



Healthwatch Stockport Work Programme Monthly Report November 2014

1st November - 30th November 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

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

24th November 2014

Attending: Maria Greenwood, Mike Bailey, Tony Shield, John, Roy Oliver, Gavin Owen, David Kirk

Apologies: Anand Dutta, June Westley, Mike Lappin, Maria Kildunne

1) The Operational Team has been expanded to include representatives from Task & Finish Group to allow for the easy sharing of information between Healthwatch Stockport groups. Mike Bailey attended from the Discharge Group and Mike Lappin had been invited from Healthier Together.

2) The group gave updates on their subgroups / task & finish groups (This information is available throughout this report).

3) Requests submitted to the Operational Team

- Greater Manchester's Commissioning Support Unit - to agree standards across Greater Manchester. Some of the functions of the CSU will come back to the individual CCGs. When Maria, Gavin and Tony meet with Ranjit and Gaynor (Stockport CCG), this will be clarified. Local Greater Manchester Healthwatch have also asked for clarification from NHS England.
- Addressing the issue of Child Sexual Exploitation - should this be added to the Children & Young People Action Plan? Healthwatch Stockport has been approached by 3 separate people/organisations - Core Group member, Children Safeguarding Team and Beacon Counselling to work collaboratively with existing work programmes. An action was given to Maria Greenwood to look at the C&YP Action Plan and discuss with Ann Forsyth (Joint Lead) and the rest of the subgroup.
- A Vascular Dementia drug will not be used in the future due to the cost (Galantamin is being replaced with Gatalin XL). Gatalin XL is cheaper and a concern was raised by a member of the public that it could be possibly less affective. We have been asked to investigate this. Mike Lappin has provided a response to this from STAMP which clarified that the new drugs are just as effective.
- Request from Public Health Advisor (Alcohol) to be involved in "redesign of drug and alcohol treatment services for adults in Stockport Action: As Public Health lead, Roy will contact Simon Armour to take this forward.
- Request from Healthwatch Bolton to participate in survey about access to dentists for people ion care homes. Due to current workload, capacity and this subject not being part of any work stream it was decided not to take this forward.



- Request from Quality Watch to set up focus group around Health and Social Care priorities in Stockport. Due to current workload, capacity and the time constraints of the request it was decided not to take this forward.
 - Request to ask NHS England formally for copies of the documents relating to the commissioning of Cancer Services for Greater Manchester. At the January Greater Manchester Healthwatch meeting, the lead commissioner for Cancer Services for Greater Manchester (Trafford CCG) will present on this issue. Gavin will request the information prior to the presentation.
- 4) Chair of Operational Team. It was discussed if it would be more productive and consistent to have a resident Chair for these meetings - requests could then be co-ordinated and discussed via email rather than waiting until the meeting. The group agreed. Roy Oliver was proposed by Tony, seconded by John Leach.

Gavin Owen

Date of next meeting: 26th January 2015

1.1 Stockport Health & Wellbeing Board

Healthwatch Lead: John Leach / Tony Stokes

5th November 2014

Subjects covered at this meeting:

- Winter safety plans.
- NHS five year plan.
- Collaborative technology - Paul Fleming - A report on the shared records arrangements and plans to link records between services.
- Tobacco control plans.
- Pharmaceutical needs assessment - draft consultation report.
- JSNA progress report.
- Joint Health & Wellbeing Board outcome framework 2014/15 Q2.
- Forward plan for Health & Wellbeing Boards.

Tony Stokes

Date of next meeting: 14th January 2014

1.2 Stockport Clinical Commissioning Group

12th November 2014

Emphasis was on issues with the district nursing service and how to approach the Foundation Trust at Stepping Hill in order to correct this. The invaluable help of Healthwatch in conducting public involvement was applauded. Our ability and willingness to ask the difficult questions was highlighted.

The patient story was that of an alcoholic. Alcohol services and what was needed to improve them was considered.



Tony Stokes

Date of next meeting: 10th December 2014

1.3 Stockport NHS Foundation Trust

Healthwatch Lead: David Kirk

27th November 2014

Stockport NHS Foundation Trust Board Meeting

(This meeting was also attended by Sheelagh Peel, Eve Brown, Ron Catlow and others). The Board papers containing further information about the main points can found at:

http://www.stockport.nhs.uk/webdocs/BoD%2027%2011%2014%20document%20pack_pt1.pdf

The main points were:

