



Healthwatch Stockport Work Programme Monthly Report October 2014

1st October - 31st October 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

31st October 2014

No meeting held.

1.1 Stockport Health & Wellbeing Board

Healthwatch Lead: Tony Stokes

The last meeting was on 16th September and was reported to the core group on 7th October.

Tony Stokes

Date of next meeting: 5th November 2014

1.2 Stockport Clinical Commissioning Group

Healthwatch Lead: Tony Stokes

8th October 2014

Issues raised at this meeting.

1. Delay in letters being sent to a GP following a patient's discharge from hospital.
2. High level of nursing vacancies in the medicines division at Stepping Hill.
3. Inadequate number of patients admitted to Stepping Hill Hospital being assessed for early signs of dementia.
4. Delay in children being provided speech and language therapy.
5. Delays in patients receiving psychological therapy.
6. Delays in outpatient follow up in cardiology, gastroenterology and ophthalmology.
7. Under performance of the high risk TIA pathway whereby sufferers are expected to be seen within 24hrs of an incident.
8. The Arriva patient transport contract is being reviewed prior to a new bid in April 2016.

Tony Stokes

Date of next meeting: 12th November 2014

1.3 Stockport NHS Foundation Trust

Healthwatch Lead: David Kirk

23rd October 2014



Nothing to report

David Kirk

22nd October 2014

Patient Representative Group - Division of Medicine

A talk was given by Sharan Arkwright, the matron for Quality Improvement. This covered many aspects of Quality Improvement and included mock inspections mimicking those of the Care Quality Commission which were reported back to the Quality Board. Dementia awareness training has stepped up and the role of the Senior Ward Nurse Manager explained. This is all part of the necessary Quality Improvement Strategy mentioned at previous Board Meetings.

There was little time for members reports and comments, much time was spent regarding concerns about the Rheumatology services, it is hoped to remedy this timing at the next meeting.

The escalation of beds plan for winter pressures was explained, ward A10 to be the Flu Ward and a further 19 Spanish nurses have been recruited.

Sheelagh Peel

Date of Next Meeting: 10th December 2014

1.4 Stockport Council - Adult Social Care

Healthwatch Lead: June Westley

16th October 2014

Healthwatch Stockport Meeting with Director of Adult Social Care

This meeting was held to discuss the items noted below:

1. Developments and changes in the Department

a) Structure, personnel and responsibilities.

A new structure chart was provided.

Many senior staff have recently retired so that remaining staff have considerably increased responsibilities.

b) Commissioning arrangements.

All commissioning for SMBC is now undertaken centrally by the STAR, (Stockport, Trafford and Rochdale) partnership.

This arrangement is proving more flexible in relation to Stockport Adult Social Care needs than may have been anticipated. Named individuals are attached to each Authority and Stockport has retained some capacity to be used to work with Vince Fraga on specific local needs.

2. Budget reductions and plans.

a) These are reflected in the business plans for Learning Disability, Prevention and Integration.



Copies will be forwarded to Healthwatch Stockport.

Also relevant are the budgets pooled or aligned with Health Services and information on these is again to be sent to Healthwatch Stockport. Pooled budgets relate to Learning Disability, Mental Health and Older Persons services.

- b) Healthier Together may impact on Stockport NHS plans but it is not clear as yet in what ways.
- c) NHS England are working with the CCG. in relation to the financial shortfall in Stockport and there are also discussions between hospitals in the South sector of Greater Manchester, including Macclesfield.

d) Contracts

It was confirmed that the Healthwatch Stockport contract will continue on the same basis as at present, not on a 3 year review basis, as other contracts. Terry agreed that Healthwatch Stockport is a successful and valued organisation.

3. Accountability of the Adults Safeguarding Board

Terry agreed that Healthwatch Stockport members should not be held accountable for operational matters and this is an area needing clarification for the whole Board.

4. Care Act

One significant development will be the requirement to assess for and create Care Accounts from April 2016 for all who request this and all in receipt of care services.

Care Accounts are needed for implementation of the cap on lifetime payments for care, promised by the Government. Defined personal budgets are also required and a short- term piece of work will be needed to achieve these developments.

The implications of the Care Act are significant and Terry offered a session at Healthwatch Stockport to brief and discuss this.

