

Community Champion Network MeetingTuesday 23<sup>rd</sup> September 2014Held at: SING Plus Resource Centre**Chair**

Keith Lloyd (KL)

Brunswick Youth &amp; Community Centre

**Attendees**

Libby Kitt (LK)	Individual Locality Representative - Seaforth & Litherland
Fred Roberts (FR)	Individual Locality Representative - Bootle
Brian Clark (BC)	Individual Locality Representative - North Southport
Roger Driver (RD)	South Sefton CCG Lay Member
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 Colleran (MC)	Bootle Resource Centre (Sefton New Directions)
Lorraine Webb (LW)	The Venus Centre
Diane Middleman (DM)	Healthwatch Steering Group member

**Healthwatch Sefton Staff**

Diane Blair (DB)	Healthwatch Manager
Wendy Andersen (WA)	Healthwatch Engagement and Participation Officer
Clare Platt (CP)	Healthwatch Signposting & Information Officer

**Speakers/ Guests**

Angela Curran (AC)	Locality Development Support (South Sefton CCG)
Sarah Marshall (SM)	Quality Improvement Manager (LCH)

**Apologies**

Julie Bennett (JB)	Individual Locality Representative - Crosby
Ken Lowe (KL)	Individual Locality Representative -
Caroline Cushion (CC)	One Vision Housing
Frankie Meadows (FM)	Bowersdale Resource Centre
Carol Robinson (CR)	Feelgood Factory
Adrian Lee (AL)	Galloway's Society
Gillian Morgan (GM)	Information Service, Crosby Library
Chris Hirst (CH)	Lifeline

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

### **EPEG Minutes**

Both the minutes and a summary will be shared with the Community Champion Network. **Action: Network to decide what they would like to receive.**

### Apologies

Provided and noted.

### Integrated Clinical & Quality Strategy - Liverpool Community Health

Sarah Marshall, Quality Improvement Manager attended the network meeting to provide an overview of the strategy including:

- Why they need to refresh the strategy
- Feedback received from clinical and front line staff to date
- Current vision & draft vision
- Current strategic objectives
- What the strategy will define
- Focus areas
- What this means for patients, communities, staff & stakeholders
- What happens next
- Welcome feedback

A hand-out detailing the above was shared during the meeting. **Action: SM to forward presentation and draft strategy to share with network members.**

SM reported that they were dividing Liverpool into 3 chunks (areas). South Sefton being one of the areas. This was so they could concentrate on each area and for it to be more purposeful. LCH were now on the 4<sup>th</sup> version of the strategy and this was now open for discussions and feedback. SM stated that the population is now living longer and this needs to be planned for.

Feedback received so far on the strategic plan includes:

- Too long
- Full of jargon
- How to put it into practice?
- Current vision - staff stated they didn't understand so how would patients understand?

Feedback from network members today included:

- Draft Strategic Objectives - need to be more defined, no acronyms to be used, use plain English.

SM talked about the work cloud and asked network members to think about a good organisation and what the top 3 priorities would be for a good organisation. Members were asked to write this down on a post-it. Some members felt they wanted more time to do this therefore will email Wendy with their ideas. **Action: NM's to email WA with any feedback for SM.**

Further questions and suggestions from the network today included:

- The division of localities (areas) will there be 3 lots of management?
- How will resources be allocated around localities? We have seen in the past top heavy services in Liverpool.
- What consultations will there be in Sefton?
- Are your strategies aligned to Sefton & Liverpool Health & Wellbeing Strategies? The answer to this was 'YES'.
- Our community health services are divided and residents are unsure as to who is delivering what. We have a split service in Sefton.
- You need to use your LCH membership to consult. I am a member and I am not aware.
- We have in the past held 'Community Chats' to support the CCG's in consulting with local people. This is something that we would be interested in doing to support LCH.
- How has this been shared with the CCG Lay Member (RD stated this had come through both EPEG meetings and LCH had shared it at the Health & Social Care forum)

**SM responded:** Every service will have a mini-strategy. Strategies for Sefton will be adapted. It is early days with the support and resource but the resources will be focused on the clinical needs. SM stated she will ask the question around consultation in Sefton and get back to the network.

Some of the services lie with the CCG re: the comment over the dis-jointed services. From our point of view we need to collaborate more. The challenge needs to go back to the commissioner.

We do currently use our LCH membership, we use email, post, internet and face-to-face but we are aware that we need to improve in this area.

**Action: SM to find out about consultations across Sefton and feedback to the network.**

## Updates from Healthwatch Sefton

### **Ashworth Hospital**

WA informed the network that a meeting had taken place with Ashworth hospital to look at starting the work of gathering experiences from staff. It has agreed for the work to commence during October 2014. This will be an on-going piece of work. **Action: WA to keep the network up-to-date on progress.**

### **HMP Kennet**

The work within HMP Kennet has now been approved. Healthwatch Sefton are awaiting the partnership agreement to be signed. **Action: WA to keep the network up-to-date on progress.**

### **Podiatry**

Due to finish attending clinics end of September 2014. Main positives have been staff attitudes and treatment. Main areas for improvements identified as appointment booking system. Report to be drafted end of October. **Action: WA to keep the network informed.**

### **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. Draft posters shared with network. The work is looking to focus on Aintree Hospital Trust and Southport & Ormskirk Hospital Trust. WA has drawn up a work plan to be taken to the Steering Group for comments and approval. **Action: WA to keep the network informed.**

### **Healthwatch planning event**

DB asked network members if anyone would like to be involved in the planning of the Healthwatch Sefton yearly event. VB & BR volunteered to get involved.

