

Community Champion Network Meeting
Thursday 25th April 2013

Attendees

Frankie Meadows (FM)	Bowersdale Resource Centre (Expect)
Rosemary Petty (RP)	Caring & Sharing (Hightown)
Jane Stephens (JS)	Dementia Carers Support
Alison Wotherspoon (AW)	Keystone Dementia Carers Support (Crosby)
Helen Cain (HC)	Waterloo Community Centre
Naomi Laurenson (NL)	Sefton Carers Centre
Libby Kitt (LK)	Healthwatch Sefton Rep on EPEG
Val Bayliff (VB)	Sefton Opera
Bob Campbell (BC)	St. Leonards Youth and Community Centre
Natalie Greedus (NC)	May Logan Centre
Barbara Rouse (BR)	Bootle YMCA
Andrew Heathman (AH)	Queens Road Neighbourhood Centre
Marie Savin (MS)	Netherton Park Centre
Keith Lloyd (KL)	Brunswick Youth & Community Centre

Guest Speaker

Roger Driver (RD)	South Sefton Clinical Commissioning Group Lay Member - Patient and Public Involvement.
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Healthwatch Sefton Staff

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

Apologies

Claire Griffin (CG)	Seaforth Children's Centre
Carol Robinson (CR)	Netherton Feelgood Factory
Debbie Shelby (DS)	St. Leonards Youth & Community Centre
Nikki Bonner (NB)	Ford Lane Community Centre

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

Notes / actions

The previous notes and minutes were looked over with one amendment highlighted by LK below:

- Notes taken at the meeting on Thursday 28th February stated that LK had met with Locality Managers re: Ophthalmology services. This should have stated LK had seen a paper re: Ophthalmology services at a board meeting.

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: WA to discuss with Healthwatch Sefton Manager on how to take this request forward.**

Introductions / Update on new Community Champion Centres

- A number of new groups have recently joined the network and were present during the meeting. An updated list of Community Champion Centres / Patient Experience Box locations was given out within the agenda packs. **Action: WA to circulate list via email to NM's**
- VB stated she had a contact with a group in Hightown that could be interested in finding out more about Healthwatch Sefton and the network. **Action: VB to provide WA with the details.**
- VB highlighted that it was dementia awareness week w/c 20th May 2013. **Action: WA to email groups to find out if there are any events Healthwatch Sefton can attend to gather patient experiences.**

Update on patient experience forms collected / Healthwatch Sefton patient experience boxes:

- WA provided NM's with an update on her work out in the community collecting patient experiences along with the number of patient experiences collected by centres via their patient experience box. **Action: WA to keep NM's up-to-date on this area of work.**
- WA stated she will be visiting the NM's Centres over the coming weeks to exchange the Sefton LINK box for a new Healthwatch Sefton box. WA has previously emailed out to members the new Healthwatch Sefton patient experience form. **Action: WA to replace all the old Sefton LINK patient experience boxes with new Healthwatch Sefton boxes.**

Healthwatch Sefton patient experience feedback process - Diane Blair (DB)

- DB provided the network with an update on how the patient experience feedback process will work. A draft form of the diagram was shared with members and discussed. DB informed the network that the database currently used has had problems but once the new Healthwatch Sefton database is in place this should hopefully alleviate some of the problems that have been encountered. DB will start work this week on the current database to pull off patient experiences that have been gathered within the network centres. In addition DB to share the Southport & Ormskirk patient experience report with the group. **Action: DB to produce a report for the next Community Champion Network meeting and present to members. DB to share Southport & Formby report with NM's.**
- VB asked if a response Healthwatch Sefton receives back from a provider is not appropriate what are the next steps Healthwatch Sefton can take? DB stated that a dialogue would ensue with the providers. If issues are not resolved this can then be taken to the commissioners or to the Overview & Scrutiny committee.
- VB asked if the Healthwatch Steering group can challenge responses / decisions? DB stated 'Yes' the Healthwatch Steering Group are able to challenge responses.

