



Healthwatch Stockport Work Programme Monthly Report June 2014

1st June - 30th June 2014



The Following Report is a summary of the issues raised and/or work undertaken by Healthwatch Stockport and its members with regard health and social care in Stockport.

Healthwatch Stockport Operational Team - Issues which have been highlighted by Healthwatch Stockport Representatives.

Section 1: Operational Team

Members: John Leach, David Kirk, Tony Stokes, Mary Foden, Maria Greenwood, Anand Dutta, Jon Burke, Roy Oliver, June Westley, Support: Gavin Owen

30th June 2014

The next meeting of the Operational team will be held on 9th July 2014.

1.1 Stockport Health & Wellbeing Board

Healthwatch Lead: John Leach

Wednesday, 10th June

No report received.

1.2 Stockport Clinical Commissioning Group

Healthwatch Lead: Tony Stokes

11th June 2014

1) Stepping Hill - Complaints Procedures.

The way in which the Stepping Hill management treat feedback from patients was discussed. Stepping Hill management do not seem to learn from patient feedback. We have written (alongside NHS Complaints Advocacy Service) to the Chief Executive of Stockport NHS Foundation Trust giving instances of how the way in which they deal with complaints is unacceptable. We will be having meetings with the Stepping Hill management to resolve these issues. The officers of the CCG will also be having meetings with the management of Stepping Hill. There was agreement that our efforts with the Stepping Hill management and the efforts of the CCG officers would be complementary.

2) Transient Ischaemic Attack (TIA) or 'mini stroke'

Stockport is not meeting national standards managing TIA. The two main reasons are;

- Some GPs do not refer patients sufficiently quickly to a stroke clinic.
- There is not a stroke clinic at weekends at Stepping Hill.

Efforts are being made to improve this by training GPs to refer patients. Stepping Hill is trying to provide a weekend clinic or patients will be referred to another hospital at weekends.



3) Obesity

GPs are being encouraged to set up self help patient groups to help patients lose weight. The assistance of patients that have already been successful in losing weight will be harnessed.

4) GP Contracts.

The CCG is expected to improve the primary care service. The CCG does however not have any influence on the GP contracts because these are held by NHS England. There is a possibility for the future that the GP contracts could be held by the CCG or in some way shared by NHS England and the CCG. Stockport CCG are in discussions with NHS England to achieve this. The obvious benefit for patients is that the CCG would be better able to improve standards of primary care.

5) Pennine Care.

The CCG board has recognised that it has not taken sufficient time to scrutinise the activity of Pennine Care in Stockport. The interaction of Pennine Care with other providers is seen as a particular issue. The CCG are addressing this issue and CCG officers will be taking more time to ensure that Pennine Care are providing the service expected.

Tony Stokes

Date of next meeting: 9th July 2014

1.3 Stockport NHS Foundation Trust

Healthwatch Lead: David Kirk

Thursday 26th June 2014

I attended the Stockport NHS Foundation Trust Board meeting along with Sheelagh Peel on Thursday 26th June. Rather than reproduce the content of the meeting the following links detail the information that colleagues may find helpful.

Board papers can be found at;

http://www.stockport.nhs.uk/webdocs/BoardMeetings/Public_BoD_document_pack_26.06.14.pdf

And the Chief Executives Monthly Update July 2014 can be found at;

<http://www.stockport.nhs.uk/webdocs/NewsDocs/CEO%20monthly%20update%20July%202014.pdf>

Matters of note;

1. NHS England has stipulated the ‘Liverpool Care Pathway’ to be no longer used at all from 14.7.14. SFT will cease any use after 1st July 2014. Whilst a final statement is due to be published any time an interim statement on NHS England’s Leadership Alliance for the Care of Dying People can be found at; <http://www.england.nhs.uk/wp-content/uploads/2014/03/lacdp-int-state-20mar14.pdf>

2. Clinical Hotspots remain;

- a) Pressure Ulcers
- b) A & E 4hours
- c) Cancer Targets



d) Cancelled operations

3. Partnership and Efficiency hotspots are;

a) Cost reduction programme

b) Mandatory Training

c) Appraisals

d) 4. The Trust has published its draft 5 year plan Strategic plan.

