



Healthwatch Stockport Work Programme Monthly Report August 2014

1st August - 31st August 2014

Healthwatch Stockport is a Company Limited by Guarantee
Registered Company Number: 8442532



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

29th August 2014

One Year On Review meetings currently being held to look at role of Operational Team amongst other things.

1.1 Stockport Health & Wellbeing Board

Healthwatch Lead: Tony Stokes

21st August 2014

No meeting held.

1.2 Stockport Clinical Commissioning Group

Healthwatch Lead: Tony Stokes

21st August 2014

No meeting held.

1.3 Stockport NHS Foundation Trust

Healthwatch Lead: David Kirk

27th August 2014

There has been no meeting of the Board of Directors in public during August.

The most significant development however has been That Monitor (the sector regulator for health services) has taken further regulatory action against Stockport NHS Foundation Trust. Stockport NHS Foundation Trust (the Trust) is licensed by Monitor and registered with the CQC to provide health care services. The provider licence contains important conditions that help Monitor to ensure the license holder works for the benefit of patients by, for example, overseeing the way the Trust is governed. The regulatory action is in the form of;

- Imposing a set of discretionary requirements in respect of achieving the 4 hour A & E waiting target and governance arrangements in a Final Notice: Discretionary Requirements 4th August



2014. Full details can be found at <https://www.gov.uk/government/groups/stockport-nhs-foundation-trust>

- Imposing an additional licence condition.

In the context of the additional licence condition the following are quotes from the letter sent by Monitor to the Trust (dated 4th August); ‘Notice of imposition of additional licence condition’. Details can also be found at; <https://www.gov.uk/government/groups/stockport-nhs-foundation-trust>

- a) “The Licensee breached the A & E 4 hour waiting time target (the A&E target) in every quarter in 2012/13 and 2013/14”.
- b) “The findings of an independent review of the Licensee’s governance arrangements by Deloitte dated 12th May 2014 indicate concerns centred around four main themes: the need to respond effectively and on a timely basis to identified risks; the need to develop a clear strategy and communicate this effectively to stakeholders; the need to clarify roles, responsibilities and accountabilities including at Board level; and the need to develop an appropriate Committee structure. In addition, a number of the concerns mirror concerns raised in a KPMG review of Board effectiveness and risk management dated 31 January 2013”.
- c) “The Licensee’s failure to address the A & E target failures on a timely and sustainable basis, along with the associated governance failings were a key part of the reason for Monitor taking formal regulatory action in relation to the Licensee in January 2013 and the Licensee has still not yet fully addressed these issues”.
- d) “The Licensee has not fully delivered the undertakings that Monitor accepted from the Licensee on 24 April 2013”.
- e) “In the light of these matters and other available evidence, Monitor is satisfied the board is failing to secure compliance with the Licensee’s licence conditions and failing properly to take steps to reduce the risk of non-compliance”.
- f) Monitor considers that the imposition of the condition specified above is appropriate for reducing the non-compliance identified above”.

The Trust now finds itself in a very serious situation. Should the regulator not be satisfied that the Trust makes progress in addressing these issues, further formal regulatory action is possible and this could include putting the Trust into special measures or even revoking its licence, although this has never been done before.

Healthwatch Stockport has or is about to ask for a copy of the Deloitte report under the Freedom of Information Act.

In a press release Ann Barnes the Trusts CEO said, “We take Monitor’s concerns seriously and are working extremely hard to achieve the A&E four hour waiting target. We also welcome the assistance which they are providing to meet the target. We recognise that there have been real issues with our performance against this target, although the vast majority of patients continue to receive treatment well within this standard.”

David Kirk



26th August 2014

Patient Representative Group, Medicine Business Group (NOTE, slight name change)

1. This was a very useful meeting with Sarah Shingler, associate director of the Medicine Business Group. She has been in post more than 6mths and there have been changes within the group which is now divided into 3 directorates.

- Rehabilitation & Enablement
- General and Speciality
- Emergency & Acute Medicine

Although this was her 1st meeting with our group, she wishes to fully support it. In fact work has already been started on a long standing complaint from the group regarding the usage of Rheumatology beds and our more recent complaint about waiting times in the Chest Clinic.

