

Community Champion Network Meeting

Wednesday 27th May 2015

Held at: Linacre Methodist Mission

Chair & Healthwatch Sefton Staff

Wendy Andersen (WA) Healthwatch Engagement and Participation Officer

Attendees

Fred Roberts (FR)	Individual Locality Representative - Bootle
Libby Kitt (LK)	Individual Locality Representative - Seaforth, Litherland & Netherton
Barbara Rouse (BR)	Bootle YMCA & Oxford House High Rise
Debbie Kelly (DK)	May Logan Centre
Adrian Lee (AL)	Galloway's Society for the Blind
Paul Walmsley (PW)	Brunswick Youth & Community Centre

Speakers/ Guests

Angela Curran(AC)	Locality Development Support NHS South Sefton Clinical Commissioning Group
Jo Herndlhofer (JH)	Engagement Support Officer North West Commissioning Support Unit

Apologies

Val Bayliff (VB)	Sefton O.P.E.R.A.
Keith Lloyd(KL)	Brunswick Youth & Community Centre
Paula O'Brien (PO'B)	Linacre Methodist Mission
Natalie Greedus (NG)	May Logan Centre
Maurice Byrne (MB)	Individual Locality Representative - Maghull
Diane Blair (DB)	Healthwatch Manager
Caroline Cushion (CC)	One Vision Housing
Michelle Collieran (MC)	New Directions

Notes from the April 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.

Guest Speaker - Jo Herndlhofer Re: Patient Participation Groups (PPG's)

JH provided information to network members on the GP Patient Participation Group's (PPG's). How they are working now and moving forward with their development.

PPG's what is it? - The PPG is a group made up of patients and practice staff who meet on a regular basis to discuss patient issues. Patients have the opportunity to discuss and get involved in practice decisions. The PPG is not for patients who have personal complaints but more about giving patients the opportunity to influence decisions in their practice e.g. improving the environment for patients.

What the PPG's do? -

- Represent the patient population
- Communicate the views of the patients
- Make suggestions for improvements
- Share ideas
- Health promotion days
- Get involved in specific projects e.g. flu clinics
- Request for speakers to come in to find out more on specific topics

Each PPG works differently practice to practice.

Who can join? - Anyone who is a patient at the practice. There are no set skills required. Patients can also represent specific user groups e.g. carers.

How do they operate? - The PPG's are mostly run informally although minutes of meetings do tend to be taken. In addition some PPG's will produce a practice newsletter or have the information displayed on a notice board in waiting areas. Each PPG will also have a Terms of Reference to lay out what the group can and cannot do and be responsible for. Some GP surgeries have a virtual group that discuss issues via email.

PPG's are working towards identifying priorities for the next 12 months and this will include action plans being put into place.

Difficulties faced: Some practices have difficulty recruiting patients onto the PPG's in particular around specific groups e.g. working age people, young people etc...

PPG's South Sefton: There are currently 12 practices in South Sefton with no PPG in place. There is a requirement for them to get one up and running effectively. My role (Jo Herndlhofer) is to support this. This is something that as a CCG we are hoping the Community Champion network can support us with. E.g.

- Can you raise awareness of the PPG's?
- Can you support the recruitment and targeted recruitment of patients?
- Would you consider joining your GP PPG?

Questions from network members:

FR stated he had been in touch with both the Practice Manager and GP about joining the PPG at his surgery with no reply. Moore Street surgery.

BR stated that the name of the PPG's should be consistent. Some practices call them Patient Reference Groups (PRG's). This is confusing to patients. BR stated she had been trying to be a member of her surgery's PPG for sometime now. On her last contact with the practice over this she was told only 2 patients put themselves forward so it had not gone ahead. Park Street Surgery.

BR asked if the PPG's were funded. JH stated that there used to be an enhanced payment received by the practices for having a group in place but that this was no longer the case since April 2015. It is now a contractual obligation for practices to have a PPG in place.

BR asked if staff will accept volunteers being included? This was asked due to a past experience BR had with trying to support a practice she attended.

BR stated she felt that some practices were not making enough effort to recruit patients onto PPG's.

BR stated that areas such as 'Did not attend' appointments should be an area that PPG's get involved in. BR stated that she is amazed to see on the board in her surgery how many patients do not show up for appointments with no contact made to cancel.

FR asked if each practice had to have their own PPG? This was asked as he is aware that SSP run quite a few of the practices and was asking if they would have joined up PPG's? JH said she would take this question back.

PW asked if JH could go back and find out which specific practices in South and North Sefton do not have PPG's in place. PW also stated that the Brunswick Youth & Community Centre do a lot of work with disadvantaged groups and that JH would be welcome to attend.

LK stated that a work plan was needed to bring together all the resources for a strategy to be formed.

Action: JH to seek permission to share a spreadsheet of what practices have PPG's in place. The network will then look at ways forward of working with the CCG to support this process.

