



Healthwatch Stockport Work Programme Monthly Report

29th May - 24th June 2013

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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.

Operational Team Meeting

18th June 2013

The Operational Team is made up of Healthwatch members that represent HW at the major organisations in Stockport.

The team has out clear parameters for ways they are intending to work, including setting terms of reference for the team.

They have identified a number of cross cutting themes; many issues are indeed cross cutting across the major organisations.

Mary Foden has accepted to taken on the lead for the link between Pennine care and Healthwatch Stockport. The Office has had interest in the Public Health Team from Roy Oliver, Peggy Hall, and Alan Watt. Maria will be sending them more information for consideration. We have also had interest for Children's health and social care from Mike Lappin and Maria Greenwood. Maria is considering further information regarding Children's involvement.

Rashda Tabassum from Stockport Council will be attending the next Operation Team Meeting to discuss how we ensure diverse representation and engagement.

Full notes available from the Healthwatch Office.

Next meeting will take place on 24th July 2013.

Stockport Health & Wellbeing Board

Healthwatch Lead: John Leach

5th June 2013

At Health & Wellbeing Board Meeting Cllr. John Pantall was elected Chair of the Board and Jane Crombleholme, Chair of Stockport CCG was elected as Vice Chair Elected

At each Health & Wellbeing Board meeting members will receive an update on each of the themes from the wellbeing strategy. At this meeting, presentations were received from Joan Beresford (Adult Social Care, Stockport Council & Nicole Alkemade, Commissioning NHS Stockport) on Healthy Ageing and Quality of Life (a copy of the presentation is available on request).

Nicole ran through the key facts giving a general picture of older people in Stockport taken from census 2011 and the Stockport JSNA 2012. Implementation through various board and strategies but have identified 5 we wills:

1. Appropriate, fair and timely Access



2. Choice, Control & Connectivity
3. Ageing Healthily
4. Maintaining Independence
5. End of Life care in preferred place

They face many challenges but have identified ways in which to move forward in achieving quality of life for older people which includes pooled budgets, maximising opportunities with the third sector and wider community, maximising use of technology and market development.

A presentation on Valuing and Supporting Carers was provided by David Philips Carers Voice / Julie Farley [Adult Social Care, Stockport Council]. This was an interesting presentation made all the more interesting as it was presented by a carer. The move to the carers centre seems to be a positive step in being a centre that can offer carers a one stop shop on information and services.

Stockport Clinical Commissioning Group

Healthwatch Lead: Tony Stokes

12th June 2013

The most important new information relates to Children's Speech and Language Therapy. The CCG commission a service from Stockport NHS Foundation Trust. The waiting time currently from referral to assessment for this service is 18 weeks which is not acceptable as this is not the true waiting time. There could be a further 26 weeks wait before treatment begins.

There has been a 20% increase in referrals for this service in the last two years.

There is now a considerable waiting list because the NHS funding has remained the same for the last four years. During this time the number of referrals has increased and staff costs have increased.

The Trust will provide a proposal to manage this waiting list by the end of June which will be considered by the CCG. A full service review and proposals for the future will be complete by mid-August. The CCG will then consider the cost of this service

The implication for the future of children needing speech therapy is that they will start school with speech problems and be at a huge educational disadvantage.

I ASKED what communication there was between the speech therapy service and the audiology service. Many children with speech problems also have hearing problems. There appears to be very little if any communication but it has now been flagged up as an issue which will be addressed.

We need to monitor the future of this service.

MYSELF as your representative will be asking questions of the CCG and carrying out some preliminary



investigations in to what issues exist in the speech therapy service.

I will be presenting this report at the next Operational Team meeting on 24th July 2013.

FOR THE CORE GROUP TO CONSIDER:

Between now and then I would like to receive a view from the core group as to whether or not we should include this as part of our work programme. We could for example commence a piece for work to find out if the weakness in this service is affecting the education of children with speech and hearing problems?

Any further queries please contact the Healthwatch Stockport Office or email Maria@healthwatchstockport.co.uk

Stockport NHS Foundation Trust

Healthwatch Lead: Sheelagh Peel/Mike Lappin

The Next Meeting of Stockport NHS Foundation Trust will take place on Thursday 27th June 2013 at 9am, in lecture Theatre B, Pinewood House, Stepping Hill Hospital.

