

Community Champion Network Meeting

Tuesday 28th April 2015

Held at: SING Plus Community Resource Centre

Chair

Val Bayliff (VB)

Sefton O.P.E.R.A.

Attendees

Keith Lloyd(KL)

Brunswick Youth & Community Centre

Libby Kitt (LK)

Individual Locality Representative - Seaforth, Litherland & Netherton

Barbara Rouse (BR)

Bootle YMCA & Oxford House High Rise

Debbie Kelly (DK)

May Logan Centre

Natalie Greedus (NG)

May Logan Centre

Healthwatch Sefton Staff

Wendy Andersen (WA)

Healthwatch Engagement and Participation Officer

Speakers/ Guests

Angela Curran(AC)

Locality Development Support NHS South Sefton Clinical Commissioning Group

Apologies

Joan Cummings (JC)

Linacre Methodist Mission

Fred Roberts (FR)

Individual Locality Representative - Bootle

Maurice Byrne (MB)

Individual Locality Representative - Maghull

Diane Blair (DB)

Healthwatch Manager

Julie Bennett (JB)

Individual Locality Representative - Crosby

Caroline Cushion (CC)

One Vision Housing

Adrian Lee (AL)

Galloway's Society for the Blind

Notes from the March meeting 2015

Agreed by members as correct.

Apologies

Provided and noted.

Declarations of Interest

The Chair asked for network members to declare any declarations of interest prior to the meeting or during any discussions that take place during the meeting.

Action Log - March 2015

WA worked through the actions. Please refer to action log for updates. Included in the action log will be additional actions from today's meeting.

Notes from action log:

- **Ref No. 1 - Partnership agreement between Healthwatch Sefton & HMP Kennet.** VB suggested Healthwatch contact NOMS re: the Health services contract.
- **Ref No. 2 - Joint work between Brunswick Youth & Community Centre, HMP Kennet & Healthwatch Sefton** was halted due to the change in Category of the prison back to a Category C. KL, WA & Paul Walmsley (PW) to meet on 29th April to discuss signposting support to offenders from Kirkham living or working in the Sefton area.
- **Ref No. 7 - LCH Implementation Model** - DB to include the Healthwatch Locality Reps in discussions around taking this area of work forward.

Additional updates from Healthwatch

- **New Care Act** - WA reminded network members that there would be presentation on the new Care Act at the Healthwatch Steering Group meeting planned for 20th May, 10.30am at SING Plus. All network members are welcome to attend. Copies of the Care Act Healthwatch England was handed out at the meeting.
- **Newsletters** - WA asked if members had any up and coming newsletters to be published to consider including in a section to promote Healthwatch Sefton.
- **Sefton Strategic Needs Assessment / Ward profiles** - WA updated the group that Diane Blair (DB) had attended an information session provided by Paul Horwood from Sefton Council. The session included finding out about ward profiles and key stats including: mental health, cancer, older people, health inequalities. DB has invited Paul along to chat at the North Sefton Community Champion Network meeting being held on 14th May.

Network members are welcome to attend. Network members discussed this and agreed for WA to circulate the invite for members to attend on the 14th May and if members attend and feel it would be beneficial to the group then they would consider inviting Paul along to a future South & Central Sefton Network meeting. **Action: WA to circulate invite to the North Sefton Community Champion Network meeting.**

- **Flu Task & Finish Group** - WA stated a flu task & finish group had been set up with network members given the opportunity to get involved. LK will represent the network at this group.
- **End of Life Care** - WA confirmed that Moira McGuinness is booked to attend the network meeting on the 30th June to provide an overview of services in Sefton. Network members agreed that no other speakers re: this issue should be invited on the day.
- **Healthwatch Steering Group work plan** - shared with members at the meeting. **Action: DB to share electronically with WA for wider circulation.**
- **Hearing Loop System** - WA confirmed this will be presented to the Healthwatch Board on 27th May 2015. **Action: DB to provide feedback.**
- **Men's Health** - WA stated that only 2 responses had been received back. **Action: WA to re-send email to groups to gather information and for this to be an agenda item at the next network meeting.**

New areas of work discussed:

