

Community Champion Network Meeting

Tuesday 28<sup>th</sup> October 2014

Held at: The Bowersdale Resource Centre

**Chair**

Keith Lloyd (KL)

Brunswick Youth & Community Centre

**Attendees**

Libby Kitt (LK)

Individual Locality Representative - Seaforth & Litherland

Frankie Meadows (FM)

Bowersdale Resource Centre

Dave Smith (DS)

Bowersdale Resource Centre

Adrian Lee (AL)

Galloway's Society

Donna Quarless (DQ)

The Venus Centre

Keeley Morley (KM)

The Venus Centre

Paul Walmsley (PW)

HMP Kennet

Angela Lucas (AL)

Sefton CVS / HMP Kennet

Joan Cumming (JC)

Linacre Methodist Mission

Margi Roberts (MR)

Seaforth RAG

Thomas Sullivan (TS)

Seaforth RAG

**Healthwatch Sefton Staff**

Diane Blair (DB)

Healthwatch Manager

Wendy Andersen (WA)

Healthwatch Engagement and Participation Officer

**Speakers/ Guests**

Terry Hill

CCG Locality Lead for Maghull Locality

**Apologies**

Fred Roberts (FR)

Individual Locality Representative - Bootle

Julie Bennett (JB)

Individual Locality Representative - Crosby

Karen Jones (KJ)

Individual Locality Representative - Maghull

Caroline Cushion (CC)

One Vision Housing

Carol Robinson (CR)

Feelgood Factory

Gillian Morgan (GM)

Information Service, Crosby Library

Val Bayliff (VB)

Sefton O.P.E.R.A.

Barbara Rouse (BR)

Bootle YMCA & Oxford House High Rise

Debbie Kelly (DK)

May Logan Centre

Michelle Collieran (MC)

Bootle Resource Centre (Sefton New Directions)

Katie Merrick (KM)

British Lung Foundation

Debbie Shelby (DS)

St. Leonards Youth & Community Group

## Notes and Actions outstanding from previous meeting carried forward:

All outstanding items on the agenda.

## Apologies

Provided and noted.

## Updates from Healthwatch Sefton

### **Ashworth Hospital**

A pilot of 3 months to commence November 2014. WA to attend Ashworth Hospital to gather the health and social care experiences of staff. **Action: WA to keep the network up-to-date on progress.**

### **HMP Kennet**

Partnership agreement approved. Angela Lucas (AL) and Paul Walmsley (PW) attending today's meeting to provide an update on this area of work.

### **Podiatry**

WA reported that the draft Podiatry report will be completed and forwarded to DB by the end of this week. **Action: WA to report back at the next meeting.**

### **Out Patients (Deaf / Hard of hearing patients)**

WA updated the network on a piece of work around deaf / hard of hearing patients accessing out patient appointments in hospitals. The work is looking to focus on Aintree Hospital Trust and Southport & Ormskirk Hospital Trust. **Action: Awaiting final confirmation and agreement on the proposed work plan from the Healthwatch Steering Group.**

## HMP Kennet partnership work with Healthwatch Sefton

AL provided an update on her role and how she is the link between HMP Kennet and the Voluntary Sector. HMP Kennet is based in Maghull on the Ashworth site and has a capacity of 342. The prison establishment is a Category D prison and houses offenders who are coming to the end of their sentences.

Offenders are placed on ROTL's (Release on Temporary Licence) and this can include voluntary work. Offenders have to work so many hours voluntary before they can apply for paid employment.

HMP Kennet in partnership with Healthwatch Sefton and Sefton CVS have set up a partnership agreement to gather the experiences of offenders accessing both health & social care services within the establishment and out in the community. WA will be providing 2 drop-in sessions per

month with the support of the Health Representatives at HMP Kennet. The Healthwatch Sefton signposting service will also be promoted to support offenders and their families in accessing services in the community.

KL asked how this work will be captured and evaluated. How it will impact on individuals and organisations e.g. savings and resources. PW stated he felt it would have an effect on DNA's within the Healthcare at HMP Kennet and that already after talks with WA and AL a Communications group was being set up across the establishment. This was still in its infancy. **Action: AL & WA to ensure work is evaluated and outcomes recorded.**

KL suggested that some of the lads from HMP Kennet who are volunteering at the Brunswick might like to get involved in promoting Healthwatch at the Centre. **Action: WA, AL & KL to meet to discuss this further.**

### **Flu Clinics**

WA reported back to the network the response from Public Health England & the CCG's. It was reported that seven practices in Formby & Southport were continuing to hold flu clinics this year but that there used to be more practices involved until financial assistance ceased. Practices now organise and manage the clinics themselves at their own expense. **Actions:**

- Healthwatch to find out what the uptake is of flu jabs in both North and South Sefton. Is there a difference?
- Are letters being sent out to remind residents across Sefton (or again is this based on each individual practice)?
- A specific piece of work to be tasked re: flu jabs and asking residents for their views.