The five year plan incorporates work undertaken as a Trust and in partnership. This includes the Southern Sector Partnership (partnership with East Cheshire, Tameside and South Manchester trusts), and the work around the southern sector 'Challenged Health Economy'. The five year strategic plan will also feed into the Healthier Together review of NHS services in Greater Manchester. It will be shared with staff, partners and the public.

The draft report can be found in the board papers (agenda item 6.1).

5. The Board has approved a £17.25m business case to develop D Block. (Construction period 2014/15 to 2015/16)

The project provides 146 beds, 12 trolley spaces and two laminar flow operating theatres with associate recovery areas. These facilities will replace wards and other areas of the hospital that are no longer fit for purpose in a modern hospital.

Mike Lappin and Sheelagh Peel have been involved in helping with the design phase.

Whilst this investment has a significant financial risk the Board decided that to do nothing was not an option.

Full details are included in the Board papers (agenda item 6.2).

6. NHS Choices (website) is now publishing hospital data on;

Safe staffing; Infection and cleanliness; Patient safety reporting; Patients assessed for blood clots; Responding to patient safety notices; Staff recommendation (staff friends & family test); CQC ratings

The Chief Executive has commented that the results are good but there is room for improvement.

7. TO NOTE: Board meetings have now been changed to start at 1.15pm (details can be found on the Trust website) <http://www.stockport.nhs.uk/board-meetings>. It is hoped that this new time will enable more members of the public to attend.

The next Council of Governors (public) meeting is to be held at 8pm on Tuesday 8th July. Details can be found at <http://www.stockport.nhs.uk/governors-meetings>. These meetings, held in public, give members the opportunity to observe their representatives at work.

Contact David Kirk for any further information.

11th June 2014

Patient Representative Group Division of Medicine



1. Two topics were discussed :-

- a) The condition of the Blue Corridors- more repair work is in the pipeline.
- b) Problems in the Chest Clinic and the necessity to arrive very early (75mins) to get X Rays done prior to seeing the consultant.

2. We had a long explanation on the dev. of the much needed new kitchen, much needed to produce 800,000 meals a year. We also heard of the new trolleys and dishes to keep food hot/cold in transit.

3. Nurse staffing. A new dementia specialist nurse now in post for 12 months. 18 Spanish nurses to start on 8th Sept, a second visit to Spain is planned for further recruitment and hopefully all will have had their induction prior to winter pressures .

4. I reported on some of the achievements of Healthwatch prior to the AGM.

Date of next meeting: 30th July

Sheelagh Peel

1.4 Stockport Council - Adult Social Care

Healthwatch Lead: June Westley

16th June 2014

Learning Disability Joint Strategic Management Board

Agenda Items included:

- Housing strategy. Plans for development of specialist housing were outlined and discussed: 35 units (Hayes Court 25 and Grafton Street 10)
- An independent provider is also developing accommodation with care.
- In response to a HWS query about appropriate medical and dental care for people at Heys Court, the CCG reported that there is a specialist dental service for the whole borough and attention will be given to obtaining suitably knowledgeable and skilled GP services.
- Winterbourne View. Progress and issues were discussed. Service users and carers are being consulted and advocacy is available.
- Development of new integrated planning and service structures for 0-25 year olds were outlined. There are 10 work streams, including learning disability. The board will meet monthly.
- Education, Health and Care plans are to replace “statements” - Cath Millington is the lead.
- The SAF (Self Assessment Framework) for LD now covers health and social services. Leads for completing were agreed.
- Proposed autism strategy. Views were sought on the need for services for people not meeting FACS criteria and possible ways to fund such services.
- Further consultation will be at a carer’s event on 24.07.14.
- HWS concerns were outlined and responses given. SMBC have offered to meet with HWS members



to discuss further and I am awaiting feedback on our preferred way forward.

For further information, contact June Westley

1.5 Children, Families & Young people

Healthwatch Lead: Maria Greenwood

30th June 2014

No report received.

1.6 Pennine Care

Healthwatch Lead: Mary Foden

30th June 2014

Minutes will be available at the Core Group 10th July 2014.

1.7 Public Health

Healthwatch Lead: Roy Oliver

19th June 2014

Public Health NICE Process Pathways

The purpose of these meetings is to put in place an agreed procedure to deal with NICE Guidance at Stockport council but also having regard for the fact that the FT, CCG and Pennine Care could be involved in the pathways.