We also asked for more clarification of our role and she will look into our terms of reference.

2. The Short Stay Older Peoples Unit has been evaluated and is to continue. The evaluation paper to be presented to the group.

3. Ward Leaders (band 7 nurse) will have more supervisory roles on the ward, bringing management closer to the hands on staff. They will be easily recognised by their new red uniforms.

Date of next meeting: 10th September 2014

1.4 Stockport Council - Adult Social Care

Healthwatch Lead: June Westley

16th July 2014

People Powered Health/Targeted Prevention Steering Group

Nick Dixon opened the meeting indicating that the purpose of the steering group was to monitor the two working groups and to report progress to NESTA who are providing the finance.

The first group has Developmental of Community Capacity responsibilities ie measuring and developing voluntary groups.

“Forever Manchester” cash for craft was mentioned for small groups with proven needs. The second group is called “Prevention Pathway workstream” and is dealing with the Werneth & Marple pilot. One big piece of work will be discharge from hospital and how patients are looked after when discharged.

It was also mentioned that Stockport CCG do not want to carry on the lease of Graylaw House so the occupants may have to look for alternative premises. *[Please note that the Healthwatch Stockport Directors are working with Stockport Council on this issue and there are currently no plans to move from the building.]*

Mike Lappin



1.5 Children, Families & Young People

Healthwatch Lead: Maria Greenwood

13th August 2014

On 13th August, we attended an LGBT Youth Group to discuss a series of topics, including the JSNA (see below) and to gain feedback on the Children & Young People's Action Plan for Healthwatch Stockport.

One big issue that came out from the session was the attitude of staff, particularly GPs, towards young people compared to their attitude towards older people. Many of those in attendance reported that they felt that their GP did not take them seriously with one person reporting that they only felt they were listened to when they took their parent with them to their appointment. This feedback will be reflected in the Children & Young People's Action Plan.

Kirsty Bagnall

1.6 Pennine Care

Healthwatch Lead: Mary Foden

13th August 2014

The Subgroup met on the 13th August. Minutes of the meeting are available.

Agenda Items discussed were:

- Questions for the Questions and Answer Sessions with Stockport Council Commissioner, Stockport Clinical Commissioning Group (CCG) Commissioner and Pennine Care Managers on 11th September
- Evidence of people being wrongly discharged from Community Mental Health Teams
- Pennine Care transformation of services - including lack of consultation and the poor notification from Task Groups for Service Users and Carers to attend
- Healthwatch collecting, inputting and analysing service user questionnaires from MH providers and Peer Reviewers
- Chris Reeves and Irene Harris had been nominated as Mary's deputy. The Core Group will need to vote and agree this.

Healthwatch also met with Pennine Care's Chair - John Schofield on Tues 28th Aug. Mike McCourt was unable to attend.

Again the main points from above were discussed plus a request for comparison against other Boroughs in relation to staffing levels, caseloads, psychiatrists and therapies.

There was an offer from Pennine Care to come and speak to Healthwatch Stockport about Dementia services. Neil, who helps to manage dementia services will join the panel at the Q and A session.

Healthwatch Stockport will meet with Pennine Care and the other 5 Healthwatch (17th Sep) that



cover the PC footprint to discuss common issues and a working protocol.

Recommendation: That the Core Group agree Chris Reeves and Irene Harris as deputy leads on the Pennine Care (mental health) Subgroup.

1.7 Public Health

Healthwatch Lead: Roy Oliver

14th August 2014

Public Health Sub-group

Present: Roy Oliver, Sheelagh Peel, Alan Watt, John Leach, Eve Brown.

Apologies: Anand Dutta, Tony Stokes, David Atkinson, Mike Lappin, Peggy Hall.

The meeting open at 1405hrs

1. A verbal update was given by Roy on the JSNA leads meeting held on the 7th August.
2. Public health training was discussed and it was agreed that we would take part in the council training to be held at Stopford House. Roy will find out which date have places available and circulate them to the group.