25th June 2013

John and Maria met with Gillian Easson on to start to work together on ways in which our two organisations can work together. John and Maria outlined some of the challenges which LINK faced in terms of communication and wish to improve going forward as Healthwatch. Gillian has assured Healthwatch that we will be on the communication list when the board papers are published/circulated. She will ask Jane Ball (director of Strategic Development & Partnerships) to make contact with us and provide us with regular updates regarding the Trust especially with regard the integration of community services.

For Consideration:

Gillian would like to hear about other ways she and the Trust can engage with all sections of the community, if you have any thoughts please let Maria know at the Office.

17th June 2013

Maria and a number of Healthwatch members attended the Question Time event with the Chair and Chief Executive of the Trust on. They were interviewed by a senior reporter at the Stockport Express. A number of questions were submitted prior to the event from the public. Healthwatch submitted 4 questions. There was insufficient time to answer all questions. However, all questions will be answered and circulated to those attended and will be published on the website. If you would like a copy of these please contact the Healthwatch Office.

Sheelagh is only able to attend meetings sporadically at the moment due to family caring commitments. Therefore Mike L and David K will be covering where possible. Any queries regarding the Foundation Trust please contact the Healthwatch Office.



Stockport Council - Adult Social Care

Healthwatch Lead: June Westley

A meeting has been arranged between June and Terry Dafter (11th July) and another meeting with Gill Walters regarding opportunities in which Healthwatch can get involved in social care.

June has a list of points for discussion with Terry, which includes how themes are identified, regular reporting structures etc.

For discussion with Gill we will be asking for information on personal budgets, the transfer of adult social care users to older peoples' services, learning disabilities.

Following this meeting June will be arranging a team meeting of healthwatch representative's interested in social care. (Alan Watt, David Moore, Gerry Wright, Les Pattison, Mike Cain & Sue Carroll)

Children, Families & Young people (health and social care)

Healthwatch Lead: to be agreed

Mike Lappin and Maria Greenwood have come forward with an interest in leading in this area. Maria Greenwood is currently considering information regarding this area. Mike has stipulated he will support if others are willing to come forward.

Recommendation: The Core Group appoints Maria Greenwood (subject to her accepting to take it on) as Children, family & Young People in health & social care lead on behalf of Healthwatch Stockport.

Pennine Care

Healthwatch Lead: Mary Foden

Mary Foden [deputy Chair of Pennine Governors and Healthwatch Member] has accepted to take the lead on mental health and be the liaison between Pennine Care and Healthwatch

Recommendation: The Core Group officially appoints Mary Foden as lead for Pennine Care on behalf of Healthwatch Stockport.

Public Health

Healthwatch Lead: to be identified

The Office has had interest in the Public Health Team from Roy Oliver, Peggy Hall, and Alan Watt. Maria will be sending them more information for consideration.



An update on Healthwatch Development and on-going Subgroups

Development Team Meeting

4th June 2013

Gerry Wright, Sue Carroll, Eve Brown, David Atkinson, Tony Stokes and John Leach met for the first time as leads for the development areas for Healthwatch Stockport detailed below.

Full notes are available from the Healthwatch Stockport office

Healthwatch Stockport Reading Sub-group

Healthwatch Lead: Eve Brown

Eve Brown and David Atkinson will be coming into the office on to go through the Reading Group Procedure and will be the first port of call for coordinating the documents that are to be reviewed by the Reading Group.

Healthwatch Stockport Training Sub-group

Healthwatch Lead: Sue Carroll/Gerry Wright

The training team will be looking at refreshing the enter & view training as a priority. CRB checks (now DBS - Disclosure & Barring Service) will need to be redone (sorry!). A letter will soon be circulated to all existing representatives and those who have expressed an interest in training shortly, outlining the training that will be required for Healthwatch Stockport.

Training will also be provided on writing reports, so that Healthwatch Stockport reports are written in a consistent way.

Meeting the Public Training will also be refreshed to be updated with Healthwatch responsibilities and branding etc.

Healthwatch Stockport Publicity and Communications Sub-group

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

The team will be looking at a push on visiting groups, preparing for Healthwatch Stockport Launch Events. There will be 2! A promotional launch in Stockport Centre and a stakeholder event in October to bring the community, commissioners and providers together. They will also be working to get a regular piece in the Stockport Review.