Andy Dunleavy provided a number of NICE process examples across the Health and Social Care system following NICE Guidance and Quality Standard.

Dr Watkins meeting with Steve Skelton to discuss executive leadership within “corporate body” will be arranged for August.

Who takes responsibility for the progression of NICE Guidance will be someone from the Health&Wellbeing Board and will be discussed in August.

Mike raised the question of knowing “what is being done” following publication of guidance ie CG158 (antisocial behaviour and conduct disorders in children and young people) which does not appear to have a national department to deal with it.

It was decided that a planning meeting consulting a wider stakeholder group on the corporate body and support structures will follow the executive discussions in August.

Mike Lappin



JSNA Project Leads Meeting

19th June 2014

1. A brief discussion on the comments from the Health and Wellbeing board one being that they welcomed the role of Healthwatch in the JSNA and pointed to the strength of process.
2. Eleanor then spoke about the collection of data and because of the council holding a review of My Stockport web site we would have to collect the data using other organisations own format. There will be a data workshop in early September.
3. Roy updated the meeting on the different ways Healthwatch are obtaining the public views on the patient experience.

Roy Oliver

Date of next meeting: 10th July 2014

1.8 Equality and Diversity

Healthwatch Lead: Jon Burke

17th June 2014

Meeting with Stockport NHS Foundation Trust Equality & Diversity Lead

Gavin and Kirsty met with Sue Clark, the Lead on Equality & Diversity for Stockport NHS Foundation Trust to discuss their upcoming Equality Delivery System 2 (EDS2) grading. EDS2 is a toolkit that can help NHS organisations improve the services they provide for their local communities and provide better working environments, free of discrimination, for those who work in the NHS, while meeting the requirements of the Equality Act 2010. The EDS2 was developed by the NHS, for the NHS, taking inspiration from existing work and good practice.

We were previously heavily involved in this work as LINK, co-hosting an event with the CCG and Trust, holding a briefing session and commenting on the grading - leading to several changes in the grades the providers received.

As we are already working on the Joint Strategic Needs Assessment (JSNA) this year, much of the work carried out by the JSNA will feed into the EDS2. It was decided to look into developing a survey about the services provided at the Trust with the possibility of a small event to ensure that anybody who wants to comment on the work can do.

Kirsty Bagnall



An update on Healthwatch Development and on-going Subgroups

Section 2: Development Team

Support: Kirsty Bagnall

30th June 2014

No meeting held.

2.1 Healthwatch Stockport Reading Sub-group

Healthwatch Lead: David Atkinson

30th June 2014

One request sent from Healthwatch Stockport for members to comment on *Ask 4 Questions* from *Stockport NHS Foundation Trust*.

Kirsty Bagnall

2.2 Healthwatch Stockport Training Sub-group

Healthwatch Lead: Sue Carroll

19th June 2014

'Meeting The Public: Community Champions' training programme

With regards to the course it went well. With some four attendees. They all give good feedback on the set modules we asked them to undertake. The main result we want from all who have attend both this and prior courses is to organise some presentations themselves. Sue and I have offered support on any initial presentations they organise themselves through the office.

Community Champions undertake presentations about Healthwatch Stockport to external groups with a view to securing their membership.

Kirsty Bagnall

2.3 Healthwatch Stockport Publicity and Communications Sub-group

Healthwatch Lead: David Atkinson (filling in for Joyce Drummond)

1st June - 30th June

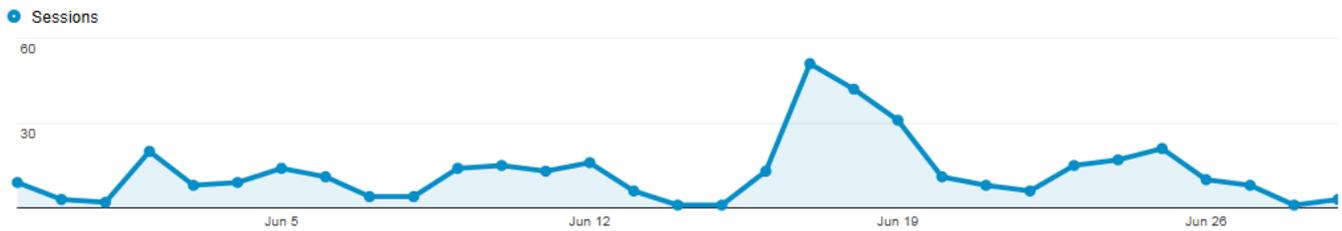
Twitter: 1,225 overall tweets, 26 new followers, 7 new mentions, 28 new retweets. Following our piece on the front page of the Stockport Express about the Patient Transport Service, we took to twitter to spread the word. During this time, we had a lot of contact with other local Healthwatch and Healthwatch England and a local MP, who had provided a comment to the newspaper.