June Westley

29th October 2014

Healthwatch Stockport Learning Disability Q+A Session

We were joined at this session by Mark Warren - Head of Service, Learning Disability, Stockport Council, Austin Broomhead - Service Manager, Learning Disability Provider Service, Stockport Council, Barbara Mitchel - Service Manager, Community Team for People with Learning Disabilities, Stockport Council, Mary Edwards - Stockport Advocacy, James Buckett - Speaking Out, Mike Bailey - Carers of Adults with Learning Disabilities (CALD) and Sarah Thomas - Stockport Cerebral Palsy Society (Stockport CP).

The session was fully booked and many questions were asked of the speakers. The audience was a very good mix of Healthwatch Stockport members, families and carers of service users and professionals.

Full minutes of the session will be available on the Healthwatch Stockport website and on request



from the office.

Kirsty Bagnall

8th October 2014

Targeted prevention steering group

By way of introduction Nick Dixon said that 70% of resources are spent on patients with long term conditions. In the past money was given out to bodies to provide it. 80 bodies have been written to regarding the possibility of reduced funding or decommissioning. He says the prevention budget is reducing from £17 million in 2012 to £13 million in 2017 so there is a need to redesign the system.

There are two work streams that report to this committee, building community capacity and Targeted Prevention Pathway work stream.

The community capacity work stream team reported that they are developing key recommendations around five areas and establishing task & finishing groups:

1. Social Enterprise/infrastructure
2. Community fund
3. Assets and community hub.
4. Volunteers/peers
5. Time bank

The targeted prevention work stream reported that they had met twice, the first meeting they looked at what was meant by prevention, understanding, what is available and what isn't and what is and isn't working well. The second considered what trigger points are causing people to need preventative support.

RECOMMENDATION: HEALTHWATCH SHOULD CONTRIBUTE TO THIS BY SUGGESTING WHAT IS MEANT BY PREVENTION IE KEEPING PEOPLE OUT OF A&E, MENTAL HOSPITAL, PRISON ETC.

Hallam University will be evaluating our systems of change to make sure the NESTA money is well spent. I asked if Better Care Fund money was available in Targeted Prevention (people powered health). I was told £500,000 had been applied for.

AOB : Heather Fairfield (joint commissioning manager - older people) introduced "developing a dementia action alliance in Stockport" to the meeting. Organisations we asked to consider joining the alliance. We might give it some consideration.

Mike Lappin



1.5 Children, Families & Young people

Healthwatch Lead: Maria Greenwood

31st October 2014

No meeting held.

1.6 Pennine Care

Healthwatch Lead: Mary Foden

30th October 2014

Mental Health Subgroup Meeting

Subgroup meeting held on 30th October, full report will be included in November Monthly Work Programme Report.

Michelle Sheridan

1.7 Public Health

Healthwatch Lead: Roy Oliver

9th October 2014

Public Health Subgroup Meeting

1. A verbal update was given by Roy on the JSNA workshop held on the 2nd October.
2. Pharmaceutical Needs Assessment: It was agreed that the consultation document was well written and cover all the points and there was no need for any further action at this time. The team supported Mike Cain's observations but Mike Lappin did point out that costings was not part of the consultation.
3. Chlamydia screening; although the figures on screening show that it was progressing well in Stockport it was felt that the screening process might be affected by the cuts in youth services. Roy to ask Eleanor Bannister if there was any evidence of this.
4. It was agreed that the letter drafted by Sheelagh on Flu Jabs could be sent to Dr Baxter.
5. There was a discussion around the setting up of Multi-Disciplinary teams as laid out in the Public Health England Guidance. Roy to ask Eleanor Bannister if this had been done.

Roy Oliver

Date of next meeting: 6th November 2014



JSNA Workshop day

2nd October 2014

The day was spent reviewing the data collected/submitted by different organisations, as it was impossible to look at all the evidence submitted we look at areas where Stockport were below the national average or level. I am not going to list all the points here as Eleanor Bannister is hoping to have a draft document ready before she gives a briefing session to the Core Group.

The Briefing Session will be on Thursday the 27th November starting at 11am until 1pm. Core Group members who want to attend this meeting please let the office know as soon as possible.

For more information please contact Roy Oliver.

Roy Oliver

1.8 Equality and Diversity

Healthwatch Lead: Jon Burke

31st October 2014

No meeting held.

1.9 Healthwatch Stockport Discharge Subgroup

Healthwatch Lead: Peggy Hall

8th October 2014

Discharge from Hospital Subgroup Meeting

Less members were able to attend but it was a lively productive meeting. It started with Gavin discussing an action plan and as a result of this members present each took a Discharge document away to analyse and prepare comments for the next meeting.

