

Community Champion Network Meeting

Tuesday 27th January 2015

Held at: Brunswick Youth & Community 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

Fred Roberts (FR)

Individual Locality Representative - Bootle

Caroline Cushion (CC)

One Vision Housing

Debbie Kelly (DK)

May Logan Centre

Natalie Greedus (NG)

May Logan Centre

Donna Quarless (DQ)

Venus

B Riziva (BR)

Venus

Michelle Colleran (MC)

New Directions, Bootle Resource Centre

Barbara Rouse (BR)

Bootle YMCA & Oxford House High Rise

Healthwatch Sefton Staff

Diane Blair (DB)

Healthwatch Manager

Wendy Andersen (WA)

Healthwatch Engagement and Participation Officer

Speakers/ Guests

Jenny Kristiansen (JK)

CCG Locality Manager for Bootle

Stephen Astles (SA)

Head of Development South Sefton CCG

Angela Curran (AC)

Locality Development Support NHS South Sefton Clinical
Commissioning Group

Apologies

Debbie Shelby (DS)

St. Leonards Youth & Community Centre

Margi Roberts (MR)

Seaforth RAG

Julie Bennett (JB)

Individual Locality Representative - Crosby

Adrian Lee (AL)

Galloway's Society for the blind

Representative

Maghull / Crosby Library Services

Notes and Actions outstanding from previous meeting

- 111 Patient Engagement **Action: Terry Hill (TH) to provide any updates at future meetings.**
- Choose & Book - WA reported that Terry Hill has confirmed that the Choose and Book telephone line is charged at a local rate. Terry will be attending the February network meeting to provide an overview. **Action: TH to keep the network up-to-date on progress with the Choose & Book system at Aintree hospital.**
- Healthwatch Sefton exit strategy - KL mentioned that it was not noted on the previous notes that this was discussed at the last meeting. DB reported that the Board had not set a date to meet as yet and that Healthwatch were still awaiting to hear about the funding situation. DB stated that Healthwatch will continue but the funding outcome would determine at what capacity level. It was agreed by all network members that Healthwatch needed to build on the positive work that had been achieved to date.

Apologies

Provided and noted.

FR stated that he was unaware that he had to attend Community Champion meetings and gave his apologies for not attending previous meetings. It is now noted that FR is aware of his role to attend future Community Champion Network meetings.

Updates from Healthwatch Sefton

Ashworth Hospital

WA stated two more planned engagement sessions were booked with Ashworth during January & February to gather experiences from working age adults. WA asked network members if they were aware of any organisations that could be targeted to further this work. **Action: WA to keep the network up-to-date on progress.**

South Sefton Neighbourhood Centre - VB asked if Healthwatch was gathering experiences from patients who attended the centre. DB stated Healthwatch did attend the centre to gather experiences but due to the funding coming to an end from the CCG's for the Engagement Officer this work had to cease. DB did state that when the work was being carried out due to the nature of the work there were not many patients present at what were busy periods. WA stated that she will contact the Bowersdale Centre in Seaforth to request further outreach sessions with their members. VB also suggested that the SWAN centre be contacted.

SA stated that the CCG were carrying out a mental health services review and that they were looking at what current funding was being spent and what was needed. SA suggested that Gordon Jones could be invited along to the network to provide an update on the Mental Health

review. **Action: SA to contact Gordon Jones to arrange for him to attend a future network meeting.**

Action: WA to contact the Bowersdale Centre, Seaforth.

HMP Kennet

Partnership agreement approved but still awaiting a signature from HMP Kennet Senior Management. Angela Lucas will be following this up. WA informed the group that there were currently changes to the category status of HMP Kennet which may be impacting on the signing of the agreement. **Action: Angela Lucas to continue to process.**

Partnership work - HMP Kennet, Brunswick Youth & Community Centre & Healthwatch Sefton

This project aims to support offenders accessing information and advice in the community when they are either on Release on Temporary Licence (ROTL) or being released from their establishment. The project aims to be a follow on from the outreach being offered by Healthwatch Sefton within the establishment but will cover a wider remit in the community including support with accessing services such as employment, signposting, health & social care, mental health, drugs & alcohol and many more services. The project will be a pilot for the initial 3 months January - March 2015 and the drop in service will be run every Thursday. **Action: WA & KL to keep the network updated.**

Podiatry

WA reported that a draft report had been submitted to both Liverpool Community Health and South Sefton CCG. DB informed the group that a response had been received from LCH which was unsatisfactory. DB will be drafting a response to LCH. SA stated he had read the report and would be meeting with LCH in the near future. SA asked to be copied into Healthwatch's response to LCH **Action: WA to keep the network informed. DB to copy SA into the response.**

Out Patients (Deaf / Hard of hearing patients)

WA confirmed that this piece of work had been agreed by the Healthwatch Sefton Steering Group. The work is focussing on Aintree University Hospital Trust and Southport & Ormskirk Hospital Trust. The project will be an initial pilot of 3 months between February 2015 - April 2015 to gauge patients experiences and views on the out patient departments. A report will be produced on the outcomes in line with Healthwatch Sefton's protocols. JK asked for a copy to be sent over to her so that she could share this with the Comms Officer. **Action: WA to circulate posters to be displayed as soon as possible. WA to email poster to JK.**

Experience Boxes WA asked if everyone present who had requested an experience box had received one. FR asked if a group required more promotional materials how long would they have to wait to receive them? WA stated that promotional materials could either be posted out to groups or hand delivered.