Facebook: 540 Total Page Likes, 4 posts and monthly total post reach of 215. The most viewed post



on the page was a photograph of the cake from the AGM, with news about the event.

Website:



- Overall, the website received 387 visits, 298 of these were unique visitors with 63% of visitors were visiting the website for the first time.
- The spike in the chart above coincides with the work we carried out on the Patient Transport Survey.
- There were 1,000 page views with people visiting 2.58 pages per visit. The average time spent on the website was 2m 25s.
- The majority of people visiting the site arrived organically via a search engine. Searched to reach the website included 'healthwatch stockport', 'healthier together stockport', 'evaluation of integrated health and social care in stockport' and people's names such as Gina Evans and Kirsty.
- Of the traffic that came from social media (10% of traffic), there was a fairly even split between twitter and facebook.

Press Articles:

- Piece on BBC Radio Manchester 14th June about our work with Greater Manchester Healthwatch on patient transport.
- Piece on Pure Radio about our work with Greater Manchester Healthwatch on patient transport.
- *Delay Misery for vulnerable and elderly patient*, front page news in the Stockport Express, 18th June about our work with Greater Manchester Healthwatch on patient transport.
- *Half of bus firm's ambulance patients miss appointments*, Manchester Evening News, June 11th 2014 about our work with Greater Manchester Healthwatch on patient transport.
- *Resident Views wanted on complaints systems* article in Mencap's Challenge Newsletter
- Mention in *Retired GP Dr Nagendra Sarmah features in a book about the contribution of the Asian community to the NHS*, GP Online.com on 23rd May.

Kirsty Bagnall

21st June 2014

Marple Carnival

The aim of attending Marple Carnival was to collect feedback to feed into the JSNA via the postcard competition. The event was incredibly busy, but many people wanted to visit the rides, donkeys and tombola stalls and did walk past us. However, we did give out around 50 postcards, receiving 20 back on the day. We also handed out leaflets and newsletters to those who showed an interested in the work.

The event also gave us an opportunity to speak to ROC (Redeeming out Communities), who are working on the People Powered Health project in Marple. The project was designed to support



people living with long term health conditions. It sees health and recovery as often dependent on social interaction, the network of people that we have around us and the opportunities that we have to get out and about, learn new skills and enjoy ourselves and looks to foster community networks to support this.

Kirsty Bagnall

24th June 2014

Stockport Signpost for Carers' Carers Day

The show commenced slowly, with many people stating it was busier last year. But still Eve, Roy and myself managed to speak to some fifty plus people to take about Healthwatch and its purpose. Of the people we spoke to many took our membership form some thirty plus took our JSNA postcard and some ten signed up to be members there and then.

It would appear the show was not well advertised which may have lead to the poor turnout?

Gerry Wright

2.4 Healthwatch Stockport Enter & View Functions

Healthwatch Lead: Gerry Wright

30th June 2014

No report received.

2.5 Patient Experience and Feedback/Evidence Gathering

Healthwatch Lead: Tony Stokes

30th June 2014

No report received.

Section 3: An update on Healthwatch Representatives on other committees

3.1 Equality & Diversity Board - Pennine Care

Healthwatch Representative: Tony Stokes

30th June 2014

No report received.



3.2 Stockport Area Medicines Panel

Healthwatch Representative: Mike Lappin

10th June 2013

Current Performance

Item Growth - slightly below England average. Prescribing frequency - above England average. Prescribing lists slightly above England average.

Activity Progress

Medicines alert : DOMPERIDONE should not be used by people who have serious underlying heart condition.

A question was asked whether there had been any progress regarding sending discharge summaries to GP's. There will be a meeting at the FT next week.