Apart from hospital discharges we are also collecting other discharge procedures and Gary explained how Home Instead discharge people in their care into a Care Home situation. We also heard about the Abbeyfield Hospital Passport and how useful it is at admission and in improving the whole pathway of vulnerable people in hospital.

Mike Bailey volunteered to be Deputy Lead to the group. He is a carer for his son who was born with Cerebral Palsy and is a CALD (Carers of Adults with Learning Disabilities) group member.

RECOMMENDATION: THAT MIKE BAILEY (DISCHARGE TASK & FINISH GROUP MEMBER) IS VOTED IN AS DEPUTY TO THIS GROUP BY THE CORE GROUP

Our future tasks will include obtaining information about The Meadows and The Alexandra.

Sheelagh Peel

Date of Next Meeting: 19th November



An update on Healthwatch Development and on-going Subgroups

Section 2: Development Team

Support: Kirsty Bagnall

31st October 2014

No meeting held.

Kirsty Bagnall

2.1 Healthwatch Stockport Reading Sub-group

Healthwatch Lead: David Atkinson

6th October 2014 - Standard Outpatient DNA letter was sent to the reading group from the Stockport NHS Foundation Trust

Shell Sheridan.

2.2 Healthwatch Stockport Training Sub-group

Healthwatch Lead: Sue Carroll

14th October 2014

Enter & View Training

Unfortunately, the Enter & View training had to be cancelled, a new date will be arranged shortly.

Kirsty Bagnall

2.3 Healthwatch Stockport Publicity and Communications Sub-group

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

16th November 2014

Winter Warmth Event

The Event was very well attended, with the public there in great numbers from the beginning. They were interested in Healthwatch asking for copies of our magazine. Many took application forms but none would sign up on the day.

Gerry Wright, Healthwatch Stockport Events Representative

I took over from Gerry and Mike Cain at about midday and they said that they had been fairly busy from about 10.30. The afternoon wasn't so busy I spoke to about 14 people and manage to get half of them to take a joining form. We receive a couple of pieces of feedback but otherwise it was a quiet afternoon.



Roy Oliver, Healthwatch Stockport Events Representative

9th October 2014

PIPs (Parents and Partnership Stockport) Information Day

At the PIPs event, I spoke to around 50 people about Healthwatch Stockport, including many parents of children with disabilities. During the event, I collected a lot of feedback about local services which will be fed into the Children & Young People’s subgroup as well as used to help identify trends and themes by the Patient & Public Experience & Intelligence Gathering Group.

Kirsty Bagnall

29th September 2014

Equipment and Information Open Day, Walthew House

I attended this event alongside Alan Watt. The event was quieter than other events, but we still managed to speak to about 20 people. During the event, we also spoke to a staff member from Signpost Stockport for Carers who passed on feedback from a support group for people caring for friends and relatives with epilepsy. She shared an issue with training for carers to support people with epilepsy. Following this, I will be going to speak to the group in November about this issue as this may be an issue we can support with.

Kirsty Bagnall

October 1st-31st

Twitter: 1473 Tweets, 50 new Followers, 10 new mentions, 50 new retweets, and 24 new favourites. Stockport FLAG joined twitter this month, and we supported promoting this by featuring them within a ‘Follow Friday’ (recommendations posted on a Friday with the hashtag #ff). We also live tweeted our Learning Disability Q+A Session, which led to an increase in followers.

Facebook: 539 Total Page Likes, 5 posts and monthly total post reach of 124. The post with the majority of views was an image of the complaints process from within our “Do You Have a Comment, Complaint or Compliment” leaflet with a link to the document online.

Website:



- Overall, the website received 377 visits, 291 of these were unique visitors with 65.5% of visitors were visiting the website for the first time.



- There were 1,142 page views with people visiting 3.03 pages per visit. The average time spent on the website was 2m43s.

Positive Press Articles:

- *An Informed Choice Needed*, Stockport Express about Healthier Together, 8th October 2014
- *Healthwatch Stockport*, Carelink Magazine, Autumn 2014
- *Hospital Steps up Complaints Procedures*, Stockport Express, 29th October 2014

Kirsty Bagnall

9th October 2014

Community Champions presentation on Healthwatch at Laywood Ladies Club

The presentation took about 20 minutes with another 15 for questions. I covered a brief history of Healthwatch and our organisation set up, followed by some of our past successes and what we were working on at the moment. There seemed to be a general interest in joining as individuals and as a group I left joining forms and some feedback forms. They gave me a copy of a resolution they had passed at a previous meeting on the waiting times for ambulances at A&E.