- The Trust's bowel cancer team won a Nursing Times award in the 'Continence care and promotion category' for their work with spinal cord injury patients. (press release on Foundation Trust website; <http://www.stockport.nhs.uk/news/245/Nursing-times-award-2014-win>)
- The Trust has (and is to be congratulated) on achieving the A&E 4 hr target in Quarter 2 and has made a strong start to Quarter 3.
- The Trust has taken possession of the new kitchen facility with a view to it being fully operational prior to Christmas.
- The latest Summary Hospital Level Mortality Indicator (SHMI) report shows Stockport Foundation Trust as the best hospital in Greater Manchester for low mortality rates. The Trust also reports the following performance areas as 'hotspots' of underperformance. Quality; Pressure Ulcers, falls, outpatient waiting times, Cancer waiting times, Discharge summaries, referral to treatment (RTT) 18 weeks waiting times and cancelled operations. Partnership and Efficiency; Appraisals, Essential training, sickness and absence.
- The financial position is reasonably favourable at this point in the year (Q3) although the shortfall against the delivery of the cost reduction program remains the biggest financial issue. There was an improvement in the Continuity of Services Risk Rating (CoSRR) it improving to a 4 (previous month 3) and better than the year end plan of a 3. The CoSRR is a measure of the financial sustainability and resilience of a provider. 4 is a low risk and 1 a high risk.

The Finance, strategy & Investment committee reported that the Board has to sign a declaration to Monitor looking forward at the next 4 quarters from a going concern position and the board will have to declare if the Trust can achieve a CoSRR rating of 3 for the next 12 months. A detailed paper considered by the committee indicated that without corrective action the CoSRR will reduce to a 2 in Q3 2015/16. The issue is the Trust needs to recurrently increase its margin, however, options for non-recurrently improving its position could be considered. A further paper is to be brought to the January Board meeting.

A risk rating of 2 represents a financial performance putting the provider at medium risk and potentially licence breach and further intervention by Monitor. This will once again be



challenging for the Council of Governors.

- The Annual Children's and Adults safeguarding report Oct 2013-Oct 2014 was presented to the board indicating some very good work but still much to do. It is noted that whilst the Trust achieved the Q2 and Q3 CQUIN target for Learning difficulties the Trust has no Learning difficulties strategy nor training programme (with the exception of the Healthcare Assistant pool training) in place and this is an area for action.
- A new Quality Improvement Strategy 2014-2019 has been approved by the Board.
- With effect from 27th November 2014 a new "Duty of Candour" becomes a statutory duty of health service bodies. This regulation means that any breach of the requirement may result in a fine or a conviction in the courts. Where a notifiable safety incident has occurred staff must as soon as is reasonably practicable:
 - Notify the service user (or person acting lawfully on their behalf) in person that the incident has occurred and apologise
 - Provide a true account of all facts known about the incident as appropriate
 - Provide reasonable support to the service user. Follow up with written notification confirming information provided, the results of further enquiries and apology.
- New hyper acute stroke unit - The Trust has confirmed to the Stroke Network that it will be in a position to commence the service; however it will not be able to meet the deadline of January 12th 2015. The Trust has indicated to the network that March 31st 2015 is achievable.
- The Trust continues to have progress review meetings with the regulator about Board Assurance.
- Five year strategic plan - Monitor has informed the Trust that it has rated its 5 year plan as 'red'. (There appears to be a high risk to sustainability.)
- New care comparison website - NHS England and partners have launched MyNHS, a website which allows users to compare health and social care organisations. <http://www.nhs.uk/Service-Search/performance/search> covers hospitals, providers of social care and public health at both national and regional level giving professionals a snapshot of published data to drive improvements in the quality of care.
- The High Profile report - providing information on serious untoward incidents, serious adverse events and inquests was presented as usual but not discussed except in the context of its format.

The Quality Assurance Committee chaired by a non-executive director had discussed whether or not the board should be presented with this level of detail or instead to receive a themed style report that was being developed. There were differing views around the table including looking at what other Trusts did and a decision was put off, to be discussed again in January.

To its credit the Board have for some time presented and discussed this very important information in its public Board meetings and has become exemplar in its openness and transparency as a result.

In my view a themed analysis to complement the monthly report of incidents, monitoring learning, has been long overdue, but not to replace it. It is important for the board and the



public to know regularly how many safety incidents are occurring, the description, the root cause and the actions taken to avoid reoccurrence.

RECOMMENDATION: That the Core group ask our Governor Colleagues to argue in the strongest possible terms to retain the existing report to be complemented with a themed analysis.

28th November 2014

Patient Representative Group, Division of Medicine

No meeting took place in November and we sadly report the death of our chairman, Michael Armstrong.