Date of Next Meeting: 11th of September

7th August 2014

JSNA Project Leads Meeting

1. A letter calling for evidence and insight review will be sent to all stakeholders on Friday the 8th of August.
2. It was decided that the date for the data workshop will be the 2nd of October
3. Roy informed the meeting that so far Healthwatch contacted 22 groups, attended the carnivals at Marple, Hazel Grove and Stockport distributed over 5000 cards to obtain the public views on the patient experience.

Date of Next Meeting: 4th September 2014

Roy Oliver

1.8 Equality and Diversity

Healthwatch Lead: Jon Burke

29th August 2014

No report received.



1.9 Discharge From Hospital

Healthwatch Lead: Peggy Hall

30th July 2014

Discharge from Hospital Subgroup

Actions from the previous meeting were reviewed and all the requested, and volunteered, information from group members had been received and mostly formatted. As a result, we have achieved our first priority objective to inform Healthwatch England of local concerns about hospital discharges in the targeted patient groups as the data will be sent on 31st July. A very promising start.

Enquiry letters, requesting details of discharge policy and procedures have also been issued, initially to SHH; Pennine Care; Wythenshawe and Trafford General hospitals. A further letter regarding re-admissions has been agreed to be sent to Stepping Hill Hospital also.

There was a long discussion about procedure in the event of feedback received from a local resident in respect of discharge from a hospital out of area as, in theory, the local Healthwatch for that area should include such information in the database of their locality hospital performance.

We await further information before a decision is made.

To determine any monitoring action we clearly need more feedback and suggested that Community Champions could possibly help with this. A number of group members have offered to include in their other activities as appropriate. An approach to Adult Social Care was considered which Gavin was to mention at an arranged meeting with Terry Dafter and June Westley.

Peggy Hall

Date of next meeting: Wednesday 3rd September 2014 at 2 - 3.30pm

An update on Healthwatch Development and on-going Subgroups

Section 2: Development Team

Support: Kirsty Bagnall

29th August 2014

No meeting held

Kirsty Bagnall

2.1 Healthwatch Stockport Reading Sub-group

Healthwatch Lead: David Atkinson

3rd July - request from Margaret Gillian from Stockport NHS Foundation Trust for Emergency



Department screens

23rd July - request from NHS Stockport CCG Integrated Health & Social care for Care Plan letters.

6th August - Request from Stockport NHS Foundation Trust - patient leaflet for Rivoroxban

28th August - Request from the Department of Health via Healthwatch England - draft guide for patients on complaints and feedback in the NHS

Shell Sheridan

2.2 Healthwatch Stockport Training Sub-group

Healthwatch Lead: Sue Carroll

27th August 2014

No Report Received

2.3 Healthwatch Stockport Publicity and Communications Sub-group

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

1st August - 31st August 2014

Twitter: 1,344 Tweets, 38 new Followers, 42 new mentions (from various people, organisations, councillors and members of health and social care staff), 69 new retweets and 19 new favourites. Many of our activity this month came from being involved in promoting the Healthier Together Consultation, including livetweeting the consultation events, retweeting consultation messages and taking part in discussions around the engagement process. The photograph that we tweeted from our account was used in the Stockport Express (with credit) to illustrate the event.

The #stockportjsna tag we set up to collect feedback on the JSNA has not been widely used, but we have received a piece of feedback using the tag and many people have retweeted our posts using it.

Facebook: 537 Total Page Likes, 7 new posts and monthly total post reach of 186. We also gained 6 interactions to posts we made in the form of 'likes'. As with twitter, the image posted from the Healthier Together Consultation received the most attention.

Website:



- Overall, the website received 383 visits, 311 of these were unique visitors with 63% of visitors were visiting the website for the first time. Interestingly, the spike in searches on 7th and 8th August corresponds with the publication of our newsletter, particularly a tweet from Mastercall Healthcare.



- There were 937 page views with people visiting 2.43 pages per visit. The average time spent on the website was 2m 39s.
- The majority of visits to the website came from organic searches (144), with 131 people accessing the website directly, 82 via a referral and 26 from social media (with twitter as the highest followed by facebook then wordpress).

