

Community Champion Network Meeting
Tuesday 23rd July 2013

Attendees

Frankie Meadows (FM)	Bowersdale Resource Centre (Expect)
Val Bayliff (VB)	Sefton Opera
Paula O'Brien (PO)	Linacre Mission
Libby Kitt (LK)	Healthwatch Sefton Rep on EPEG
Barbara Rouse (BR)	Bootle YMCA
Carol Robinson (CR)	Netherton Feelgood Factory
Bob Campbell (BC)	St. Leonards Youth & Community Centre

Healthwatch Sefton Staff

Diane Blair (DB)	Healthwatch Sefton Manager
Wendy Andersen (WA)	Engagement & Participation Officer

Guest Speakers

Jenny Kristiansen (JK)	Locality Development Manager
Chris Shelley (CS)	St. Leonards Youth & Community Centre

Apologies

Caroline Cushion	One Vision Housing
Keith Lloyd	Brunswick Youth & Community Centre
Steph Swain	The Bridge
Andrew Heathman	Queens Road Neighbourhood Centre
Marie Savin	Netherton Park Neighbourhood Centre
Helen Cain	Waterloo Community Centre
Natalie Greedus	May Logan Centre

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

Previous notes: None received.

Guest Speaker - Chris Shelley Re: South Sefton Foodbank

Chris Shelley came along to the network to provide an update on the South Sefton Foodbank project that is registered with the Trussell Trust. The main Foodbank operates through St. Leonard's Youth & Community Centre and has other distribution centres across South Sefton. Chris gave an update to the network on the Foodbank which included how many vouchers were issued per ward and what the main reasons were for people accessing the Foodbanks. It was reported that the Foodbank at St Leonard's had been operational since 10th May 2013 and during the time the majority of vouchers had been issued within the Linacre Ward. Chris stated he would look to see if he could provide a written report to update the network members and forward to WA to circulate. A number of questions were asked during the meeting below:

FM stated he had sent in an application to hold vouchers at the Bowersdale but had not heard anything back yet. BC said he should hear back about the application over the next couple of weeks.

How do you decide who is eligible for the vouchers? Chris stated it is up to the individual person who is authorised to give out the vouchers to decide on eligibility but you can never be held to account for your personal judgement.

BR asked what has been put into place to support local people for their future needs. Chris stated people are entitled to 3 vouchers in a 6 month period and a referral system is in place based on their needs. BR also asked what their success rate has been with the Foodbank. Chris stated it as too early to tell at this point as had only been operational for approx 9 weeks.

VB asked if they had a formal process in place were they could track were people had been referred to and therefore monitor how successful the project and partnership work was? VB stated she felt input and feedback from partners was important in identifying how to tackle problems successfully and to decrease the number of people accessing the Foodbanks. Chris and BC agreed with this comment but stated there was no tracking process in place for this at present. Chris did state that all information that is gathered is fed into the council.

It was also suggested for Healthwatch Sefton to attend on Foodbank days to observe and receive comments on how this is affecting people's long term health.

Action: JK to feedback this update at the next Locality Meeting and DB to feedback to Maureen Kelly for this to be taken forward to the Health & Wellbeing board.

Notes and Actions outstanding from previous Meeting and carried forward:

- VB asked if there was a Terms of Reference for the Community Champion Network. DB stated that processes had been put in place early on when the network was developed but this will need to be reviewed in line with Healthwatch Sefton and how the network will have a voice on the steering group. DB suggested the network has a developmental session to review what is already in place after the Healthwatch Sefton steering group has been set up. KL suggested that the network needs to look at the role & responsibilities of the network and that he has in the past stated the network needs to be more strategic. DB agreed with this and stated the network needed to be operational with a strategic level. KL/VB stated they felt the developmental session needed to be actioned after the Healthwatch Steering group had been agreed. **Action: A developmental session to be booked to look at the Network's processes, roles & responsibilities and to develop some key indicators for the network.**
- VB asked if Healthwatch had a box at Crosby lakeside as there are a lot of people who use that centre. LK suggested speaking to the District Nurses, Health Visitors and Midwives in the area. **Action: WA informed the network expanding this area of work is on hold whilst awaiting the outcome of the post of Engagement Officer from the CCG's.**
- WA updated the network on the patient reference groups that she had spoken to so far, which are Blundellsands, Maghull Health Centre and Westway Medical Centre. VB requested a list of the patient reference groups in the area so that the champion centres can advertise them to the local community. **Action: WA had emailed Michelle McKeown (CCG) and is awaiting a response.**

Update on patient experience collated/boxes

WA updated the network on the patient experiences that had been collated in South Sefton in the month of July. WA also explained that from the start of Healthwatch (April) till end of June there had been approx 900 comments collected across the whole of Sefton, this included those collected across both networks. WA highlighted that this is why it is vital to keep gathering as many experiences as possible and asked network members to let her know if they had any events or groups coming up where she could have a stand or come along or to speak to local residents. **Action: NM's to keep WA informed of any events coming up. WA to email out July's update.**