Sheelagh Peel

Date of Next Meeting: 10th December 2014

1.4 Stockport Council - Adult Social Care

Healthwatch Lead: June Westley

12th November 2014

Healthwatch Stockport Adult Social Care Team Meeting

June has already circulated notes from meetings attended and gave further details on these as below.

1. Workshop for members of both Adults and Children Safeguarding Boards to discuss overlaps of responsibility and closer working between the two groups. No notes from that meeting received as yet.
2. Meeting with the Director of Adult Social Care. Briefing for Healthwatch Stockport is being organised. Business plans and budget summaries are to be forwarded to Healthwatch Stockport.
3. Learning Disability Q + A session with panel and Mark Warren has been held. This was well attended and it was agreed that it went well.
4. Healthwatch Stockport contract. We are still awaiting news regarding this.
5. A query was raised as to whether we have received information / a copy of the Local Account yet.

June Westley

Date of next meeting: Tuesday 13th January 2014



6th November 2014

Targeted prevention Steering Group

Our place, which is a new way of targeting council funds to communities is being piloted in Cheadle. A meeting was held on Saturday 1st November attended by 50 people where the question was asked “are people getting the services that are required”. The new way of working is about helping to fan the flames at existing groups rather than have things imposed from the council. It was suggested that people form a resident’s support scheme rather like the neighbourhood watch. The use of parks and open spaces was mentioned. It was also noted that people in one road did not know what was happening in the next.

Chairman report

The chairman reported that 70 local voluntary organisations may be facing a reduction in funding and in some instances, decommissioning. In the past, money had been given to groups without much governance. The key shift is that people must take care of their own wellbeing. The new system will be continuous rather than the council commissioning something that does not work but can’t do anything about it until the end of the contract.

One of the services facing reduction in funding was FLAG, I suggested this was not possible as FLAG fulfilled Healthwatch’s responsibility for signposting under the Health & Social Care Act. I was told that it would be explained to me at the end of the meeting. After the meeting I was told that Healthwatch was also involved in this process although we would not have to re-tender but would just have a reduction in finances. The chairman also said that providers would be asked to do more to improve services.

Targeting Prevention

It was reported that this committee was still discussing what prevention means and what the trigger points are in the hub what would start targeted prevention. It was also reported that the Health & Wellbeing check questionnaire which should be sent to people over 65 years in priority one areas by GPs was not very successful as GPs can’t find time.

Community Capacity

This committee is still at the mapping stage finding out who does what and where people get support now helped by GMCVO (Greater Manchester Voluntary Service Organisation). The problem of people’s isolation is high on the agenda as this is an increasing problem. The possibility of setting up a citizen controlled website providing local information was discussed ie STOCKOPEDIA

Stockport Nesta Evaluation

The evaluation will be carried out by the centre for regional economic and social research (RESR). Sarah Pearson explained how they would do their work over the next 18 months. I was assured by the chairman that it would not be a “paper” exercise.

Mike Lappin



28th November 2014

Targeted Prevention for Vulnerable People

In October 2014 around 70 organisations that are Grant Funded by Stockport Council were sent a letter advising that their service would not necessarily be commissioned from April 2015. See minutes from October Core Group for more details.

Healthwatch Stockport is a member of Chief Officers Group (COG) of the voluntary and community sector within Stockport. COG is Chaired by Tony Shield, Anchorpoint, and COG wrote to Stockport Council to seek clarification on a number of points including:

- When will services know if they will be re-commissioned
- When will services know if they are not being re-commissioned
- How difficult it will be for services to continue to provide good quality services for people when the uncertainty of the organisations' future hangs in the balance.

Healthwatch Stockport was one of the signatories on the joint letter from COG.

There will be two phases for the new commissioning process:

- Phase 1 will cover services who provide support for: Advocacy, Domestic Abuse and the New "Targeted Prevention for Vulnerable Adults" (see below).
- Phase 2 will cover: Look at Care Act requirements, Ageing population - focussing on the correct things? and Look at low level support for people with a wide range of disabilities.

The Targeted Prevention for Vulnerable Adults will have a budget of £1.5 million with performance related outcomes 15% of total value. The contract will be for 3 years plus 2 option. The Formal Tender launch will take place on 8th December with submission for tenders by mid February 2015. The Selection Process will take place early March 2015, the preferred bidder announced mid March 2015 and the finalised commercial framework will take place in April 2015. The contract starts May 2015 with a transition/mobilisation phase of 4 months

Stockport Council is looking for an Alliance of 3-7 organisations when submitting a tender for the contract. The Alliance may sub-contract.