Positive Press Articles:

- *Healthwatch Leads the Way on Health & Wellbeing*, Viewpoint Newsletter, August 2014 about the JSNA.
- *Swap your Panini Stickers*, Manchester Evening News, 7th August 2014
- *Big Sticker Event by Watchdog*, Stockport Express, 8th August 2014
- *Consultation over NHS shake-up plan*, Stockport Express, 8th August 2014, image used of event credited to Healthwatch Stockport with branding on show.
- *New Chairman for health body*, Stockport Independent, August 2014
- Piece on Pure FM Radio encouraging people to have their say on Healthier Together

Kirsty Bagnall

12th August 2014

Disability Stockport's Celebrating Diversity Day

We had a stall at this event, where we spoke to over 70 members of the public as well as local councillors and other organisations. We mostly promoted the JSNA postcard, gaining around 20 completed postcards with over 30 people taking them away. We also spoke to two people who seemed very keen to join Healthwatch Stockport and took away application forms.

As there many HW group members in attendance it was also an excellent opportunity to catch up with them and their current experiences.

Kirsty Bagnall, Engagement & Communications Officer

22nd August 2014

Panini Sticker Swap and Have Your Say

We held an event on Stockport Market to target families for the Joint Strategic Needs Assessment (JSNA). The event was promoted as a sticker swap event, where families could come along with their World Cup Sticker Albums and swap stickers to help complete their collection. Following an article in the Manchester Evening News and the Stockport Express, five families came along to take part.

On the day, we gathered feedback for the JSNA from around 30 people as well as having a presence with our logo and name on show to be seen by passers. The event was quite a success and could perhaps be repeated on a bigger scale should the opportunity arise.

Kirsty Bagnall, Engagement & Communications Officer



2.4 Healthwatch Stockport Enter & View Functions

Healthwatch Lead: Gerry Wright

14th August 2014

Enter & View on Cale Green Care Home

This Enter & View was undertaken by Mike, John, Janet and myself. The event went well and was undertaken in August. The full report is currently being typed up. But an overview of the home was that it was in good order but somewhat bland and one of the concerns we had was the fact that residents could exit the home very easily without support. This raised concerns for residents who may have dementia.

A full report from this visit will be available from the office.

Gerry Wright

2.5 Patient Experience and Feedback/Evidence Gathering

Healthwatch Lead: Tony Stokes

29th August 2014

No meeting held

Section 3: An update on Healthwatch Representatives on other committees

3.1 Equality & Diversity Board - Pennine Care

Healthwatch Representative: Tony Stokes

29th August 2014

No report received.

3.2 Stockport Area Medicines Panel

Healthwatch Representative: Mike Lappin

29th August 2014

No report received.

3.3 Stockport Cancer Programme Board

Healthwatch Representative: Anand Dutta

29th August 2014



No report received.

3.4 Stockport Care Home Forum

Healthwatch Representative: Gerry Wright

29th August 2014

No report received.

3.5 Stockport Care Record

Healthwatch Representative: Joyce Drummond

29th August 2014

No report received.

3.6 Stockport Children's Trust Board

Healthwatch Representative: to be arranged

29th August 2014

No report received.

3.7 Stockport Clinical Policy Committee

Healthwatch Representative: Mike Lappin

25th July 2014

The meeting was mainly routine. Some interesting data is that the highest prescribers of hypnotics (sleeping pills) are the surgeries in the most deprived areas.

I asked how healthcare professionals can access end of life drugs out of hours as no pharmacist is commissioned to go and open their shop on request. I was told that Mastercall now stock all the drugs and as a last resort drugs can be obtained from Stepping Hill.

Mike Lappin

3.8 Stockport Dementia Champion Committee

Healthwatch Representative: Tony Johnson

29th August 2014

No meeting held.

3.9 Disability Stockport Forum

Healthwatch Representative: Tony Johnson



29th August 2014

No meeting held.

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

29th August 2014

No report received.

3.11 Stockport Electronic Prescribing Board

Healthwatch Representative: Joyce Drummond (Mike Lappin deputy)

29th August 2014

No report received.

3.12 Stockport End of Life Care Programme Board

Healthwatch Representative: Gerry Wright

29th August 2014

Gerry has been asked to be a member of a nationwide working group.