## Locality Reps update and feedback from Healthwatch Steering Group

SSP Practices - LK informed the network that she was leading on a piece of work around SSP Practices within the Seaforth, Litherland and Netherton area. LK is currently writing up a project plan for this work and stated that the Enter & View team will be utilised once the plan has been approved. **Action: RD asked that DB brings this area of work to the EPEG group.**

Bootle Representative - DB stated this was discussed at the Steering Group and that there was no contact back from the Bootle Representative. The Steering Group looked at the last election and the person who came a close second (Fred Roberts) was offered the position.

Maghull Representative - DB reported that Karen Jones was the new Maghull Representative.

Local Surgeries - FR (Fred Roberts) informed the network that he had been in contact with his local surgery. AC stated that the CCG's are trying to develop patient forums and work is being

done on this but recruitment is an issue. It is important that we feed back to the network if we are trying to become a member so we can feed this directly to the CCG's. It was reported that the Village Surgery in Formby had a strong patient forum. KL stated that there needs to be transparency and a criteria in place for members of the forums so that there is no 'cherry picking' of patients. FR reported that people do want to get involved in Moore Street surgery and he will continue to ask the question.

KL offered FR the Brunswick Youth Club as a base to work from.

Public Transport - Poster shared with network. Network members asked for the Bootle locality to be added into this piece of work. **Action: To be taken to the Steering Group for approval.**

KL asked if the current experience forms mentioned travel. FR asked if Healthwatch Sefton could approach travel commissioners. It was agreed by the group that this work needs to move forward and evidence needs to be gathered.

Flu clinics - VB brought up the issue of flu clinics that were happening in the North of the Borough and not the South. VB asked if there was any plans to mirror this service in the South. KL stated the Brunswick Youth Club could be used as a venue. **Action: AC to take this back to the CCG.**

### Healthy Setting Network update

KL reported:

The last meeting was held in Southport. Presentations included breast feeding, mental health & Kings Park. VB raised the issue around podiatry at the meeting. It was raised that access to benefits advice was an issue in the North. It was especially difficult for families living in the Ainsdale & Birkdale areas.

### Issues to be taken forward to Healthwatch Steering Group

- Flu clinics - It was raised at the meeting that flu clinics were held across Formby & Southport each year and it was reported that they were well run within the communities. The question was asked if this could be extended out to the South & Central areas? Angela Curran, Locality Development Support for NHS South Sefton Clinical Commissioning Group will also feed this back to the CCG's.
- Public Transport experiences - The poster for this project was shared with the network. Network members stated they had previously mentioned problems for Bootle residents in particular travelling to the Litherland Town Walk-in and have asked for Bootle to be included in this piece of work. Healthwatch Steering Group to agree.
- Representation at meetings - It was asked if the Healthwatch Steering Group could reconsider who can represent Healthwatch at meetings. At present only Healthwatch Steering Group members can be a representative and it was felt this should not be restricted.

- Healthwatch meetings - Healthwatch Steering Group and staff to consider members who have hearing difficulties when booking venues for meetings. Can Healthwatch Sefton consider purchasing a portable loop system to take with them to meetings? In addition when booking venues to consider travel arrangements that members have to make i.e. bus and train routes.
- Walk-In Services - Are patients & the public aware they can access any walk-in service. Can Healthwatch Sefton promote this to its members to make it more commonly known?
- LCH presentation on 5 year clinical strategy - To be discussed at Steering Group meeting.

### CCG Locality Lead update

AC reported:

Friends & Family Test - This is about to go into Primary Care but is in its infancy at the moment.

The Darzi Walk-In - **Previous Action:** TH to speak to NHS England re: the patient consultation process on this service and provide feedback to the network. AC reported today that discussions were in progress around engagement.

111 National Number for none emergencies. AC reported this was going to procurement. An event was being held today. DB stated that when she asked she was informed this event was for Healthwatch Reps only and not members of the public. **Action:** TH to report outcomes to Healthwatch Sefton.

Stoma project - AC reported this had so far been carried out in Bootle and there had been positive feedback received.

Respiratory - AC stated that there would be an information bus out in Bootle towards the end of October 2014. **Action:** AC to ask Jenny Kristiansen to forward the details to Healthwatch Sefton.

Urgent Care - Virtual Ward project. This project started in Bootle during June and has been rolled out to Crosby. It is in the process of being rolled out further and so far positive feedback has been received. VB asked if the network could have some patient experiences shared on how this is working. **Action:** AC to take this action forward.

### Any Other Business

- Stay Warm Event - being held at the Bootle Cricket Club on 6<sup>th</sup> October. Contact VB for further information.
- Walk-In Centres - BR asked network members if they were aware that people could use any walk-in centre and not just the one in their locality? **Action:** to be taken to the Healthwatch Steering Group.
- CCG funding - DB informed the network that CCG funding for the post of the Healthwatch Engagement Officer (North Sefton) had come to an end. DB stated that Healthwatch are

now looking at impact and will be recording events / activities that they are no longer able to be involved in.

- LK raised the issue around Healthwatch representation. LK felt that representation should be wider than Healthwatch Steering Group members. **Action: To be taken to the Steering Group for approval.**

### **Requests for speakers**

No requests received at this meeting.

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

**Tuesday 28<sup>th</sup> October 2014 at 10.30am (10.00am tea/coffee)**

**Venue: The Bowersdale Resource Centre, Seaforth.**