DB reported that each practice has a community pharmacist attached to them and if patients are having any problems they can ask to speak with them.

### **Locality Reps update and feedback from Healthwatch Steering Group**

**LK provided the update:**

**Healthwatch Representation** - This was raised by members at the last Community Champion Network meeting. LK reported that this was taken forward to the Healthwatch Steering Group. The Steering Group agreed for Healthwatch Representation to be wider and this would be implemented for future requests.

WA raised an issue on behalf of Val Bayliff (VB) - The decision to nominate 2 reps from the Healthwatch Steering Group to attend the Overview & Scrutiny Adult Health & Social Care committee. LK reported that this was a long standing request for a Representative from the Overview & Scrutiny committee and a decision had only been reached recently on who would be nominated to attend. Any requests received from now on will be open to the wider membership. It was also asked if members would be monitored on their performance and what

the term of appointments would be? LK stated that nominated representatives would have to produce written reports and report back to the Steering Group and this would be monitored.

**Public Transport** - At the last Community Champion Network meeting the question was raised for Bootle to be included in this piece of work. LK reported that this was agreed at the last Steering Group meeting held. DB reported that she had received a letter from the Chair of SPOC (Sefton Partnership for Older Citizens) regarding a piece of work they are doing on public transport and requesting partnership work on this area along with Merseytravel. LK stated she has been clear on this that Healthwatch Sefton are prepared to join up on this work as long as local issues are addressed. Members asked if the Bootle Locality Rep and Maghull Locality Rep could also be included in this work. **Action: To be discussed between Locality Reps.**

### **EPEG update:**

DB provided an update:

Medicines and Prescriptions - VCF Sector & Healthwatch raised as an emerging theme and all information collated has been shared.

Out of Hours Pharmacy at the Walk-In Centre Litherland - All feedback is now in and data is being reviewed. Andy Woods (Senior Governance Manager, Equality & Diversity, North West Commissioning Support Unit) is carrying out an equality assessment. This is a budget issue balanced against local needs. Healthwatch Sefton are monitoring the process. **Action: DB to keep network updated.**

EPEG minutes - DB stated that she had received a number of comments back on how useful members found the EPEG minutes were and this would be reported back to the EPEG group. DB opened it up for comments from members at the meeting. One member said she felt the minutes didn't come through as patient focussed. She did not get the feeling that the meeting was about patient experiences and that the group should go back to the Terms of Reference. DB stated that she had suggested that the agenda be reviewed. DB stated that issues / themes arising can be uploaded on SharePoint and this can influence the EPEG agenda a bit more but reported that there are issues accessing this system. Another member advocated he felt the same about the EPEG minutes. **Action: DB to take all comments to the EPEG group.**

### **Healthy Setting Network update**

No updates.

## Issues to be taken forward to Healthwatch Steering Group

**Flu Clinics** - An issue was previously raised by the Community Champion network members (September 2014 meeting) regarding flu clinics being offered in the North of Sefton and not South or Central Sefton. A response was received via Public Health England and the CCG. It was reported that seven practices in Formby & Southport were continuing to hold flu clinics this year but that there used to be more clinics involved in North Sefton until financial assistance ceased. Practices now organise and manage the clinics themselves at their own expense.

Action:

- Healthwatch to find out what the uptake is of flu jabs in both North and South Sefton. Is there a difference?
- Are letters being sent out to remind residents across Sefton (or again is this based on each individual practice)?
- A specific piece of work to be tasked re: flu jabs and asking residents for their views.

**Prescriptions** - It was asked if Healthwatch could find out from the CCG's what the underspend is on prescriptions?

**Healthwatch Steering Group & Community Champion Network** - How are we going to strengthen the partnership work between both networks?

**Hearing Loop system** - During the September 2014 Community Champion Network meeting it was asked if Healthwatch Sefton could look into the possibility of purchasing a portable loop system to be used for meetings.

## CCG Locality Lead update

TH provided an update:

TH informed the group that he was the Locality Lead for Maghull. In addition his responsibilities included diabetes, 111, urgent care, choose & book and the commissioning of the Darcie.

**Winter Planning** - TH stated that planning was in process for Primary & Secondary Care along with Community Services Care.