3.13 Stockport (Community) Falls Prevention Group

Healthwatch Representative: Sheelagh Peel

26th August 2014

No meeting. Nothing to report, await information from Age UK Stockport.

Sheelagh Peel

3.14 Stockport Health & Wellbeing Scrutiny Committee

Healthwatch Representative: John Leach

13th August 2014

All members of the Council had been invited to the meeting. Representatives of Stockport Clinical Commissioning Group attended the meeting to make a presentation to the Committee on proposals for the reconfiguration of health services across Greater Manchester as part of the “Healthier Together” programme.

Making the presentations were Ann Barnes, Chief Executive of Stockport NHS Foundation Trust, Dr Ranjit Gill, Chief Clinical Officer on Stockport Clinical Commissioning Group, Terry Dafter and Gaynor



Mullins. The presentation which was made was the same as those made the previous day at Stepping Hill Hospital

The members of the Scrutiny Committee and the members of the Council asked many questions of the presenters who replied with answers which mainly appeared to satisfy the questioners.

John Leach

3.15 Stockport Local Pharmacy Committee

Healthwatch Representative: Joyce Drummond

29th August 2014

No report received.

3.16 Stockport Maternity Programme Board

Healthwatch Representative: Loretta Alao

29th August 2014

No report received.

3.17 Stockport NHS 111 and Out of Hours

Healthwatch Representative: Tony Stokes

19th August 2014

Out Patient Reform project

Gill Burrows, the clinical lead for Out Patient Reform, met with Mike Lappin sometime last month and talked through some of their plans around the changes they are making in Out Patients as well as some of their plans for the future. West Lisa, the Assistant Commissioning Manager in Transformation at the Greater Manchester Commissioning Support Unit (GMCSU) has requested to arrange a Briefing Session to present their plans and get feedback.

Recommendation: A Briefing Session is set up on the Out Patient Reform project

Mike Lappin (Deputy for Stockport NHS 111 and Out of Hours)

19th August 2014

North West Ambulance Service (NWAS) NHS 111

On Tuesday 19th August HWS was invited to attend an open morning at NWAS 111 offices in Bolton. NHS 111 is a Department of Health single point of access for urgent care. In late October 2013 NWAS took over operational control of the North West 111 service. Public access to the service is increasing.

The caller is triaged using a clinical handling system called NHS Pathways and then signposted



accordingly.

In some local authorities NHS 111 also operates the GP out of hours contract but that does NOT include Stockport. That service is delivered by Mastercall in Stockport (briefing session by Mastercall 15th September 10:15am at Graylaw House).

NWAS are "minding" the service while CCGs consider what will happen with their procurement process.

Since October 2013:

- Taken ~540,000 calls
- ~ 65,000 calls a month to the NHS 111 service.
- Answered 10,000 calls over Christmas 2013
- Advised 9% of patients to go to A&E
- 12% of calls that are triaged result in ambulance dispatch
- Advised 6% of patients to self-care at home
- Advised 55% of patients to seek primary or community care
- Over 97.5% answered within 60 secs

Staff include call handlers who use the NHS Pathway and who then pass to clinicians if medical advice is needed. Three sites are used in Bolton, Manchester and Carlisle.

We were given presentations by NWAS staff, a tour around the call centre and shown how the NHS Pathway is used during a telephone call. Calls peaked on Saturday and Sunday mornings as well as Bank Holidays and staffing levels increased at these times. NWAS do use agency staff (Conduit) but they are based in the same room and have the same training. The Conduit staff would like to be employed by NWAS but because of the uncertainty of the contract NWAS cannot be recruited.

NWAS have agreed to send each Healthwatch a breakdown of calls by local authority.

Gavin Owen, Healthwatch Stockport Manager

3.18 Stockport Older People's Committee Meeting

Healthwatch Representative: Joyce Drummond (Sheelagh Peel filling in)

26th August 2014

No meeting this month

Sheelagh Peel

Date of next meeting: 2nd September 2014

3.19 Stockport Pharmacy Application Requests

Healthwatch Representative: Mike Lappin



29th August 2014

No requests received.