Healthwatch Sefton / Healthwatch Sefton steering group update: - Diane Blair (DB)

- At the previous meeting NM's asked for an update on Healthwatch Sefton's steering group. A meeting was set up and members who had requested this were invited along to attend. During today's meeting DB provided the group with an update on Healthwatch Sefton's steering group and general information around Healthwatch Sefton. NM's were provided with the Healthwatch Sefton briefing paper within their agenda pack.
- VB informed the group she had asked DB during a previous meeting if she could have assurance that individuals would have a place on the Healthwatch Steering group. DB confirmed this was correct and individuals would have the opportunity under the locality reps seats. VB also asked if Healthwatch Steering group members would have to be Sefton residents. Again DB stated this would be a part of the role description. VB asked if it would be possible for Healthwatch Sefton members to be consulted on the roles of the network and locality reps for the Healthwatch Steering group. DB agreed this would be a good idea and will organise 2 focus groups across Sefton to gather general membership feedback on the roles. **Action: HSS to set up 2 focus groups across Sefton for Healthwatch members to have their say on the role descriptions.**

- DB informed the network that a press release would be sent out shortly announcing Maureen Kelly as Healthwatch Sefton Chair. DB stated that Maureen had already drafted a letter to introduce herself as the new Chair to members and this would also be circulated as soon as it has been approved. It was suggested for Maureen to be invited along to a future network meeting once Healthwatch Sefton is set up and launched. **Action: Maureen Kelly to be invited along to a future Network meeting.**
- LK stated that she felt it was important for Healthwatch Sefton members to be kept up-to-date on the progress of Healthwatch Sefton and the Healthwatch Steering group.
- DB informed NM's that Healthwatch Sefton will now be looking at children's social care. There is a piece of work that will need to be undertaken to ensure promotional material and patient experience forms are appropriately designed for children and young people. DB asked if anyone would be interested in being involved in this to get in touch with her. **Action: If any NM's are interested in getting involved to contact DB.**

Community Champion Network:

- 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.**

Clinical Commissioning Group (CCG) update - Libby Kitt (LK)

- LK stated Sefton LINK have been thanked for their contribution, especially around the authorisation process.
- LK stated that the next meeting will be a public meeting starting at 1pm, 30th May 2013 at Merton House.
- Information from the CCG re: sharing records agenda on allergies, treatments and medication. LK said this information is to be shared if patients have not opted out. Notices will be in GP's to inform patients.

Guest Speaker - Roger Driver, South Sefton CCG Lay Member

Roger Driver attended the meeting and provided the network with an overview of his role as the South Sefton Clinical Commissioning Group (CCG) Lay Member for Patient & Public Involvement (PPI) and also spoke about his role within the Bootle Team Ministry and as Area Dean of Bootle. RD stated as part of his role he chairs the Finance Committee and Linda O'Leary who is also a Lay Member (Governance) Chairs the Audit Committee. RD stated that Lay Members attend key strategic meetings and ensure the public interest is taken into account. RD informed the group that he is involved in a number of key networks and has the knowledge and experience to ensure patient & public involvement is at the forefront of decisions.

RD provided an overview on the Sefton Engagement and Patient Experience Group (EPEG) and informed the group how the EPEG sits as a joint committee of both CCG's. The EPEG is made up of stakeholders who are involved in the planning of engagement and consultation including the; Clinical Commissioning Groups, Lay Members, Lay Advisors, Local Authority, Sefton CVS, Healthwatch Locality Leads and Practice Managers. RD is the Co- Chair of the meetings alongside Roger Pontefract who has the equivalent role on the Southport and Formby CCG.

A number of questions were put to RD below:

- VB asked about privatisation of the NHS and asked RD what his role would be in scrutinising services. RD stated as he was a member of the board he has a vote when services are commissioned. RD said that the weight of power does sit with GP's but that they have to be clinically driven and their decisions have to be evidence based on:
 - Best value for money
 - Best clinical outcomes
 - Best outcomes for patients

RD stated his key role is to scrutinise and ask questions.

- VB stated that the decision making process needs to be scrutinised. How do Healthwatch Sefton and the Lay Member have a voice in the process? RD stated this is where the role of EPEG comes in to create a forum where people can ask the questions.

RD asked the network members how they would like to see partnership work with his role as a Lay Member and asked the group to think about this and whether they would like RD to attend any more future network meetings. **Action: NM's to consider this at the next meeting.**

Information Exchange

VB informed the group re: 2 events coming up for Sefton Opera. The Health & Wellbeing Day on Thursday 9th May at Formby Pool and the Health & Wellbeing Day at Bootle Cricket Club on 3rd June 2013. For further information please contact Val Bayliff on val.bayliff@seftonopera.co.uk

Next meeting: Thursday 30th May 2013

Venue: SING

9.45am REFRESHMENTS, 10.00am – 11.30am