Update on patient 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. WA informed the network that the Brunswick had received their first feedback report and that the May Logan had put in a request to DB. **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 to keep the network up-to-date on progress.**

Healthwatch Sefton Launch & Healthwatch Steering Group update

- WA informed the group that Healthwatch Sefton will have its official launch on the 1st October 2013 and the venue is likely to be in Crosby. DB stated the launch was planned for the end of September but the 1st October is significant in the fact that Healthwatch Sefton will have been in place for exactly 6 months. The network was asked to consider if they would like a slot to promote their work. **Action: WA to email wider network members to organise.**
- DB updated the group re: the Healthwatch Members meetings that were held during June 2013. DB stated that one of the main areas highlighted by members was the number of representatives on the Healthwatch Steering Group. This issue has been taken on board and the Steering Group membership is being reviewed to address this. In addition members discussed whether Steering Group representatives needed to be Sefton residents. This is also being considered for the role descriptions. DB stated a report will be produced on the information collated at the members meeting and this will be circulated over the coming weeks. **Action: Draft report now produced. Healthwatch Sefton to circulate on approval by the Chair.**

Primary Care Strategy

The Primary Care Quality Strategy was discussed at the meeting and Diane explained to the network that we have been asked to comment on whether specific areas would be good priorities within the strategy. Diane pointed out to the network that this is not a full consultation at this present time but they are looking to find out community views prior to a full consultation. Diane explained that this initial document has been written using clinical terminology therefore Diane has broken the main areas down and this will be emailed out to the network for comments.

Both NHS South Sefton CCG and NHS Southport & Formby CCG are also looking for creative suggestions which may help deliver primary care outside of the GP practices. All your thoughts, ideas and comments are welcomed. **Action: Date to be set for returned comments and strategy emailed out to network.**

Guest Speaker Jenny Kristiansen CCG - Locality Development Manager update

JK provided the network with an update on South Sefton's 4 locality areas and how the Locality Development Managers are a link from practice level straight to and from the CCG board. JK stated that the locality meetings were held monthly and each had a representative from each of the GP practices including the GP's, Practice Nurses and Practice Managers. It is at these meetings where issues can be raised by practices and work is done to improve care and quality for patients.

JK explained that each of the Locality Development Managers led on different areas of work. JK leads on the following:

Lead Areas

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

JK stated that a pilot project had been set up under the LGBT agenda and that every practice across Sefton will be visited to talk about the Equality Act and pathways.

Action: JK to provide the network with an update on what all the Locality Development Managers lead on. JK to speak with the other Locality Development Managers and to arrange for one of them to attend the next Community Champion network meeting.

EPEG Update

LK explained that the EPEG are undertaking a piece of work around urgent care with regards to Walk-In Centres and A & E. EPEG are looking to find out why people access these services and what people's views are on what services they provide. In addition two BIG CHAT events are being planned to gather local people's views on this area of work. LK provided an update on both the South Sefton CCG and Southport & Formby CCG on how the EPEG work fits into both boards. LK stated how important it was to ensure the work of EPEG was incorporated at board level and to ensure patients are championed at this level. LK informed the network that she has now decided to step down from being a representative on EPEG but is continuing to be a member of Healthwatch Sefton. DB stated she would like to take the opportunity to thank LK for all her work and input into the set up and work of the EPEG group.

Action: EPEG terms of Reference to be shared with Network when finalised. DB to continue to feedback to network re: the work of the EPEG group.

Funding

WA asked the group to share any funding updates that they had. WA encouraged all members to bring any funding updates or opportunities along to future meetings.

Future Meetings

It was agreed by the Network to cancel the next Community Champion meeting planned for August due to school holidays and people being unable to attend. The next network meeting will be held on Wednesday 25th September 2013.

A.O.B

- VB informed the network of an upcoming Health & Wellbeing event for Sefton Opera - 12th September at Brunswick Youth Centre. For further information you can contact Val on val.bayliff@seftonopera.co.uk
- PO informed the network that Linacre Mission were providing internet safety training for parents. How to keep your child safe on the internet. For more information you can contact Paula on centremanager@linacre.org.uk
- BR asked if a patient experience box would be available to house in Oxford House in Bootle. BR stated this was a 14 storey block of flats for older people. WA to provide BR with a box for BR to go and ask if they would like to share any experiences during their coffee mornings. **Action: BR to keep WA up-to-date on progress with this.**
- VB asked if WA was in contact with either Bootle Resource Centre or Waterloo Day Centre. WA confirmed she was not at this time. **Action: VB to provide WA with any contact details she has for both centres.**
- Network members discussed the fact that GP's are now no longer responsible for providing medical reports for PIP (Personal Independence Payment) and that now companies have to pay for return to work notes. This was discussed at the Sefton Information Advocacy Meeting last week. Network members were asking if there was any further information available on this. **Action: To stay on the agenda for updates at future Network meetings.**

Date & Venue for Next Meeting:

Wednesday 25th September 2013: 10.00-11.30am at Linacre Mission