3.20 Medicines Management Committee - NHS Foundation Trust

Healthwatch Representative: Anand Dutta

29th August 2014

No report received.

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

Healthwatch Representative: Tony Stokes

29th August 2014

No report received.

3.22 Stockport Safeguarding Adults Board

Healthwatch Representative: June Westley

29th August 2014

No report received.

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

Healthwatch Representative: David Kirk

29th August 2014

No report received.

3.24 Greater Manchester Chair and Chief Officer Meeting

Healthwatch Representative: John Leach and Maria Kildunne

29th August 2014

No report received

3.25 Stockport CCG Locality Meetings

Healthwatch Representative: Gerry Wright

29th August 2014

No meetings held.



3.26 Health & Social Care Informatics (HSCI) Group

Healthwatch Representative: David Moore

31st July 2014

1) Apologies and intro's

2) Went through minutes and actions.

3) Dave Hewitt (DH) advised that the Pennine drug & alcohol team would not be on Paris until May 2016. This means that it will be difficult feeding information into any integrated systems in the interim. This needs to be looked at.

4) Talked about the bigger picture in terms of phones, wi-fi and emails, also video conferencing. There needs to be a large piece of work to see how we can link all these together but also make sure each group has a compatible product. Paul Flemming (PF) is preparing a "road map" to try and show how it all could be linked and may work in the future.

5) Local Updates

PF - looking at bridging gap in funding across GM for funding for IT. Currently £9.6m! Also looking at bringing cost down by £3m.

Other big pieces of work. Bringing all GP's systems up to EMIS web across all GP's. Also electronic prescribing. Bringing network up to Windows 7 away from XP. By November 2014. Bringing all GP's to same phone system - Cisco, press number for choices, call back, etc.

DH - Pennine. Paris is moving forward on target. Every 3 months a mental health cohort will go live. Out and about service will go mobile. Paris, this is a single electronic patient system.

Mobile will be on line working, but also look at off line working as well. It is a live system so updates in real time. If off line, it will allow access to latest info and update of forms, which will then upload when back on line.

There was discussion around wi-fi access in public places so that people can access apps and records. The council are looking into providing this in lots of public buildings.

Paul James (PJ) - SMBC digital by design project is on hold at minute. Mini relaunch of website. Not easy to navigate and access on line tools. Campaign to go on line and go digital.

The group agreed that we needed attendance from both Mastercall and NWAS.

Vicky Packman will be on project board for children's service.

Jane Owens (JO) - IG task and finish group was re convened to look at IG and the disclaimer.

Had 3/4 people who have asked to join the project board. As not everyone attends each time, this will be useful to bring people together.

Integrated board met and discussed requirements from first meeting.

Asked for demo of Stockport health and care record and also EMIS web. Will concentrate on SHCR.

EPACCS is going live today after 14 months. The project has done really well.



Looking at SHCR training documents. Sealing documents, who unseals them, need processes in place. Also how we use alerts and who can do it. At present anyone can put an alert on, and an alert for one person is not the same for another. Need some governance in place. Nothing is defined for sealing a record, so that part of the SHCR has been turned off. PPH have looked at sharing calendars through outlook.

Data sharing agreements have not been signed by two people. NWAS and MIND. NWAS have not been responsive but JO is chasing. MIND are looking at their liability insurance and whether it is sufficient for them to sign off the document.

Integrated care record docs are to be uploaded onto the CCG website. Board will look at publishing a regular update on how the project is moving forward. There is no systems administrator yet for the SHCR. No applicants internally but 25 through NHS website.

PF digital project. CCG business plan put in place with Louise Hayes. First piece of work is Smart GP app. Called health and care finder. First week of September. Internal roll out and then public wide.

Dick, hack sessions to look at innovative apps to help different groups, young Carers, diabetes, etc.

Future everything website.

For any further information, feedback or clarification, please contact:
david.moore@homeinstead.co.uk

David Moore

Next meeting: 28th August 2014 at 9am - 11am. Regent House, Floor 7 Board Room.

3.27 Stockport Safeguarding Vulnerable Children

Healthwatch Representative: Helen McDonald

29th August 2014

No report received.