- **Community Champion Network members / Emerging issues** - Network members today discussed the Community Champion network membership and how to gather emerging health & social care issues from network members who are unable to attend the meetings on a regular basis. LK & WA reported that they had visited a couple of centres last week to introduce the role of the Healthwatch Locality Rep and to find out if there were any ways of improving communication and ensuring their community voices are heard via Healthwatch. It was agreed for WA to contact both Maurice Byrne (MB) and Fred Roberts(FR) to arrange visits in their locality. WA & LK to also plan future visits to centres. VB asked if it could be the responsibility of the Healthwatch Locality Reps to continue to visit centres and to gather any emerging themes and priorities on a regular basis to feed into the network meetings. It was suggested that a protocol be agreed to ensure themes and priorities are being gathered and that not individual cases are being brought to the meeting. **Action: WA to discuss with Diane Blair how to take this forward. WA to arrange to go out and do initial visits with Healthwatch Reps to meet with network members who are unable to attend meetings.**

- **Migrant Workers** - VB asked if Parenting 2000 were part of the North Sefton Community Champion Network as felt they did some work with the migrant population. VB stated that migrant communities needed to have a voice on Healthwatch. **Action: DB to check membership on the North Community Champion Network to see if any groups did work with the migrant population in the North of Sefton.**
- **Public Transport** - KL stated that he felt that a question on public transport needed to be included on the Healthwatch Experience form. WA stated that the experience form had just been reviewed and that network members were given the opportunity to input and shape the new design of the form. VB informed the network that the Healthwatch experience form does need to be general around health & social care but that the new form is now incorporating more of the social care aspect which it was lacking previously. **Action: WA said she would feed KL comments back to Diane Blair, Healthwatch.**

WA informed the group that a piece of work was currently under way around Public Transport and that an on-line survey was in place asking for local people to have their say on services. In addition Healthwatch distributed posters around the network asking for them to be displayed in their centres to encourage local people to complete experience forms around their experiences on public transport and accessing health & social care services. LK stated that she felt the on-line survey was confusing and although she was given her say this was not incorporated into the survey. **Action: WA to feed this back to DB for a response.**

- **Healthwatch Communications Officer** - WA stated that Katie Benson, Communications Officer was due to attend today's meeting to meet and chat to members about how she could work with them and promote their services / activities through Healthwatch. It was discussed if members felt they would like Katie to go out and see network members at their centres to meet and discuss best ways to communicate. Network members felt this would be a good idea for Katie to be able to offer although not all network members would feel that they needed this. KL asked if Katie would be able to produce a standard mission statement re: Healthwatch for the network to be able to promote individually on their websites including a reference to them being the Community Champion Network. **Action: WA to talk to Katie Benson to arrange.**
- **Bootle residents and issues around flies and black plastic in gardens** - KL stated that a Residents Association Group had met at the Brunswick and had highlighted the issue of flies in the Bootle area. KL stated that at the residents group it was stated that houses are being inundated with the flies even over the winter months. Also an issue was raised during discussion around the black plastic being found in residents gardens. This is suspected to be coming from the dock area when they are burning metals. KL stated that Councillors had been involved and that they had contacted the Local Authority with no response. It was asked if Healthwatch Sefton's Chair could raise this as an issue on behalf of the residents. **Action: LK to take forward to the Healthwatch Steering Group.**

Locality Reps update and feedback from Healthwatch Steering Group

Co-Opt of a Community Champion Network member onto the Healthwatch Steering Group - WA informed the network that this has been agreed by the Board. WA asked members how they would like to take this forward. Two suggestions put forward were:

- To hold an election at a Community Champion Network meeting to vote for a Member and Deputy. Members will have the opportunity to opt out or in and must be in attendance to vote.
- To elect both the Chair and Vice Chair of the Community Champion Network meetings to be the Representatives on the Healthwatch Steering Group.

Action: WA to email out options to network members.

Bi-Monthly meetings - WA stated that board meeting had been cancelled due to not enough members being able to attend due to sickness and leave. LK stated she was able to attend but unfortunately it was cancelled on the day. BR asked who was on the Healthwatch Board and LK provided the information. WA stated that although the board had been cancelled points that the network had raised over the meetings being changed to Bi-monthly had been emailed out to the Board members for their comments / decision. LK stated that she was on the Board and had not received any information and to check if information is sent out that it is in a format that can be opened. **Action: WA to check with DB on this issue and feed back to the network.**

Other issues previously raised by the network at the March 2015 meeting:

Diane Blair confirmed the below information via email points:

- **Exit strategy** - DB confirmed this was already on the agenda for the Healthwatch Board.
- **Health & Wellbeing Board** - DB confirmed that Maureen Kelly sat on the Health & Wellbeing Board but that the Healthwatch contract is with Sefton Council.
- **Flu Vaccines** - DB confirmed that a Task & Finish Group was now set up. LK is a representative on this from the Community Champion Network.
- **Public Transport** - On-line survey / experience forms closes mid May. To date there have been 34 responses on-line.
- **Healthwatch Sefton Steering Group meetings** - DB confirmed they were available on the Healthwatch website but if members preferred they could additionally be emailed out to members.