Mike asked when payment by results would be introduced for commissioning Mental Health Services. The answer was that it is unclear when Payment By Results will be implemented.

Mike raised the question of when vitamin D was prescribed and asked if there was an increase in Rickets in Stockport. The local position will be checked.

Secondary Care FT

Jean Cheetham has made changes to discharge planning. A community pharmacist would liaise with any new patient that requires a DOXETTE box. The trust prepares doxette boxes for two weeks and gives the patient a leaflet to give to the pharmacist. There was concern for vulnerable patients who may not have anyone to liaise with the pharmacist. Some pharmacists prepare and deliver 7 day boxes weekly and others 4 weeks. It was decided that the contract would be discussed with Mark Chidgey and Jean Cheetham

Mike Lappin

Date of next meeting: 8th July 2014

3.3 Stockport Cancer Programme Board

Healthwatch Representative: Anand Dutta

30th June 2014

No report received.

3.4 Stockport Care Home Forum

Healthwatch Representative: Gerry Wright

30th June 2014

No report received.



3.5 Stockport Care Record

Healthwatch Representative: Joyce Drummond

30th June 2014

No report received.

3.6 Stockport Children's Trust Board

Healthwatch Representative: to be arranged

30th June 2014

No report received.

3.7 Stockport Clinical Policy Committee

Healthwatch Representative: Mike Lappin

30th June 2014

No report received.

3.8 Stockport Dementia Champion Committee

Healthwatch Representative: Tony Johnson

5th June 2014

1. Dementia training is to become mandatory for all NHS staff by 31st March 2015. The Stockport NHS Foundation Trust Quality report says that 40% of 'relevant' staff have received some dementia awareness training. Christies quote 90+% of all staff.
2. Some GP practices still have low numbers categorised as having dementia. Further training will take place on 24th June with some GP practices closing to enable this to happen.
3. Dementia Friends Campaign - All interested should sign up to become Dementia Friends.
4. Dementia Friendly Marple - 25 per alternate week meet and want to meet weekly. Shop staff are fully engaged.

Date of Next Meeting: 2nd September 2014

3.9 Disability Stockport Forum

Healthwatch Representative: Tony Johnson

11th June 2014

1. Laura Mc Donald - Family Link Stockport Advice worker spoke on support given to her clients on Fuel policy/supplier switching and Debt management.



2. Aids & Adaptations - Tony Johnson commended the work of the charity Physionet which sends Aids and Adaptations which cannot be returned to the NHS to third world countries. To make a Stockport scheme work we would need a storage facility, a telephone enquiry facility and possibly a home collection service. Fiona Douglas of Disability Stockport said that they did not have the storage capacity though could assist with telephone enquiries. A storage facility was a prerequisite. Tony would enquire at the Furniture Station.

3. A new Chair for Patient's Voice is sought.

4. Diversity Day - Mersey Square 10.30 - 3.30.

Date of Next Meeting: 10th September 2014

3.10 Stockport EPAC (End of Life Portal for Anticipatory Care) [previously Stockport Electronic Palliative Care Co-ordination System Project Board]

Healthwatch Representative: David Moore

30th June 2014

No report received.

3.11 Stockport Electronic Prescribing Board

Healthwatch Representative: Joyce Drummond (Mike Lappin deputy)

30th June 2014

No report received.

3.12 Stockport End of Life Care Programme Board

Healthwatch Representative: Gerry Wright

30th June 2014

No report received.

3.13 Stockport (Community) Falls Prevention Group

Healthwatch Representative: Sheelagh Peel

Jo. Macey, who ran this group has left Age UK Stockport but I understand that a new member of their staff (Jo Grosgrass) will be taking over to continue the work.

Possible date of next meeting 8th July.

3.14 Stockport Health & Wellbeing Scrutiny Committee

Healthwatch Representative: John Leach



30th June 2014

No report received.

3.15 Stockport Local Pharmacy Committee

Healthwatch Representative: Joyce Drummond

30th June 2014

No report received.

3.16 Stockport Maternity Programme Board

Healthwatch Representative: Loretta Alao

30th June 2014

No report received.

3.17 Stockport NHS 111 and Out of Hours

Healthwatch Representative: Tony Stokes

30th June 2014

No report received.

3.18 Stockport Older People's Committee Meeting

Healthwatch Representative: Joyce Drummond (Sheelagh Peel filling in)

3rd June 2014

I was unable to attend this meeting.

