

Community Champion Network Meeting  
Thursday 27<sup>th</sup> June 2013

**Attendees**

Frankie Meadows (FM)	Bowersdale Resource Centre (Expect)
Val Bayliff (VB)	Sefton Opera
Stephanie Cheetham (SC)	Sefton Opera (Work Experience student)
Paula O'Brien (PO)	Linacre Mission
Libby Kitt (LK)	Healthwatch Sefton Rep on EPEG
Barbara Rouse (BR)	Bootle YMCA
Natalie Greedus (NG)	May Logan Centre
Sheila Nall?	The Bridge
Steph Swain (SS)	The Bridge

**Healthwatch Sefton Staff**

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

**Apologies**

Carol Robinson	Netherton Feelgood Factory
Rosemary Petty	Caring and Sharing Group, St Stephens
Caroline Cushion	One Vision Housing

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

**Previous notes: Amendments made under the EPEG update after discussions with LK and VB. Notes now agreed by members.**

**Notes and Actions outstanding from previous Meeting and carried forward:**

- Frankie Meadows (FM) previously asked about a representative locality lead attending each of the network meetings. This is to be taken forward within the structure of Healthwatch Steering Group **Action: HSS to develop this within the role of the locality representative once appointed onto the steering group.**
- VB asked if it would be possible to see a copy of the Locality Leads job description as she felt it was important for the Network to know exactly what their role is. WA mentioned that the Locality Leads had attended a previous network meeting to highlight their role and the work they were undertaking and were keen to work with the Network in the future. **Action: HWS to liaise with the CCG.**
- 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.**

**Introductions / Update on new Community Champion Centres**

There were no new Community Champion Centres to introduce to the group but VB did introduce SC who is on a student placement with Sefton Opera from St Michaels.

**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 June. She also explained that from the start of Healthwatch (April) till mid-June there had been approx 500 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 health experiences as possible so asked people to let her know if they had any events or groups coming up where she could have a stand or come along to speak.

**Action: NM's to keep WA informed of any events or groups coming up.**

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 to look into both of these suggestions.**

## Update on patient experience feedback reports

WA showed the group an example of an individual centre report (Brunswick Youth Centre) and said that the other centres could have these too if they thought it would be beneficial to show what had come in through their boxes. **Action: NM's who require a report to contact Diane Blair.**

WA updated the team on the patient reference groups that she has spoken to so far, which are Blundellsands, Maghull Health Centre and Westway Medical Centre. VB asked for a list of the patient reference groups in the area so that the Champion Centres can advertise them to the local community.

WA explained that Maghull Health Centre has a patient experience box and that Hightown Chemist and Freshfields Chemist have requested a patient experience box. **Action: WA to send out a list of patient reference groups to the NM's.**

WA updated the NM's on the 3 members meetings that Healthwatch Sefton held in Southport, Waterloo and Hightown. She informed the group about the 4 questions that members were asked to contribute their opinions on:

- a) Do you agree that all members of the steering group should be a resident of Sefton even if representing a network? If you disagree could you tell us why?
- b) Have a look at the list of networks/representative group who are listed under membership on the A3 diagram on your table. Have we got this right or have we missed some key networks/groups?
- c) If representing a network or group what would you consider to be important descriptors for the role?
- d) If representing residents within a locality area what would you consider to be important descriptors for the role?

WA encouraged those members that could not attend the events to input their opinions on the Healthwatch Sefton website. VB and LK asked for a report to be produced on what was said at each of the events. **Action: WA to send the members event website link around to the champions. WA to consult with Diane Blair about producing a report of the event discussions.**

## EPEG Update

LK explained about what the EPEG is (a subcommittee of the CCG focusing on the experience of the patients across the whole of Sefton. It is a multiagency group consisting of members of the council, CCG, voluntary sector and Healthwatch).

The last meeting was on 12<sup>th</sup> June. Tracey Jeffes is currently reviewing the Terms of Reference to the group. Libby/Diane will bring a copy to the Champion meeting once it has been finalised. The group is going to hold more Big Chat Events around the Virtual Ward in South Sefton and the Integrated Care Organisation in North Sefton.

A network member explained that they had concerns about the lay members being on the CCG and also chairing the EPEG group. They asked if this could be a conflict of interest. LK responded that as EPEG was a committee of both boards they had made the decision that the PPI Lay members should chair EPEG.

LK explained that the EPEG are undertaking a piece of work at Litherland Walk-In Centre to establish why patients might be using the Walk-In rather than their local GP surgery.

**Action: LK to ensure that the EPEG terms of reference and a list of attendees at the meeting is forwarded to NM's.**

### **Funding**

WA brought a list of all funding opportunities in the area along to the meeting and handed the information out to the NM's. WA encouraged all members to bring any funding updates or opportunities along to future meetings.

### **Future Meetings**

WA asked NM's to consider how often they would like to have future meetings. The consensus was that the meetings continue monthly alongside the EPEG meetings and whilst Healthwatch was still in its early stages.

**Action: WA to send future dates out to the NM's.**

### **A.O.B**

VB told the group of an upcoming event for Sefton Opera - 12<sup>th</sup> September at Brunswick Youth Centre.

FM told the group about their ongoing Wednesday morning group at the Bowersdale Centre for ex-military personnel. They have also applied for funding so that they can have full day one stop shops with other agencies providing information for their centre users. Posters will be distributed around the group.

BR welcomed everyone to their first meeting at the Bootle YMCA and reminded people that they do have rooms to hire. Also they have a brass band playing at Derby Park on 14<sup>th</sup> July and the 2<sup>nd</sup> Sundays of August and September.

### **Venue for Next Meeting:**

**Tuesday 23<sup>rd</sup> July: 10.00-11.30 at Linacre Mission**