3.28 GP Bids Board (Actual title of meeting to be confirmed)

Healthwatch Representative: David Kirk [to be agreed at September Core Group]

27th August 2014

David Kirk has been asked to represent Healthwatch Stockport on the GP Bids Board.

Recommendation: That David Kirk is agreed as the Healthwatch Stockport Representative on the GP Bids Board

David Kirk

Additional One off Meetings

3.29 Meeting with Sir Andrew Stunell MP with Gavin Owen and Maria Kildunne



29th July 2014

After sending Andrew Stunell (AS) MP information about the Arriva reports he requested a meeting to discuss this.

AS had visited the Arriva control centre and was told and shown figures that suggested the service had improved. We discussed the Enter and View evidence that contradicted this and will send the report.

Other discussion points were:

- Healthier Together and Committees in Common. As a constituency MP Andrew will be supporting Stepping Hill to become a Specialist Hospital. Andrew was frustrated though that the Primary Care and Integration services were not included in the consultation document.
- An update on the progress of the recommendations was given. Andrew was pleased that he was able to lend his support to the research and subsequent report
- The Flu Vaccination Programme
- Lack of consultation on transformation of Pennine Care Mental Health Services
- JSNA and Public Health work
- Care Act

Actions from the meeting were for Healthwatch Stockport to send Enter and View report on Arriva, exchange of letters (with NHS England) regarding flu vaccination programme, the options given for transformation of Mental Health services

Date of next meeting: None arranged but both sides to keep in touch

3.30 Briefing Session with Laura Browse

29th July 2014

Laura Browse is the Head of Primary Care in the Greater Manchester Area Team of NHS England. Laura had originally been invited to attend a Briefing Session following a request received to Healthwatch Stockport about a forthcoming GP closure seeking our feedback (Dr Travenen at Shaw Villa Medical Practice). Due to the timescales given and the need for more information, a Briefing Session was set up.

Laura explained that there are three main types of contracted for GPs, these are:

- PMS Personal Medical Services (can give 28 days' notice)
- GMS General Medical Services (no end date to contract)
- APMS Alternative Personal Medical Services (none in Stockport, as they closed the walk-in centre) APMS contracts have to provide additional services to your average GP.

If the General Medical Council remove a GP from their list or if a GP retires and they are only a single GP, their patients will have to be found elsewhere to go. There are still 4 single handed GP practices in Stockport, when the GPs choose to retire, NHS England will be unlikely to replace them with



another single handed practice.

If GPs have an open list, they cannot refuse to take on patients. NHS England will write to surrounding GPs to let them know and will write to every patient to offer the options. It was noted that when this happened in Stockport, NHS England wrote to us and offered three options 1) open a new single handed practice 2) disperse the patient list to neighbouring practices and 3) disperse the patient list to only those practices that have expressed an interest tell patients of their options.

During the meeting, Laura was asked about conflicting advice given to the GP Dr Travenen from the CCG and NHS England. The CCG told the GP to tell patients about the change and put up posters and NHS England said to wait until they had a response from stakeholders. Laura responded that Simon Stevens, NHS England Chief Executive is asking CCGs to co-commission with the local area teams, which would encourage working together and will come in December this year.

GPs can choose how any hours they want to work and hold contracts for core delivery 8am to 6pm. If a GP wants to work less, they are responsible to out-source additional resources into the practice to make up to these hours.

From October this year, patients can register wherever they want, most likely close to their work. As a team, NHS England have the responsibility to have an urgent care service for those who could fall sick at home. There was a pilot in Salford and Manchester city where take up was quite low.

Other topics discussed included the requirement to consult, GP alliances, The Primary Care Offer and local enhanced services.

Full minutes will be available from the office.

Kirsty Bagnall, Engagement & Communications Officer

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

4.1 Complaints Task & Finish group

Healthwatch Lead: Gerry Wright/Tony Stokes

29th August 2014

Final report is currently being written up.

4.2 Diabetes & Podiatry Task & Finish Group

Healthwatch Lead: David Moore

29th August 2014

No report received.