If they haven't sent in their joining form by the end of the month, I will follow up as I think they are a good group to have as members.

Roy Oliver, Healthwatch Stockport Community Champion

2.4 Healthwatch Stockport Enter & View Functions

Healthwatch Lead: Gerry Wright

30th October 2014

Comments received on draft report from Arriva and Blackpool Clinical Commissioning Group. Draft report will be circulated prior to sign off. Gavin is working through the comments.

Gavin Owen

2.5 Patient Experience and Feedback/Evidence Gathering

Healthwatch Lead: Tony Stokes

21st October 2014

Kirsty and Maria presented a protocol for the office staff and the Patient and Public Experience Team to follow to ensure we meet our aims. Each service area will have two members with the responsibility to identify the top areas of concern for each service area/provider (using a Theme identification form). The team will then meet to discuss these concerns, adding context and comparing to data from Healthwatch Stockport, Stockport FLAG and NHSCAS. The team will also identify areas of concern overall across all service areas.

The team will then forward recommendations regarding the areas of concern (for each provider and overall) to the Operational Team (for current groups or for potential task & finish groups). The team



will then be joined by representatives from Stockport CCG and partners to discuss the findings and pass any concerns along.

The team agreed that the protocol was a good idea.

Members were identified with the service areas they could take responsibility for.

We were then joined by Nazie Gerami and Gillian Miller from Stockport CCG. We went through the protocol and plans with them.

Tony Stokes

Date of next meeting: 12th October 2014

Section 3: An update on Healthwatch Representatives on other committees

3.1 Equality & Diversity Board - Pennine Care

Healthwatch Representative: Tony Stokes

9th October 2014

Equality Delivery System (EDS2) Grading Event

Report to follow.

3.2 Stockport Area Medicines Panel (STAMP)

Healthwatch Representative: Mike Lappin

31st October 2014

No report received.

3.3 Stockport Cancer Programme Board

Healthwatch Representative: Anand Dutta

31st October 2014

No report received.



3.4 Stockport Care Home Forum

Healthwatch Representative: Gerry Wright

31st October 2014

No report received.

3.5 Stockport Care Record

Healthwatch Representative: Joyce Drummond

31st October 2014

No report received.

3.6 Stockport Children's Trust Board

31st October 2014

No report received.

3.7 Stockport Clinical Policy Committee

Healthwatch Representative: Mike Lappin

22nd October 2014

Minutes from 12th September: The committee questioned the longest waiting times of 21 weeks for Cognitive Behavioural Therapy with Gina Evans.

STAMP minutes: The chair is to check the local position for incidences of Rickets and inform Healthwatch Stockport.

Cancer Drug Fund: The proposed response from the CCG to the consultation is as follows:

- Proposal A - Have a re-evaluation of current list and remove drugs with the lowest levels of clinical benefit
- Proposal B - The list will be re-evaluated taking into account both clinical benefit and cost protection for commercial confidence.
- Proposal C - Those drugs which are highly priced in relation to clinical benefits should be removed from the list.

Other considerations: In the current financial climate we are unclear why the Cancer Drug Fund would include drugs that have been deemed not cost effective by NICE. We are unclear why the Cancer Drug Fund is developing its own clinical cost effectiveness prioritisation methodology distinct from NICE process which is set up for equality. Given that many of these drugs are palliative adding a few months to survival is invaluable if these are of good quality. Side effects from treatments that reduce the quality of the last few months need to be considered.



Educated and activated patients may be more likely to access Cancer Drug Fund through the individual funding request (IFR) route.

I informed the committee that I would raise the consultation with Healthwatch.

Mike Lappin

3.8 Stockport Dementia Champion Committee

Healthwatch Representative: Tony Johnson

31st October 2014

No meeting held.

3.9 Disability Stockport Forum

Healthwatch Representative: Tony Johnson

31st October 2014

No meeting held.

3.10 The Integrated Care Record

Healthwatch Representative: David Moore

16th October 2014

Unfortunately, a deputy was unable to be found to attend this meeting.

RECOMMENDATION: THAT A DEPUTY IS VOTED IN BY THE CORE GROUP TO SUPPORT DAVID IN THIS AND THE HSCI ROLE.