Locality Reps update and feedback from Healthwatch Steering Group

LK provided the update:

SSP Practice - LK reported that NHS England are satisfied with the contractual compliances. WA stated that in Tina Ewart's (Locality Manager for Crosby) response has stated that 'from next year (2015) the patient voice aspect will be included in their contract'. SA confirmed that that Healthwatch England are responsible for the contract but that the CCG have a say re: quality. **Action: DB to look into this further.**

GP Access - LK confirmed Enter & View visits had been carried out at Hightown surgery. The questionnaire that has been used has been agreed to be successful and the enter & view visits will now be rolled out next to the Seaforth, Litherland & Netherton locality. LK stated that she will be attending the GP Locality meeting to update them on the up and coming enter & view visits. VB asked if the enter & view team would be visiting the Thornton clinic? SA stated that the CCG have put a lot of additional money into GP access and stated that the CCG could possibly support financially the enter & view activity. DB stated if network members wanted to get local people to complete the questionnaires that they must be completed with the GP surgery name on.

DQ reported that some of their members have stated that they don't feel safe going out to evening appointments at their surgeries. SA asked network members if they felt Saturday morning appointments would be utilised as this was something introduced in the past. DQ stated that Venus now have a nurse dropping into the centre every 6 weeks to offer sexual health services.

Action: LK to keep the network updated and link in with SA as necessary. WA to email a copy of the questionnaire to SA and network members.

Flu Clinics - LK stated that the Healthwatch Steering Group agreed that work needed to be done around flu clinics being held in the North and not the South of the borough LK confirmed this was now on the Steering Group work plan. **Action: WA to circulate Healthwatch Steering Group work plan.**

Prescriptions LK confirmed this was now on the Healthwatch Steering Group plan. WA stated that Healthwatch were looking to plan coffee mornings / afternoons with guest speakers and suggested to network members that Medicine Management be the first on the agenda. Both the issue around the underspend on prescriptions and consultants recommending drugs that the GP's will not prescribe can be asked at the meeting. **Action: DB to organise a representative from Medicine Management to present at the first coffee morning.**

Healthwatch Steering Group & Community Champion Network - more joined up work and recognition -DB stated that the Steering Group are considering ways forward and one of the suggestions was to co-opt a Community Champion member on the Steering Group. **Action: DB to keep the network updated on progress.**

Healthwatch Sefton Representative Role - With regards to members representing Healthwatch Sefton DB reported that she now had a draft role description. Once the Steering Group has viewed this DB stated she would like to bring this along to the network for their input and approval. **Action: DB to bring along to the network once agreed by the Steering Group.**

Hearing Loop -WA confirmed Healthwatch Board have agreed to purchase a portable loop system. This is now being actioned. VB stated she had a contact for portable loops. **Action: VB to send details to WA. Healthwatch to purchase a portable loop.**

Litherland Town Hall - Walk-in Waiting area - LK confirmed this was now on the Healthwatch Steering Group work plan and an Enter & View visit will be discussed at Steering Group.

Services for children with Autism - WA confirmed that a list had been gathered for organisations who provided advice and support. DQ asked if she could have access to the list. VB asked if this could be promoted on the Healthwatch Website. **Action: WA to forward to Katie Benson so it can be included on the website for members to access.**

Care Bill - LK confirmed this has now been added to the Healthwatch work plan. A speaker has been arranged to talk to Steering Group members. LK stated that Healthwatch had been invited to a presentation on 9th Feb by the Council and any information will be shared back with the network. **Action: WA to circulate Healthwatch Sefton work plan.**

Share your experience form - VB asked if this form will be adapted to include social care experiences. DB stated this was currently with Katie Benson, Healthwatch Communication Officer. WA stated that Katie currently has an on-line working group supporting this process. Network members stated they were unaware. **Action: WA to chase up with Katie and ensure network members had the opportunity to be involved.**

Transport - LK stated that a session was booked in with Hightown residents. Posters have been circulated and a press release has been agreed and will be sent to the local press. VB asked who was taking the strategic lead on the issue around public transport. DB confirmed this was Janet Atherton who is taking the issue forward to the wider determinants group.

Maghull Locality Rep - WA informed the group that Karen Jones has decided to step down from the position as the Maghull Locality Rep due to work commitments. DB stated that the candidate who came a close second in the ballot would be contacted and offered the position. **Action: WA to keep the network updated on progress.**

Emerging Issues from network members

Network members are given the opportunity to present any emerging issues they are aware of from their local communities.

No emerging issues were raised.

EPEG update:

Suffering in Silence - DB reported that Healthwatch England made a number of recommendations in relation to making it easier for the public to complain. This is an emerging piece of work for the future.