CCG update

- AC reported that the CCG would like to get up and running with the Healthwatch Locality Reps meeting with the CCG Locality Managers and GP Leads. AC stated that both Terry Hill and Jenny Kristiansen had made contact with the Rep from the Healthwatch localities and asked if this could be chased up to move this area of work along. **Action: WA to**

email both Maurice Byrne and Fred Roberts to move this area of work forward. AC to request Angela Parkinson to get in touch with Libby Kitt (LK).

- AC updated the group in relation to the PRG's (Patient Reference Groups) at the GP's. AC stated that the PRG's have now become part of the contract. VB stated she felt this is welcomed by the Community Champion Network, **Action: AC to arrange with WA for someone to talk to the group about PRG's, the contract with the GP's and how this is being taken forward.**
- Make Every Contact Count training - AC informed the group that this training is for admin staff from the GP surgeries and is aimed at raising awareness of issues such as Deaf Awareness, Human Trafficking and people with learning disabilities. AC stated the training commenced yesterday at Concept House and is being rolled out across the Locality. If successful this will be rolled out across Sefton.
- Protective Learning Time (PLT) - The next session is booked for 20th May with approx. 90 staff members booked to attend. AC stated she will invite WA to the PLT due to take place in July 2015.
- The Health shop based at the Strand shopping centre, Bootle. AC confirmed that they now have the shop in the Strand. A job advert has been circulated for a shop manager and if any groups want to get involved in the shop to email Jenny Kristiansen direct. Email is Jenny.Kristiansen@southseftonccg.nhs.uk
- Audiology pathways for ear wax problems - AC updated the network around issues on GP and private companies (e.g. Specsavers) referring people via the audiology pathway. AC stated that people who are attending for a hearing test are being referred back to their GP if ear wax is an issue when this should be a direct referral to an ear syringing clinic. Both patients and providers need to be aware of the correct pathway. VB asked who was responsible for the contract for Specsavers? **Action: AC to find out who owns the contract for Specsavers audiology testing.**
- Falls Prevention - AC stated this is something she is working on in partnership with the Council and NWAS (North West Ambulance Service). AC stated she will be finding out :
 - How many falls there are?
 - Where they happen?
 - What services are currently in place?

AC asked network members to inform her of any services that they are aware of to support this piece of work. **Action: WA to email out to network members to ask what services / support they are aware of and forward to AC.**

- Acute Visiting Scheme / Alternative to transfer - South Sefton CCG agreed to fund an alternative to transfer (aka Pathfinder) and acute visiting scheme as part of the 2014 winter scheme. The service is designed to avoid patients having to make unnecessary visits to hospital emergency departments. In addition, an in-hours visiting scheme for Care home patients, which will provide additional support to GP Practices. The service commenced on 5th January and was commissioned for a 22 week period with a proposed end date of 15th June 2015. Due to the success of the project there is a possibility this service will now continue.

Outcomes so far have included:

- Potentially avoided 85 A&E admissions (5th Jan - Now)
- Saved on 307 bed days (5th Jan - Now)
- £115,000 potential gross saving to date

For further information please contact Terry Hill direct on
Terry.Hill@southseftonccg.nhs.uk

EPEG update:

No EPEG update was provided at this meeting due to Diane Blair (DB) not being present. DB had previously circulated information to the network. WA stated that DB has requested for the last EPEG minutes to be amended before they can be disseminated to the group.

Action: EPEG notes to be circulated to network members as soon as they are received.

Issues to be taken forward to Healthwatch Steering Group

- Bootle residents - Issues around flies and black plastic in gardens.

Information exchange / Any other business

- None recorded.

Requests for speakers

- Angela Curran to arrange for someone to talk to the group Re: PRG's, the contract with GP's and how this is being taken forward.
- Moira McGuinness will be presenting on End of Life Care on 30th June 2015.

Date and Time of Next Meeting:

Wednesday 27th May 2015 at 10.30am (10.00am tea/coffee)
Venue: Linacre Methodist Mission, Litherland.