Information from the notes:-

It was a strategy meeting to review the Forum and its future. Its primary and secondary terms of reference were discussed and the key issues for the next year established. The forum continues to need support and facilitation.

Date of next meeting: 1st July

3.19 Stockport Pharmacy Application Requests

Healthwatch Representative: Mike Lappin

[Healthwatch Stockport Response to Mr Khalid Mahmood Ahmed's Application for Inclusions in the Pharmaceutical Test at 46 Grasmere Road in respect of distant selling pharmacy](#)

8th June 2014



The following response was submitted:

- a) 46 Grasmere is a detached house with a single story extension, there is nothing to prevent patients knocking on the door and asking for services.
- b) We hope that planning permission has been given by the council.
- c) We request assurance that only reputable suppliers will be used.
- d) The security of patients' information must be guaranteed.
- e) If fitness information required by paragraphs and 3 or 4 scheduled of the NHS (pharmaceutical and pharmaceutical services) regulations 213 is not received then the application must not go any further.
- f) When the operation has settled in our Enter & View team may visit the premises.

Mike Lappin

3.20 Medicines Management Committee - NHS Foundation Trust

Healthwatch Representative: Anand Dutta

30th June 2014

No report received.

3.21 Stockport Quality & Provider Management Board - [Sub-group of the NHS CCG]

Healthwatch Representative: Tony Stokes

18th June 2014

I was not able to attend this meeting. The next meeting will be on 16th July.

Tony Stokes

Date of next meeting: 16th July.

3.22 Stockport Safeguarding Adults Board

Healthwatch Representative: June Westley

12th June 2014

Agenda items included:

- 2014-2015 Business Plan and priorities. It was agreed that an item on changes arising from the Care Act and an item about seeking to maintain resourcing for the training strategy should be added to the existing proposed 12 items.
- Reports were received on a major incident at Stepping Hill Hospital and the CQC inspection report. Papers to be passed on to the Foundation Trust Lead.
- The agreement reached with Pennine Foundation Trust about safeguarding referrals and the



provision of Best Interest Assessors. Paper to be passed to the Mental Health lead.

- Reports were received about the CCG's compliance with the Francis report.
- Paper available from Andrea Walton.
- Report on the resource implications of the Supreme Court judgement about DOLS (Deprivation of Liberty Safeguards)
- Winterbourne View action plan.
- Recommendations on serious case reviews/learning reviews.
- Proposals for a quality assurance and performance management sub group to the Stockport Safeguarding Adults Board.
- Independent Chair contract.

For further information, contact June Westley

3.23 Stockport CCG Urgent Care Working Group (Formerly Stockport Unscheduled Care Programme Board)

Healthwatch Representative: David Kirk

Wednesday 25th June 2014

Stakeholder Update Meeting

This update was similar to that given to Healthwatch Stockport. The strategy was outlined and feedback was sought from those present. Notes of the meeting and presentations will be available shortly and I will bring to the Core Group.

3.24 Greater Manchester Chair and Chief Officer Meeting

Healthwatch Representative: John Leach and Gavin Owen

6th June 2014

John Leach and Gavin Owen unable to attend this meeting. However, main discussion point was the Greater Manchester Patient Transport service survey, which the network had carried out.

The research found that time keeping is a major problem with the service, with half of patients saying that they did not get to their appointment on time and in Oldham and Stockport over 65% of patients said the service got them to their appointment late. In the Tameside area, which reported the lowest level of late arrivals, 37% were still late for their appointment. Many reported that this late arrival led to missing appointments or having their medical care adversely affected.

Large numbers of patients also said that they waited in excess of 90 minutes before they were taken home following their appointment. For patients, when combined with a delay in getting to their appointment this can make a short medical appointment turn into a very long day away from home.

Two thirds of patients said they were more than 30 minutes late for their appointments and we heard of several instances where patients were so late that their important medical appointment didn't go



ahead or their treatment had to be cut short.

Although many people told us that they had experienced difficulties with this service, it is important for us to recognise that the vast majority also said that the front line staff they dealt with were very good.

In addition to issues with timeliness, over half of patients said they didn't know where to get information about the Patient Transport Service, meaning that many vulnerable people who are eligible for the service are unlikely to know about it.