Targeted prevention

- proportional information and advice
- engage the most hard to reach
- offer support for independence and reduce demand on health and social care
- ensure a proactive approach to managing risk
- support community capacity building and grow social action
- develop housing solutions for the most excluded
- deliver sustainable outcomes and a community based safety net



The objectives for the providers will be:

1. Innovative and asset based approach
2. Improve value for money
3. Reduce demand on stat services; intervene early and effectively
4. Build capacity and resilience in communities and individuals
5. Maintain and improve Wellbeing and health
6. Increase levels of economic independence
7. Enable independent living and self-care
8. Enable co-ordinate and integrated services

Gavin Owen

1.5 Children, Families & Young people

Healthwatch Lead: Maria Greenwood

30th November 2014

The Children & Young People's Plan is refreshed and the report is finalised and letter to Stockport Council has been drafted regarding the plan.

- performance measures and outcomes are included
- we are expecting to organise a date to meet with Maria Kildunne, to agree the reporting schedule for Children & Young People's Plan performance monitoring, starting with the first quarter report, aligned to the general performance monitoring schedule for all Healthwatch Stockport reports and plans in April ie Jan- March 2015 being the first quarter to be reported upon
- we still need to agree with Healthwatch Stockport / Maria Kildunne how best to pull the data required for the quarterly monitoring together. We need to do this before year end, in order to ensure arrangements are in place and organised to collect the data to report upon, starting January

We will then reconvene a Children & Young People's sub group meeting in the new year, to share information and organise sub group meeting dates for the rest of 2015 - just prior to each of the reporting schedules, when reports are expected (dates tbc).

There has been a request from the Core Group for the Children & Young People's subgroup to look at Child Sexual Exploitation (CSE). More information is being sent over by the office regarding this and it will be addressed at the January subgroup meeting.

Maria Greenwood

Date of next meeting: TBC



1.6 Pennine Care

Healthwatch Lead: Mary Foden

30th November 2014

No report received.

1.7 Public Health

Healthwatch Lead: Roy Oliver

6th November 2014

Public Health Subgroup

1. A brief discussion was had on the JSNA report which is being held up due to pressure of work. The group has offered to help if needed.
2. A verbal report was given on the conference he attended on “Public Health - the system beyond 2015.
3. Pharmaceutical Needs Assessment: There have been no further meetings since the last update.
4. Budgets: The group thank Dona Sager for providing the information and agreed to ask the following questions.
 - a. A breakdown of the main budgets; pooled drug, school nursing, sexual health and public health services.
 - b. How much of the budget is contracted out
 - c. How much is payment by results
 - d. Will you receive any money from the “Better care fund”
5. Legal highs: Group to investigate if there is any work being done to highlight the dangers of using legal drugs.
6. E - cigarettes: Roy to ask Eleanor Bannister if any research has been done on the effects of using these cigarettes.

Roy Oliver

Date of next meeting: 4th December 2pm-4pm at Graylaw House



27th November 2014

Joint Strategic Needs Assessment Briefing Session (JSNA)

Roy welcomed everyone to the meeting explaining that it would be in two parts the second being in January 2015.

Eleanor Bannister then explained to the group that the JSNA assesses all the health and social care needs of the population of Stockport. She explained that members of the council, CCG and Healthwatch made up the project leads group of the JSNA meetings which will then present their findings of these needs to the heads of departments within the CCG and Stockport Council and the Health and Wellbeing board.

Eleanor then gave her presentation; taking questions as members of the meeting needed clarification.

Further information on the JSNA can be obtained from Roy Oliver Full minutes from the Briefing Session will be available from the office.

Roy Oliver

1.8 Equality and Diversity

Healthwatch Lead: Jon Burke

30th November 2014

No report received

1.9 Discharge

Healthwatch Lead: Peggy Hall

30th November 2014

As Peggy is currently unable to Lead the group, Deputy Lead, Mike Bailey took the meeting.

The majority of the meeting was taken up by members reporting back on their analysis of the policies and procedures of the various services regarding discharge. Members raised some questions about implementation of the policies, although generally it was felt that the documents were satisfactory and it is about implementing them correctly. Wendy Stewart and Ruth McNally from Stepping Hill Hospital will be invited to the next Discharge Subgroup to answer questions arising from the policies.

It was felt that the Enter & View Team may be able to support in the future, gathering patient experience in comparison to the policies.

The group also discussed the creation of an action plan, which Mike took away to work on with Peggy to then bring back to the group for discussion.

Date of next meeting: Wednesday 21st January,

Kirsty Bagnall



An update on Healthwatch Development and on-going Subgroups

Section 2: Development Team

2.1 Healthwatch Stockport Reading Sub-group

Healthwatch Lead: David Atkinson

20th November 2014

Two patient leaflets were sent to the Reading Group from Arriva Transport.