3.11 Stockport Electronic Prescribing Board

Healthwatch Representative: Joyce Drummond (Mike Lappin deputy)

31st October 2014

No report received.

3.12 Stockport End of Life Care Programme Board

Healthwatch Representative: Gerry Wright

31st October 2014

No report received.



3.13 Stockport (Community) Falls Prevention Group

Healthwatch Representative: Sheelagh Peel

30th September 2014

The group met up after a long absence with renewed vigour. New members have entered the group including Stockport Foundation Trust. All were updated as to the work done in the past and there were many new ideas for future work including reducing falls in residential settings.

Sheelagh Peel

Date of next Meeting: 18th November 2014

3.14 Stockport Health & Wellbeing Scrutiny Committee

Healthwatch Representative: John Leach

21st October 2014

Nothing to report as same subject will be presented on 6th November, which will be reported next month.

John Leach

Date of next meeting: 6th November 2014

3.15 Stockport Local Pharmacy Committee

Healthwatch Representative: Joyce Drummond

31st October 2014

No report received.

3.16 Stockport Maternity Programme Board

Healthwatch Representative: Loretta Alao

31st October 2014

No report received.

3.17 Stockport NHS 111 and Out of Hours

Healthwatch Representative: Tony Stokes

31st October 2014

No report received.



3.18 Stockport Older People's Committee Meeting

Healthwatch Representative: Joyce Drummond (Sheelagh Peel filling in)

7th October 2014

At a meeting of the 7th October which I was unable to attend it was decided to have a break and reconvene in March 2015. No further bulletins until after that date.

Sheelagh Peel.

3.19 Stockport Pharmacy Application Requests

Healthwatch Representative: Mike Lappin

Two applications were received and responded to:

1st October 2014

Kaleidoscope Services Ltd

Regarding the above request, Healthwatch Stockport previously commented on Kaleidoscope Services Ltd and has no additions or changes to make to our previous response (see monthly report June 2014).

23rd September 2014

Graphictrail Limited

Regarding the above request, Healthwatch Stockport previously commented on Graphictrail Limited and has no objections to the relocation with the understanding that no other changes have been made to the original application.

Mike Lappin

3.20 Medicines Management Committee - NHS Foundation Trust

Healthwatch Representative: Anand Dutta

31st October 2014

No report received.

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

Healthwatch Representative: Tony Stokes

15th October 2014

The closure of Dr Wilds practice has resulted in difficulty making alternative arrangements for patients and continuity of care. Plans are being put in place to ensure that this does not happen



when future closures occur.

Tony Stokes

Date of next meeting: 19th November 2014

3.22 Stockport Safeguarding Adults Board

Healthwatch Representative: June Westley

16th October 2014

Workshop for members of Stockport's Two Safeguarding Boards

The purpose of this meeting was to look at closer working and overlapping responsibilities of the Adults and Children Safeguarding Boards.

The context is that from April 2015 the Adults Board will become a statutory body alongside the Children's Board and the Care act imposes new responsibilities for people in the 0-25 age group.

Also Stockport is rearranging its services on the basis of 0-25 years.

The workshop therefore focused on the vulnerabilities and needs for safeguarding for people in the transition period from childhood to adult status, including looked after children and disabled children and young people.

The workshop considered how the Safeguarding Boards should work more closely together in the future.

It was noted by Andrew Webb, who is responsible for all social services and education, that the roles, responsibilities and accountability of the Safeguarding Boards need clarification by the Government.

RECOMMENDATION: HEALTHWATCH STOCKPORT SHOULD KEEP THIS MATTER UNDER REVIEW IN RELATION TO FUTURE MEMBERSHIP OF THE BOARDS AS IT IS NOT APPROPRIATE FOR REPRESENTATIVES TO BE HELD ACCOUNTABLE FOR OPERATIONAL MATTERS & THE SAFEGUARDING OF INDIVIDUALS.

June Westley

3.23 System Resilience Group (Formerly Stockport CCG Urgent Care Working Group)

Healthwatch Representative: David Kirk

Nothing to report

3.24 Greater Manchester Chair and Chief Officer Meeting

Healthwatch Representative: John Leach and Maria Kildunne

31st October 2014

Report to follow.



3.25 Stockport CCG Locality Meetings

Healthwatch Representative: Gerry Wright

31st October 2014

No report received.

3.26 Health & Social Care Informatics (HSCI) Group

Healthwatch Representative: David Moore

16th October 2014

Unfortunately, a deputy was unable to be found to attend this meeting.