4.3 Discharge from Hospital back to nursing/residential homes

Healthwatch Lead: John Leach



29th August 2014

No report received.

4.4 District Nurse Service User Group

Healthwatch Lead: Tony Stokes/Carol Stokes

29th August 2014

No report received.

4.5 Healthier Together

Healthwatch Lead: Mike Lappin

28th July 2014

As reported at the July Core Group meeting, Healthwatch Stockport does not feel able to form a stance on behalf of the public of Stockport as there are too many varied points of view. However, the Healthier Together group will want to encourage as many people as possible to have a say on the plans.

The group has formulated a list of 40 questions to ask Healthier Together covering a number of items, which they have received a reply to. These will be discussed at the next Healthier Together Task & Finish Group meeting.

Kirsty Bagnall, Engagement & Communications Officer

12th August 2014

Healthier Together Consultation Event

This event was held at the Alma Lodge and attended by over 100 people. Questions raised during the event by those in attendance included:

- How will the financial viability of general hospitals be maintained?
- What happens is a patient in a general hospital has complications?
- Is there any evidence that extending primary care access will lower A&E attendance?
- Why is mental health not included in the plans? It is very important that GP knowledge and in A&E improves.
- How will you make sure that there is a balance between equipment and training of doctors for implementing changes timely?
- How will the distances and time involved to travel further impact on carers?

A document produced by Healthwatch Tameside and Oldham outlining Healthier Together in an easy to understand way was very popular at the event. You can view the document by visiting www.healthwatcholdham.co.uk/HTBriefing or contacting the Healthwatch Stockport office.



Kirsty Bagnall, Engagement & Communications Officer

4.6 It's in the Drawer

Healthwatch Lead: Clem Beaumont

29th August 2014

Nothing to report.

4.7 Redevelopment of A&E

Healthwatch Lead: Mike Lappin

29th August 2014

No report received.

4.8 One Year On Meeting

Healthwatch Lead: TBC

28th July 2014

Notes and Tasks

- 1) Attendees were disappointed that there had only been 4 responses from members. Members had read the feedback but individual points were not discussed.
- 2) It was felt that Healthwatch Stockport could have a sterner approach to a non-response from a statutory agency. Gavin commented that Healthwatch Stockport hadn't had a non-response for a while but it was decided that Healthwatch Stockport would continue to use the stock paragraphs with information about escalating to Healthwatch England/Care Quality Commission (CQC)/Department of Health/Local Government Association if necessary.
- 3) The Operational Team had been unable to meet since April and this was one area of Healthwatch Stockport that had been challenging for Subgroup Leads, members and staff.
- 4) The networking at Core Group is always useful and it was suggested that coffee breaks mornings or away days would be productive
- 5) Healthwatch Stockport should have information of headline information waiting times, financial data etc from the statutory agencies

Actions:

- to find details of how Trusts etc have to respond
- after 28 days Healthwatch Stockport will have an automated if they have not received a response
- ask other local Healthwatch if they had an issue too and their procedure



- Role description for Core Group Members be drafted for comment and to be agreed
- Any other business 2 minutes max not a place for new requests
- Protocol for where new requests go to
- Protocol for escalation of urgent responses

Support with Report writing available for monthly report

- Length of report
- What to put in report (sub headings)

Report template for Core Group Members

- Assume report will be read prior to core meeting any clarifications to be directed to the author of the report prior to the meeting
- Only recommendations will be addressed during core meeting
- If a lead would like an in depth discussion on a topic, they should email office for it to be tabled as an agenda item

11th August 2014

The group met to follow up the initial meeting on the 28th July

- There was a long discussion about the Operational Team; its remit, why it had not been able to meet, the positives, the importance of the sub-group leads meeting or talking about common issues. The Operational Team will continue but dates will be set well in advance
- Core Group meetings and reports - these topics are ongoing about reducing the size of Monthly Reports; prioritising recommendations and agenda items; and having members of the Operational Team give updates at Core Group meetings

Individual members were given tasks that reflected the discussion and subsequent actions that will be put forward to the Core Group as recommendations

Date of Next Meeting: 9th September 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'

31st August 2014
[Ends]