Shell Sheridan

2.2 Healthwatch Stockport Training Sub-group

Healthwatch Lead: Sue Carroll

No training carried out.

2.3 Healthwatch Stockport Publicity and Communications Sub-group

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

23rd October 2014

"Over the Fence" Event, Brookdale Theatre, Bramhall

The event included a play on dementia by the Haylo Theatre organised by Home Instead Senior Care.

As we were working in a very confined area, it was decided to make up packs of all our available leaflets and publications with Application Form and return envelope, and then speak to people individually. We gave out 18 packs, sometimes to individuals, but also to couples. Only one person had heard of Healthwatch and she was a very satisfied member. We answered some very in depth questions and believe we were able to help. These were not casual passers-by They were interested in health care and the NHS - Very different to street or supermarket contacts.

Eve Brown, Events Representative

11th November 2014

Bridgehall Primary School Open Day

I attended this event to promote Healthwatch Stockport to children and families. I spoke to around 60 people, including many children (approx 50/50 split). The event was very well attended and I spoke to many other stall holders too.

At any future open days, it would be useful to bring along the consultation board to collect feedback



from the children who attended as well as targeting the adult audience.

Kirsty Bagnall

24th November 2014

Community Champion Presentation at Cheadle & Gatley branch of the Diabetes Society

Gerry and I had a good and productive evening with the Diabetic Society, and have 1 confirmed “joining member”, and a possible 2 others. The talk went well, with excellent interaction from Gerry to my talk, which the wonderful notes from the office to the letter, and a copy of which we presented to the Chair for their Records.

Tony Blyth, Community Champion

1st-30th November 2014

Twitter: 1492 Tweets overall, 42 new Followers, 11 mentions, 22 retweets and 10 favourites. We were also included in a ‘Follow Friday’ by Give2Gain Time Bank Stockport.

Facebook: 539 Total Page Likes, 2 new posts and monthly total post reach of 37.

Website:



- Overall, the website received 320 visits, 243 of these were unique visitors with 63.8% of visitors were visiting the website for the first time.
- There were 791 page views with people visiting 2.47 pages per visit. The average time spent on the website was 1m 59s.
- The majority of visitors to the website were using the Chrome browser (43%), with 31% using Internet Explorer, 13% using Safari and 9% using Firefox.

Kirsty Bagnall

2.4 Healthwatch Stockport Enter & View Functions

Healthwatch Lead: Gerry Wright

30th November 2014

Currently working on draft reports. Will be circulated prior to sign off.

Kirsty Bagnall



2.5 Patient Experience and Feedback/Evidence Gathering

Healthwatch Lead: Tony Stokes

26th November 2014

Patient & Public Experience Intelligence Gathering Team Meeting

The team met to feedback the trends and issues they had identified from reports provided by their delegated service providers. We were then joined by representatives from Stockport CCG to discuss the findings, passed our feedback along and gathered comments on some of the issues.

I will be writing a report from this meeting, summarising issues and trends identified from the second quarter of the year and sending on these trends, along with any recommendations, to the Operational Team Leads. The report will also be circulated around all of the service providers, the Core Group and be available for the general public.

Tony Stokes

Date of next meeting: 12th February 2015

Section 3: An update on Healthwatch Representatives on other committees

3.1 Equality & Diversity Board - Pennine Care

Healthwatch Representative: Tony Stokes

30th November 2014

No meeting held.

3.2 Stockport Area Medicines Panel (STAMP)

Healthwatch Representative: Mike Lappin

11th November 2014

This was mainly a routine meeting but it would be useful for me to know what our position statement is on cosmetic surgery.

Mike Lappin

3.3 Stockport Cancer Programme Board

Healthwatch Representative: Anand Dutta

30th November 2014

No meeting held.



3.4 Stockport Care Home Forum

Healthwatch Representative: Gerry Wright

30th November 2014

No report received.

3.5 Stockport Care Record

Healthwatch Representative: Joyce Drummond

30th November 2014

No report received

3.6 Stockport Children's Trust Board

Healthwatch Representative: to be arranged

30th November 2014

No report received.

3.7 Stockport Clinical Policy Committee

Healthwatch Representative: Mike Lappin

26th November 2014

This meeting was postponed until Wednesday 3rd December. Unfortunately, I cannot attend the new date.

Mike Lappin

3.8 Stockport Dementia Champion Committee

Healthwatch Representative: Tony Johnson

Nothing to report

3.9 Disability Stockport Forum

Healthwatch Representative: Tony Johnson

Nothing to report



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 November 2014

No meeting held.