**Pathfinder Project** - This was linking in with NWAS (North West Ambulance Services) to ensure patients who call 999 and are not necessarily deemed as needing to be admitted are given alternative support / treatment. The system works on a traffic light system of Red, Amber & Green. If a patient is identified as Amber they would then be referred to the Go TO Doc, Out of Hours Provider for alternative arrangements to be made. This is currently being rolled out and is a pilot scheme in South Sefton. Southport & Formby CCG did not commission this service.

Go To Doc, Out of Hours Provider - The aim of this service is reduce patients being taken to A & E and to provide better care for patients. Acutely Ill patients who are in nursing homes (elderly & frail) can be referred to the out of hours provider by their GP. In the past when a GP had a call out they may not get to the patient for a number of hours due to other commitments this could then result in the patients condition deteriorating and having to be taken to A&E. The out of hours service means the GP can refer this patient to be seen by an out of hours Practitioner and they can be triaged by a clinician and seen much quicker. This system also aims to free up more time for the GP. The question was raised that the patient would be seen by a GP who did not know them or their history. TH stated that the referral process to the out of hours GP would include the patients history. It was asked how this would be promoted to patients. TH stated this was more clinical although patients did need educating on how to make the right choices. TH stated he would speak to Lynn Cook (CCG Communications Officer) to see what could be promoted in the 'Choose Well Campaign'. **Action: TH to liaise with Lynn Cook.**

### **Any Other Business**

KL asked the question: How the **Community Champion Network and Healthwatch** will move forward? DB stated that there would be a reduction in services coming in March 2015. We need to look at how we integrate services more effectively. KL asked if the Community Champion network was more about strategic thinking or gathering experiences and how this fits in with the Steering Group? DB stated she felt she could see a gap between the Steering Group and Community Champion Network. DB reported that in the new year Healthwatch will be looking at what is working now and not working. The Community Champion Network sits directly under the Steering Group and we need to look at reviewing how this works and develop stronger links and recognition for the work of the network. DB stated that a strategic meeting was currently being planned for the end of November / beginning of December and network members would be invited along to this. **Action: To be taken forward to Steering Group for discussion. Community Champion Network members to be invited to planned strategic meeting.**

**Galloway's Society for the blind** - AL stated they had now completed their training with Guide Dogs and were now able to deliver Level 2 training to charities, businesses, hospitals etc...

On Tuesday 13<sup>th</sup> January in conjunction with Action for the Blind they were delivering a 6 week course 'Living with sight loss'. There are limited spaces. Days are 10.00am - 3.30pm. This course is not just designed for the person with the sight loss but spaces are also available for friends, family and carers. **Action: AL to forward all details across to WA for promotion to Healthwatch Sefton members.**

**Experience Boxes** - WA stated that all the Healthwatch experience boxes needed to be replaced with lockable boxes that Healthwatch will provide. Wendy has previously written out to Network members to ask who would like to house a box but had received a limited response. Members were asked today if they would like a box and the following groups requested one:

- Venus Centre

- Linacre Methodist Mission
- Brunswick Youth & Community Centre
- Galloway's Society for the Blind
- The Bowersdale Resource Centre

**Action: WA to email the network again to remind members to respond if they would like to continue to house a box.**

**111 Patient Engagement Event** TH stated there would be another event being held in Warrington. Healthwatch's and patient groups would be invited along to attend. **Action: TH to provide information to Healthwatch for sharing.**

**Bowersdale Resource Centre** - On Tuesday 11<sup>th</sup> November at the Bowersdale Resource Centre and the Bowersdale Park there will be an event 'Communitree Launch and Remembrance Service. Starts at 10.00am. **Action: DS to forward promotional materials to WA for circulation to membership.**

On 26<sup>th</sup> November they will be publicly launching the Veteran project. **Action: DS to forward promotional materials to WA for circulation to members.**

**Choose & Book** - MR raised an issue around the Choose & book system at Aintree hospital. She stated the last couple of times she had tried to use the service there were no appointments available and was told she would have to wait for one to be sent out. She also raised the issue around the 0345 not being a local rate number. TH stated they were aware of issues around this service particularly with Aintree Hospital. He stated a meeting had been set up with Aintree hospital to discuss the process of contacting patients and capacity issues. TH stated 3 of the main areas affected are ENT, Ophthalmology and GI & Liver. **Action: TH to look into the 0345 number and what costs are attached. TH to keep the network up-to-date on progress with the Choose & Book system at Aintree hospital.**

### **Requests for speakers**

No requests received at this meeting.

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

### **Date and Time of Next Meeting:**

**Tuesday 25<sup>th</sup> November 2014 at 10.30am (10.00am tea/coffee)  
Venue: TBA**