RECOMMENDATION: SEE 3.10 INTEGRATED CARE RECORD REPORT.

3.27 Stockport Safeguarding Vulnerable Children

Healthwatch Representative: Helen McDonald

31st October 2014

No report received.

3.28 Strengthening of GP Services

Healthwatch Representative: David Kirk

Nothing to report

RECOMMENDATION: THAT A DEPUTY IS VOTED IN BY THE CORE GROUP TO SUPPORT DAVID IN THIS ROLE.

Additional One off Meetings

3.29 Meeting with Neighbourhood Management Health & Wellbeing Officers

2nd October 2014

A neighbourhood management approach is used in the priority neighbourhoods of Brinnington, Adswold and Bridgehall, Central and Offerton. The approach brings together communities and agencies to tackle issues and improve services at a local level. One of the topics they look at is health & wellbeing.

I met with the new Health & Wellbeing Officers for each of these areas to introduce them to Healthwatch Stockport and find out how we can work together. The Health & Wellbeing Officers' main aim is to reduce inequalities in health within their priority. They are working on increasing the



take up of screening, empowering the community and trying to get people engaged with health services.

Each Neighbourhood Management area functions differently, meaning that, although there are some similarities between the structures of the teams, they are all ran differently.

Regarding health & wellbeing, the different areas have the following:

- Central has a monthly partners inequalities board.
- Offerton has a bi-monthly partners inequalities board.
- Adswold & Bridgehall has quarterly Neighbourhood Management Board, which has a section on Health
- Brinnington has a 4-6 weekly resident's board.

We discussed the best way for Healthwatch Stockport to be involved in Neighbourhood Management. In order for a Healthwatch member representative to sit on these board, they must be residents within the area. It was suggested that a Healthwatch Stockport representative could sit on the overall board where the Health & Wellbeing Officers meet, rather than a separate representative attending each separate area meeting (unless we are able to find enough interested members living in each of those areas). I will be looking into this.

Kirsty Bagnall

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

4.1 Complaints Task & Finish group

Healthwatch Lead: Gerry Wright/Tony Stokes

30th October 2014

A report on the work of this group is nearing completion and will be circulated for agreement at next Core Group meeting.

Kirsty Bagnall

4.2 Diabetes & Podiatry Task & Finish Group

Healthwatch Lead: David Moore

31st October 2014

No report received.



4.3 Discharge from Hospital back to nursing/residential homes

Healthwatch Lead: John Leach

31st October 2014

No report received.

4.4 District Nurse Service User Group

Healthwatch Lead: Tony Stokes/Carol Stokes

31st October 2014

No report received.

4.5 Healthier Together

Healthwatch Lead: Mike Lappin

31st October 2014

The Healthier Together consultation closed on 24th September 2014.

4.6 It's in the Drawer

Healthwatch Lead: Clem Beaumont

30th October 2014

Response received from letter to Stockport CCG regarding Healthwatch Stockport suggestion of a Masterclass on hearing aid services being held to update GP awareness of technology, treatment pathways and referral protocol.

Response reads: "Many thanks for your letter. As promised, I have shared your letter with colleagues and confirm that whilst the programme for GP Masterclasses is over-subscribed, Audiology has been added to the list of options. Should the proposal not be included in the final programme then we will consider other options of raising awareness with GPs such as the newsletter."

Clem Beaumont

4.7 Redevelopment of A&E

Healthwatch Representative: Mike Lappin

7th October 2014

A&E User Group

We were given a presentation of a typical day at A&E by Paula Bennett. She said that numbers were up by 7%. 15% could have been seen by gp's. They care for 250 patients per day with 25 waiting by



9am.

Patients are triaged using the Manchester Triage system which is as follows:

- Red= seen immediately
- Orange= up to ten minutes wait
- Yellow= up to one hour wait
- Green= up to two hour wait
- Blue= up to four hours wait(worried well)

Mental health care has improved over the last 2 years. Waiting time problem is being addressed by the following

- Changes to work patterns ie more staff at peak times
- More nurses working in advanced roles
- Three GP's
- More consultants needed
- Better working with the ambulance service
- Better working with the community
- More ambulatory pathway (eight at the moment)

There is now an alcohol nurse who has 211 patients per month.

The group discussed the epilepsy service and it was mentioned that carers are not always confident with administering drugs. It was suggested that there should be an Epilepsy Nurse Champions to educate carers how to give medication.

Mike Lappin

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 October 2014
[Ends]