3.11 Stockport Electronic Prescribing Board

Healthwatch Representative: Joyce Drummond (Mike Lappin deputy)

30th November 2014

No report received.

3.12 Stockport End of Life Care Programme Board

Healthwatch Representative: Gerry Wright

30th November 2014

No report received.

3.13 Stockport (Community) Falls Prevention Group

Healthwatch Representative: Sheelagh Peel

18th November 2014

I was unable to attend due to sickness. I still await information regarding my successor.

No minutes yet received but a mention of it in the Foundation Trust Board Meeting papers after a 2nd joint meeting had taken place. "Further work is to be undertaken in relation to reviewing all patient information in relation to falls in order to standardise across the whole health economy"

Sheelagh Peel

Date of next meeting: Not yet known, successor will be informed as soon as information available.



3.14 Stockport Health & Wellbeing Scrutiny Committee

Healthwatch Representative: John Leach

6th November 2014

I attended the above meeting on behalf of Healthwatch Stockport

The meeting was held to discuss issues relating to alcohol services with current service users. The general public were not allowed into the meeting in order to protect the identity of the service users involved in the meeting. However some of the comments made by the users will be referred to in this report. Please bear in mind that anonymity is part of this report. The meeting was arranged in conjunction with Pennine Care NHS Foundation Trust. The services users made extremely frank and honest remarks regarding themselves and their personal experiences and were extremely forthright about their condition.

One thing that repeatedly was mentioned was the availability of cocaine, crack cocaine and other hard drugs which they had used in conjunction with their use of alcohol. All of them were very strong in their praise of the treatment received from the Pennine Care Treatment Centre. A closing comment from the Chair of the meeting said that the relevant authorities would be informed of the outcomes from this meeting.

John Leach

3.15 Stockport Local Pharmacy Committee

Healthwatch Representative: Joyce Drummond

30th November 2014

No report received.

3.16 Stockport Maternity Programme Board

Healthwatch Representative: Loretta Alao

30th November 2014

No report received.

3.17 Stockport NHS 111 and Out of Hours

Healthwatch Representative: Tony Stokes

30th November 2014

No report received.



3.18 Stockport Older People's Committee Meeting

Healthwatch Representative: Joyce Drummond (Sheelagh Peel filling in)

30th November 2014

No meeting held.

3.19 Stockport Pharmacy Application Requests

Healthwatch Representative: Mike Lappin

28th November 2014

Khalidoscope Services LTD

More correspondence has been received regarding the above premises. We have not made any changes to our original response.

Kirsty Bagnall

3.20 Medicines Management Committee - NHS Foundation Trust

Healthwatch Representative: Anand Dutta

20th October 2014

Some of the topics discussed at the meeting are listed below:

1. Drug Expenditure - List of the top 200 drugs based on the actual cost to the Trust was disclosed. As expected, the most expensive drugs were the recently discovered and marketed monoclonal antibodies (for rheumatoid arthritis), protein products (anticoagulants), kinase inhibitors (cancer treatment) and various anti-infective agents. It was indicated that these drugs are being prescribed based on need as specified by NICE and were not restricted in anyway. Various efforts are continuously being made by other means (e.g. sharing of the drug dose) to reduce the overall cost of medicines.
2. Commissioning Intentions 2015/16 - Key points of the policy were highlighted
3. Drug Safety Alerts - Recently received safety alerts on Denosumab (used for cancer treatment) and Nitrofurantoin (lower urinary tract infection) were discussed. Denosumab is associated with a risk of osteonecrosis of the jaw and with a risk of hypocalcaemia. The risk of hypocalcaemia increases with the degree of renal impairment. Nitrofurantoin is now contraindicated in patients with an estimated glomerular filtration rate of less than 45 ml/min.
4. Trends in medication incidents - Monthly figures from August 2013 to September 2014 were reported. Incidents with anticoagulants, controlled drugs, antibiotics, insulin and other critical medicines were recorded and were analysed in terms of 'type of incident' like duplication of medicine, wrong drug/dose administered and other prescribing errors. The purpose of these figures and analysis is to identify and rectify any problems associated with prescribing in the hospital and on discharge from the hospital.



Anand Dutta

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

Healthwatch Representative: Tony Stokes

19th November 2014

Kären Maneely from Pennine Care explained their plans for reconfiguring the mental health services so that they are able to survive budget reductions. The committee are not assured of the safety or the ability of Pennine Care to deliver what is needed. There is a reliance on the services offered by voluntary organisations to assist Pennine Care, however with reductions in funding for the voluntary sector, these support services may be reduced or decommissioned.

