students as it helped towards their qualifications. Students are not CRB checked but are fully supervised at all times by a staff member who is.

All courses are advertised on the website.

People can also just drop-in to the college to get help with their CV's.

Courses can be run in any community venue. Preferably 8 people are needed for a course but it can be run with fewer people. Liz Egerton and Joanne from Hugh Baird are available to come out and speak to community groups about what is available.

Action: WA to liaise with JM re: Healthwatch working with Health & Social Care students in the future.

Guest Speakers Tina Ewart & Alison Johnston - Crosby Locality Leads

TE & AJ explained about the 4 localities and the leads in each:

Crosby - Tina Ewart & Alison Johnston

Seaforth & Litherland - Angela Parkinson

Maghull - Terry Hill

Bootle - Jenny Kristiansen

The main role of the locality leads is to improve quality and develop innovation within the GP Practices within their locality areas. They meet with the GP's on a monthly basis and part of our work is facilitating quality audits with practices. The GP's have Quality Outcome Framework targets to meet and the locality leads work with them to improve outcomes for the population. The locality leads have locality meetings on a monthly basis and invite speakers along to inform GP's of services that are available within the area. HM and WA have been along to the locality meetings to introduce Healthwatch to the GP's.

Each locality lead also has a specific area that they work on. WA has previously sent info around to the Community Champions. Locality meeting minutes go onto the CCG website and can be viewed there within Board papers.

TE & AJ talked about the Virtual Ward. It was a pilot that started in Maghull 18 months ago and became live across Sefton in August. It's still in its infancy but it joins up health services in the area so that people can remain independent in their own homes, reducing the need for hospital visits or admissions or re admissions. The service is aimed at patients who are 65+ but also accepts anyone over the age of 18 who falls into a risk category from having a long term condition or would benefit from extra help in some way. Sarah Gibson is the lead on the Virtual Ward. People can access the Virtual Ward in 2 ways: Referred via the GP or any health professional can refer. There is a risk stratification tool on the GP system that highlights patients who are likely to be admitted to hospital in the next 12 months based on their medical history. This also helps GPs identify patients who would benefit from a Virtual Ward assessment

to review their health needs. The Virtual Ward has received some very positive feedback from patients who feel better able to manage their health conditions more confidently.

Questions:

- CC asked if there was a referral process into the virtual ward that she could access for One Vision Housing residents.
- VB, Sefton Opera asked for the contact for Sarah Gibson to help raise falls awareness.

The network agreed that they felt it was beneficial for Locality leads to attend the network meetings on a regular basis.

[ACTION: TE to respond to the above queries.](#)

Healthwatch Sefton's promotional materials / press releases

WA shared with the network copies of recent Healthwatch Sefton press releases. This will be a regular agenda item to show how Healthwatch Sefton is being promoted across Sefton. WA also gave out the new promotional materials including experience forms, signposting leaflets, what is Healthwatch Sefton leaflet and posters. Over the coming months Healthwatch will be distributing the materials as widely as possible.

Healthwatch Sefton update

WA provided a brief update on the 3 main areas of work under Healthwatch Sefton - signposting, engagement and advocacy. WA has invited advocacy to talk to the network on 27th November 2013. WA also provided an update on the up and coming Healthwatch launch being held at the Crosby Civic Hall on Tuesday 1st October 2013.

Primary Care Strategy

WA provided the network with an update on the Primary Care Strategy feedback that was submitted to Angela Parkinson, Locality lead. A copy of what was submitted was shared during the meeting and a formal response was received from Angela Parkinson stating that 'responses are being formulated and will be an appendix to a paper going to both boards (Clinical Commissioning Groups) at the end of September. This will inform the next steps for developing the strategies'.

A.O.B

TE asked for PDF versions of Healthwatch Sefton information to be sent to the locality managers. [Action: WA to request this through HWS \(Steven Penn\)](#)

WA informed group that Rebecca Higgins from Healthwatch Sefton's Independent Complaints Advocacy Service (ICAS) will be coming along to speak to the network on 27th November.

WA reminded the group about the Healthwatch Launch on Tuesday 1st October. [Action: WA to send launch day notes to members who cannot attend on the day.](#)

WA informed the network about the Big Chat 3 event that is being organised. The group expressed their concern about the venue and organisation of the last Big Chat event at Crosby Lakeside. [Action: WA to feedback concerns to Healthwatch Sefton Manager.](#)

Information Exchange

One Vision Housing: Community Development Fund of up to £2000 is still available to community groups. People can go online to fill out an application or can contact One Vision and they will send an application form out in the post.

Project Pumpkin Event - Tuesday 29th October 6.00-8.00pm at Ford Lane Community Centre

Sefton Opera: 2nd December - Christmas Music Extravaganza. 22nd November - Scouse Supper. DJ and duo. £5 a ticket. [Action: VB to email both leaflets to Steven Penn.](#)

Hugh Baird: Open Evening 5pm-8pm on Thursday 10th October

Feelgood Factory: 2nd November - D.I.Y Group

Legs, Bums and Tums Group next Wednesday evening 6.00-7.00pm

[Action: CR to send posters to Steven Penn](#)

Date and Time of Next Meeting:

Tuesday 29th October 10.00-11.30

Venue: Bowersdale Centre, EXPECT, Seaforth.