Angela Curran (AC) - CCG update

Action Log No. 7 LCH Implementation Model - AC stated that there had been a Locality Implementation Group meeting held on 13th May 2015. Agenda items included:

- Locality Plans / Work plans 15 / 16
- Urgent Care Model / Centre
- Refreshed Community Model
- Three key actions:
 - Ability for urgent bloods within 48 hours
 - CRT seeing patients with respiratory conditions not only COPD
 - Develop quality metrics
- LCH staff structure
- Study day proposal

AC has asked network members if they have any agenda items that they would like added to the above for the next meeting planned for the beginning of July.

Action Log No. 7 Clock View - AC confirmed information that was sent across was not suitable for sharing. Further information has been requested and will be shared with the network once received.

Action Log No. 12 Meeting with GP leads - AC has asked if each of the Healthwatch Locality Reps could send over some available dates to the CCG Locality Managers that they are available to meet. WA stated that she would email out to each of the Healthwatch Locality Reps to ask for dates to be shared with the CCG Locality Managers. AC has asked for herself to be copied into emails sent.

Action Log No. 25 Practice Managers & GP Leads - AC to email across to WA the practice details for North and South Sefton and include who the GP lead is along with the Practice Manager.

Action Log No. 20 - Audiology. AC reported that Tony Kay who is the lead Audiologist at Aintree Hospital will be presenting at the Practice Managers meeting to update the Managers on what services they offer to patients. AC stated that a government initiative was set up so that

any qualified provider could deliver the audiology (hearing tests) therefore if Specsavers provide this service the CCG do commission it.

Action Log No. 26 Healthy Chats - AC stated this has already been delivered to 2 practices both Concept House and now also North Park. The training was well received by the staff at the North Park surgery. Both the Brunswick & May Logan requested if they could have some of the booklets used for the healthy chats for people who attend their centres.

Smoking Cessation - AL stated that at the Galloway's Society for the Blind they have a lot of booklets on braille on smoking cessation that can be shared with the CCG if they need any.

Falls Prevention - AC thanked all network members who returned information on what services they were aware of in relation to falls prevention. AC stated that Liverpool are already looking into a piece of work on this therefore this model will be taken into consideration in the planning stages.

Protected Learning Time - Sessions have been held on dementia friends and deprivation of liberty safeguarding. Both have been very well received. The next session to be held is on 8th July 2015. The next session will include People First and Gypsy Health.

Health Shop Bootle Strand - The opening of the shop has been delayed due to a manager not being appointed as yet.

Action Log - April 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.

Locality Reps update and feedback from Healthwatch Steering Group

Action Log 4 - Co-Opt of a Community Champion Network member onto the Healthwatch Steering Group. LK confirmed this was being discussed at the Healthwatch Sefton Board meeting 27th May 2015.

Action Log No. 23 - Bi-Monthly meetings - LK reported that Keith Lloyd (KL) also attended the last Healthwatch Sefton Steering Group meeting and raised his concerns of the group choosing to meet bi-monthly. Both LK and FR also raised their concerns. LK stated that the Steering Group agreed that they would go back to meeting monthly as it was just a pilot to see how it worked. They would take this decision back to the Board later on in the afternoon.

Exit strategy - DB confirmed this was already on the agenda for the Healthwatch Board.

Flu Vaccines - LK reported that a short questionnaire had been devised and would be going out to practices in both North and South Sefton.

Public Transport - LK stated that Diane Blair (DB) had attended a joint meeting with Merseytravel and SPOC. This is a Sefton wide issue that Healthwatch will continue to work in partnership on.

Enter & View - LK reported that this piece of work had been going well. The team were due to visit Ford Medical Centre the next day. LK reported that Glovers Lane surgery in Netherton had introduced a new triage appointment system. Enter & View team members are planning to visit the Practice Manager with a list of questions to ask how the new system is working and to find out how Healthwatch could speak with the patients who were not triaged for an appointment.

Flies in Bootle - FR stated this was an issue and that it was raised at the Steering Group. Areas such as fly tipping, bags being left out and the docks were all areas for discussion. FR stated this would be raised at Public Health. LK stated that Roger Hutchins sits on the Public Protection Group and that he will be raising this issue at the next meeting.

EPEG update:

No EPEG update was provided at this meeting due to Diane Blair (DB) not being present.

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

Issues to be taken forward to Healthwatch Steering Group

Dignitas - To be added to Healthwatch agenda for discussion.

Information exchange / Any other business

Galloway's Society for the Blind - The new programme is out. Starting on the 28th July is the 'Living with Sight loss' course. This will be the 3rd time this course has been offered and it has been very well received by attendees. The course is free with lunch provided.

Requests for speakers

No requests made.

Date and Time of Next Meeting:

**Tuesday 30th June 2015 at 10.30am (10.00am tea/coffee)
Venue: TBC**