The District nursing service is giving cause for concern. Patients have no issues with the district nurses but GPs say that the provision of district nurses is inadequate to meet their needs. This issue is to be taken up with the Foundation Trust at Stepping Hill.

The BMI quality report gave confidence that the services being provided, mainly orthopaedic were safe and reliable.

Tony Stokes

Date of next meeting: 17th December 2014

3.22 Stockport Safeguarding Adults Board

Healthwatch Representative: June Westley

30th November 2014

No meeting held.

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

Healthwatch Representative: David Kirk

8th October and 11th November 2014

Main Points:

A & E attendances remain high and emergency admissions are above average but not to the same extent as attendances.

GP admissions just above average.

DK commented that the group was looking at data 2 months old and the Chair agreed that it would be useful to have more up to date data adding that the data needs to reflect the system and include community services. An action was agreed to review the urgent care data dashboard.

NWAS performance was noted to be poor and had been identified as a key risk.

The group registered its concern that NHS England had not yet (officially) approved an expected



£1.9m of funding for schemes to improve system resilience this winter.

Included in those schemes is the patient access policy and it was noted that the report from Healthwatch (Alan Watt and Mike Lappin) was to be considered in the future update.

The group received a presentation on the Community Assertive In-Reach (CAIR) initiative designed to;

- To reduce average Length of Stay in hospital
- Enable discharge on the day the patient is ready for transfer
- Improve Patients Outcomes
- Wrap Services around patients
- Manage the risk from hospital to community
- Manage and reduce the demand for secondary care
- Manage the demand for longer term care

Date of next meeting 16th December 2014

Urgent Care Workshops

Workshops 21st and 26th November.

The purpose of the workshops which were attended by a diverse cross-section of stakeholders was to add to the process of designing an emergency care system in Stockport (not to be confused with the Healthier Together strategy) where patients are treated in the right place at the right time by the right clinician, 7 days a week, 24hours a day.

David Kirk and Mike Lappin

3.24 Greater Manchester Chair and Chief Officer Meeting

Healthwatch Representative: John Leach and Maria Kildunne

20th November 2014

1. NHS Complaints Advocacy

Apart from Tameside and Stockport the Carers Federation (Independent Complaints Advocacy) deliver advocacy across the other eight local authorities. The service is dependent on the individual advocate with Rochdale and Bury Healthwatch hosting the advocate at their offices. Wigan and Bolton have also offered to do this but without success. Currently complainants from Wigan and Bolton have to travel to Manchester to see their advocate. A monthly report is produced that is very poor on information and the number of people supported is low with poor outcomes eg. Last month Wigan had 3 cases closed as the advocate could not contact them. An action was agreed that the lead commissioner that covers Greater Manchester (Manchester) will be invited to a future meeting to discuss some local Healthwatch tendering for the Complaints Advocacy contract.

2. Patient Transport - Arriva

There was a discussion about the ongoing problems with Arriva. Each Healthwatch had its own



examples of poor practice. The contract tender is starting now for the new contract from April 2016. Each local North West Healthwatch has been invited to an event on Monday 24th November in Salford.

3. Healthier Together Update

Healthier Together in the future will have a smaller central team and that more Healthier Together work will be undertaken by local CCGs (a bit like 10 local authorities leading on the work of the Greater Manchester combined authority).

Healthwatch is to have a greater, more formal and recognised role with Healthier Together going forward. Healthwatch does not just want a seat on the CIC (Committees in Common) but wanted to be seen a trusted partners, able to make contributions to various parts of the programme - especially when Patient & Public Involvement was crucial. The role of the voluntary and community sector and the need to improve voluntary and community sector engagement. GMCVO are crucial to this, but also local Community & Voluntary Services / Infrastructure bodies.

It was asked how Healthwatch co-operate on these types of initiatives? Whether we need to select an individual Healthwatch to lead on an issue on a case by case basis

4. Updates from Individual Healthwatch

Healthwatch Bolton requested local Healthwatch to be involved in their work around access to dentists from Care Homes. (Note: The proposal was taken to the Operational Team but as it does not fit into a current work stream and the current workload and capacity Healthwatch Stockport will not be participating)

Gavin Owen

3.25 Stockport CCG Locality Meetings

Healthwatch Representative: Gerry Wright

30th November 2014

No report received.

3.26 Health & Social Care Informatics (HSCI) Group

Healthwatch Representative: David Moore

30th November 2014

No report received.

3.27 Stockport Safeguarding Vulnerable Children

Healthwatch Representative: Helen McDonald

30th November 2014

No report received.