The research also found communication to be a common problem with patients reporting poor communication in terms of booking, journey planning, having the right accessible vehicle available and not knowing how to complain.

The network will be meeting with Arriva and the commissioners to discuss the results.

3.25 Stockport CCG Locality Meetings

Healthwatch Representative: Gerry Wright

28th May 2014

Clinical Commissioning Group Locality Council Committees AGM

The meeting was opened by Ranjit and covered the commissions commitment Stockport NHS Foundation Trust outlining that there was a better working relationship between the two parties

Julia Newton from Stockport Council updated the situation on the integrated hub how it is to be extended to the rest of Stockport in September 2014

Vivienne Farrell updated information on the uptake on flu campaign. Stockport had seen a very high uptake on the service and that it could be impacted on the changes brought about by NHS England for the 2014/5 flu season.

Jane Jefferson from Stockport Council provided an update on Public Health stating an emphasis on encouraging local people to self care i.e. use of pharmacy and accident prevention.

3.26 Health & Social Care Informatics (HSCI) Group

Healthwatch Representative: David Moore

30th June 2014

No report received.

3.27 Stockport Safeguarding Vulnerable Children

Healthwatch Representative: Helen McDonald

30th June 2014

No report received.



3.28 Care Quality Commission (CQC) Relationship

Healthwatch Representative: Ron Catlow

11th June 2014

CQC Local Healthwatch Advisory Conference

Main points raised:

- Review of complaints data used in Health and Social Care and whistleblowing.
- New approach to Enforcement covering Requirements and Civil and Criminal Powers from 1st October 2014. Regs. will be reduced from 16 to 11. We asked for a copy of the new Inspection Document, but it was not available. Overall it was felt the CQC got more information from Healthwatch than we did from them.

Recommendation: As the CQC want to work more closely with HW both locally and nationally by sharing information, we should hold our local CQC representatives to these aspirations and push for copy of new documentation.

More detailed information available from Eve Brown and Ron Catlow.

Eve Brown

Date of next meeting: No date set for next meeting.

Section 4: Reports from Healthwatch Stockport Task & Finish Groups.

4.1 Complaints Task & Finish group

Healthwatch Lead: Gerry Wright/Tony Stokes

27th June 2014

Healthwatch Stockport have written to the chair of Stepping Hill Foundation Trust giving instances of how the way in which they deal with complaints is not fit for purpose. Namely:

- Response to complaints (longer than 25 days, response quality)
- Actions after a complaint
- Patients are too afraid to make a complaint

We have not yet receive a response to this letter and will be discussed at the next HWS Stockport NHS Foundation Trust group meeting with the Trust.

Kirsty Bagnall

4.2 Diabetes & Podiatry Task & Finish Group

Healthwatch Lead: David Moore



30th June 2014

No report received.

4.3 Discharge from Hospital back to nursing/residential homes

Healthwatch Lead: John Leach

30th June 2014

No report received.

4.4 District Nurse Service User Group

Healthwatch Lead: Tony Stokes/Carol Stokes

30th June 2014

No report received.

4.5 Healthier Together

Healthwatch Lead: Mike Lappin

30th June 2014

Stockport NHS Foundation Trust will be coming along to Healthwatch Stockport on Wednesday 23rd July, 1.30pm-3.30pm to discuss Healthier Together. The session will be held at Graylaw House in the Training Room.

Kirsty Bagnall

4.6 It's in the Drawer

Healthwatch Lead: Clem Beaumont

27th June 2014

The *It's in the Drawer* Team will be meeting with providers and commissioners to discuss the recommendations in the report on 17th July 2014.

Kirsty Bagnall

4.7 Redevelopment of A&E

Healthwatch Representative: Mike Lappin

30th June 2014

No report received.



4.8 Discharge from Hospital

Healthwatch Lead: Peggy Hall

25th June 2014

As our first meeting is not until 3rd July I am unable to make a full report in writing, but hope to make a verbal report at the Core at that meeting. In the meantime I am gathering information.

Peggy Hall

Date of next meeting: 3rd July 2014

If you are a representative on any of the above boards/committees please ensure you submit your reports back to the Healthwatch Office to be included in the Core monthly reports. If there is nothing to report please let us know so we do not report 'no report received'.

30th June 2014
[Ends]