Litherland Town Hall Pharmacy Consultation - DB stated that this was to be discussed at both CCG Board meetings this week. **Action: DB to keep the network informed of any decisions.**

Patient Transport Service - NHS Blackpool, the lead commissioners for the ambulance transport are in the process of pulling together the specification for the re-procurement of the non-emergency North West Transport Service contract due for renewal April 2016. Healthwatch Sefton will host an event in February at which NHS Blackpool will come and talk to patients concerning the future service to be procured.

EPEG minutes - **Action: DB to forward to WA for circulation to network.**

Healthy Setting Network update

KL reported that there were no other meetings planned as yet as the initial pilot was set up for 12 months. VB stated that each organisation now has the opportunity to work towards Royal Society Public Health (RSPH) award.

Issues to be taken forward to Healthwatch Steering Group

With reference to the cuts being faced by Healthwatch Sefton, LK to raise to the Steering Group what a positive contribution the Community Champion Network have had on Healthwatch with regards to time, resources and volunteering.

CCG Locality Lead update

Liverpool Community Health update - SA updated the network regarding work that was being carried out with LCH and stated that they were starting from scratch with a new implementation model. SA said there would be a dedicated team for South Sefton under the new model and that he felt there was no reason why the Community Champion network could not form part of this structure. KL asked if there was a framework in place that could be sent over to the network to view. Network members felt it was important for them to be kept up to

date with information concerning the new model so that relevant information could be disseminated to local people. **Action: SA to keep the network up-to-date on progress and consult the network on their involvement when further information is available. WA to place on the agenda for future meetings.**

JK provided the group with a brief over of her main areas of work including: Respiratory, Military Veterans health, Homelessness and Transgender.

JK stated that all the locality areas had been given extra resources to nursing staff visiting housebound patients.

In the Bootle locality there has been a stoma review project. A nurse was consulted from Aintree hospital who reviewed all of the patients re: prescribing. This is now going to be rolled out across all the localities this year. The project found that over 400 items a year were not necessary for patients.

Respiratory project - Again this project was set up as a pilot in the Bootle locality. A pharmacist was asked to review all patients who were deemed to be high risk. 60% of patients were found not to be using their inhalers correctly. This project will now also be rolled out across the other localities.

Previously advice and guidance on how to self manage has been sporadic. Courses have been set up for carers and patients and this will be monitored.

An event has been held in Bootle New Strand on the Parenting 2000 bus. This provided the opportunity for shoppers to have a lung and health check, from this people have been given advice and or referred on for further tests. This will be rolled out to all the locality areas. FR stated that he had received feedback that people had been referred to the hospital who didn't need to be. JK stated that all referrals are tracked. VB asked if Healthwatch experience forms could be used at the events. JK stated yes that would be no problem. **Action: WA to contact JK about the use of Healthwatch experience forms at future events.**

JK stated that they were also working with CVS on a pop up health shop within the strand. This would be based around different themes each week. It was reported that the CCG had secured this for 1 year free of charge. In addition to the shop there was also a health check room available too. The CCG were currently looking at different ways to sustain the shop after the free 12 months and would possibly look to hiring it out to other health organisations. KL asked if there could be a Community Champion representative at any health events held at the shop. **Action: JK to share any events /diary for the shop use.**

Information exchange

- LW reported that the day care consultation will be closing on the 29th January 2015. The questionnaire focussed on asking users and carers their experiences and views.
- DB informed the group that Merseycare NHS Trust is currently holding a formal public consultation surrounding the proposals to transform medium security mental health care services by creating a new more modern facility. Please see Healthwatch website for further details.
- AC stated that there were 4 Protected Learning Times sessions (PLT) coming up. Areas to be included are: People First, Making Every Contact Count and Introduction to Healthy Chats. **Action: AC to update the network on sessions held.**
- Urgent Care - SA asked network members how the CCG should best share information with them re: Examine Your Options e.g. posters in the community, flyers ?
- KL reported that a Health & Wellbeing day was held at the Brunswick Youth and Community Centre the previous week. Another event will be planned and delivered. KL reported that the Brunswick Youth & Community Centre was an Active Travel hub. He also reported that the centre had a sexual health programme running with staff trained to a level 2. This service offered teenagers the opportunity to attend the clinic on a Friday evening and access the service.
- Men Behaving Brilliantly, meet new friends, days out & men's health. This is a new project being developed by Sefton Opera. First meeting being held on Tuesday 10th Feb at Sefton Opera. This project is funded by the CCG.
- Keep Warm, Keep Well event - Sefton Opera at the Atkinson Centre, Lord St on Monday 16th Feb 2015.

Requests for speakers

- Terry Hill (Locality Manager for Maghull) to attend February 2015 meeting to provide an update on Choose and Book.
- Roger Driver - to be sent dates of next few meetings and ask for him to attend to provide any updates.
- LCH - to invite the Locality Manager for Sefton to a future network meeting.
- CCG Gordon Jones - to be invited. WA to liaise with SA

The Chair thanked everyone today for their input and attendance today.

Date and Time of Next Meeting:

Wednesday 25th February 2015 at 10.30am (10.00am tea/coffee)
Venue: TBA