3.28 Strengthening of GP Services

Healthwatch Representative: David Kirk

30th November 2014

No meeting held.

Additional One off Meetings

3.29 Communication Across Cancer Services Listening Event

17th November 2014

Healthwatch organisations from across Greater Manchester joined together to speak to local people about communications across services for people with cancer and their carers.

The event was co-hosted by Macmillan Cancer Support and gave local people from across Greater Manchester the opportunity to speak to representatives from local Healthwatch about their experience of using cancer services. Each table had a facilitator from a local Healthwatch and local people.

Healthwatch Stockport were seated with Healthwatch Salford during the event and spoke to members of the public from both areas. The key issue raised during the event was the lack of a singular point of contact when going through treatment leading to the responsibility being put onto the patient or carer to repeat key information to different service providers.

As the majority of people on the table were from Salford, Healthwatch Salford took away the feedback to type up and action.

Kirsty Bagnall

3.29 The Future of the Sir Joseph Whitworth Centre (Sir Joe's)

The Primary Care Trust (PCT), as was, leased Graylaw House/Sir Joe's directly from the landlord. Stockport Council then sub-leased it from the PCT/Stockport Council. Now the CCG no longer want to lease the building and have given notice to the landlord and will no longer have the lease from 31st March 2015 (it was due to run until the 31st March 2016).

The following statement was published to groups and individuals that use Sir Joe's:

“The steering group are working to ensure provision will continue either remaining in Graylaw or another central location, we are currently exploring the options and implications, and will consult again more widely once we have further clarity on what the possible options are.”

Healthwatch Stockport are part of the Steering Group. There are two separate leases: one for the community centre, and one for the office space and training room. Both leases will end on 31st March. This report concerns the community centre part of the building.



With the NHS paying up its lease, a rent free period of at least 12 months should be possible to negotiate - probably longer with business rates liability for the landlord. However the landlord will want a longer term lease - probably 5 years.

It was discussed how Sir Joe's fits with the developing universal and targeted prevention strategy. All agreed we need to have a clear understanding of the fit if the funding is going to be sourced to pay for the space (~£30,000 plus running costs). Agreed the strategy suggests demand will increase for such spaces as locality working needs locations. Also agreed the focus of what goes on at Sir Joe's is public health- Eleanor Hill (Stockport Council Public Health) will support this strategic thinking but need to ensure senior public health leads recognise the value of her role and its relevance for Public health.

There was an action to develop persuasive presentation/roadshow to take to all the current Sir Joe's providers linking their service to the prevention strategy and asking what they will be doing from April 1st 2015 when they have no venue. This will be developed by Eleanor, Catriona, Gavin, Margaret, Tony and Jan.

Tony Shield (Anchorpoint) and Jan visited Tiviot Dale - positive report back. Tiviot Dale is the only alternative presented by the Steering Group as an alternative town centre venue. Representatives will view Tiviot Dale again in December.

Date of next meeting: 16th December at Stopford House

Gavin Owen

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

4.1 Complaints Task & Finish group

Healthwatch Lead: Gerry Wright/Tony Stokes

28th November 2014

Waiting on data to complete report. Once complete, will be circulated around Core Group.

Kirsty Bagnall

4.2 Diabetes & Podiatry Task & Finish Group

Healthwatch Lead: David Moore

30th November 2014

No report received.



4.3 Discharge from Hospital back to nursing/residential homes

Healthwatch Lead: John Leach

30th November 2014

No report received.

4.4 District Nurse Service User Group

Healthwatch Lead: Tony Stokes/Carol Stokes

30th November 2014

No report received.

4.5 Healthier Together

Healthwatch Lead: Mike Lappin

27th November 2014

External Reference Group

This was mainly a working meeting where we were preparing our report on the Healthier Together Consultation to the Committees in Common.

Alex Heritage reported that the Committee in Common would soon be replaced by the Healthier Together Joint Committee and Healthwatch would have one seat on this committee.

The External reference group would also finish work from soon but would be replaced by the Patient Carers and Community delivery panel.

We will be looking at the new governance at the next meeting.

Mike Lappin

4.6 It's in the Drawer

Healthwatch Lead: Clem Beaumont

30th November 2014

Complete. To be moved to monitoring.

4.7 Redevelopment of A&E

Healthwatch Representative: Mike Lappin

30th November 2014

No report received.



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'

The views expressed within this report are those of individual members and may not be representative of the organisation as a whole or the organisations discussed within. This 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 and is laid before the Healthwatch Stockport Core Group for their discussion and/or agreement of the recommendations.

30th November 2014

[Ends]