11th June 2013

Attended Carers Information Day, gave away:

- **18** newsletters, **27** leaflets, **7** leaflets about the District Nurse User Group and **14** Quality of Home Care Questionnaires. Spoke to around **40** people about Healthwatch Stockport.



19th June 2013

Attended Learning Disability Awareness Day, gave away:

- 16 leaflets, 10 easy read leaflets, 3 Quality of Home Care Questionnaires (with 4 given to organisation Rescare). Spoke to around 35 people about Healthwatch Stockport.

3rd June 2013

The first Healthwatch Stockport Newsletter was circulated. Several positive comments received on design and content. Several positive comments were also received on the Healthwatch Stockport e-bulletin.

- **Twitter:** 616 Tweets, 405 Following, 1,205 Followers, 5 mentions, 3 retweets, 1 favourite
- **Facebook:** 531 likes, 305,385 friends of fans and weekly total reach of 48.

21st June 2013

Tony Johnson attended the over 50s Golden Years event at Stockport Town Hall. Solicitors and Financial advisors were the largest segment with private care providers, gyms, care homes, sheltered housing providers but not any charitable bodies except Age UK Stockport who were selling services. Pennine Care was there but no other health body. I commend Stockport College Catering, who was advertising their dining facilities with food cooked by students - three courses will be available in the Autumn - the current price is £8.95.

I recommend this as a venue for the Healthwatch Christmas meal. Bookings - restaurant@stockport.ac.uk or 0161 958 3164. The biggest absence was any volunteer recruitment.

Healthwatch Stockport Enter & View Functions

Healthwatch Lead: Gerry Wright

At the Development Team Meeting Enter and View was discussed at length and new ways of working were discussed that would involve more informal relationships to be made between organisations and Healthwatch Stockport. This would include EV representatives becoming critical friends and be known better to local organisations and therefore any issues could be raised quite quickly and sorted out sometimes without the need for an EV visit.

The EV training will be reviewed and new training sessions will take place during the summer. All Existing and potential EV representatives will be written to in the next week or so.

Patient Experience and Feedback/Evidence Gathering

Healthwatch Lead: Tony Stokes

17th June 2013

[Request & Recommendations to Healthwatch Stockport Core from Alan Watt](#)



Introduction:

This request and recommendation addresses the issue of unvoiced complaints, issues people wish to raise, but do not for fear of adverse consequences.

Airing an Issue:

Some people have good reason to raise an issue which should be addressed but fear that they, or those they care for, might suffer. This is an issue both with health and social care.

I cannot quantify the extent of the problem, but if what I am told is a typical sample then it appears quite extensive. A quick survey would easily confirm this.

In most cases the issue is person specific - where it is necessary to identify the person raising the matter or where it would be easy to deduce who this person was, The standard response from any organisation in such a situation will be to claim that no investigation can be carried out without the full details. Anonymity is therefore generally not an option.

I believe we must make an attempt to address the matter so that more apparent failures may be brought to the attention of those in authority.

People are likely to be encouraged to make their point and have the opportunity, help and feeling of less risk:

- by using such a term as “*Airing an Issue*”
- by writing to the head of the Department involved
- by sending a copy of the letter to a “protector”.

By protector - I define someone who will be in a position to ensure the person raising the issue, or those they care for, suffers no adverse consequences.

The key action will be to get bodies to accept the responsibility of acting as protector. The most obvious would seem to be ones GP when any issue of secondary health care is at issue. For this we would need to get the Local Medical Committee on our side.

I have no illusions that it will be an easy project or that it will change things dramatically but feel it is important to make an attempt.

This must not be construed as an attempt to change or interfere in any way with the various established complaints procedures. The use of these must continue to be encouraged.

Although a small team from Healthwatch Stockport should steer the project I do not believe it will be a major drain on resources.

Recommendation

- We establish a small team prepared to agree the approach.
- We enlist the experience of ICAS.
- We set out to identify protectors - and get their acceptance of the role.



- We accept that even partial success will be an improvement.
- We encourage people to raise issue under a banner distinct from a complaint - which would almost inevitably be treated as formal.
- For those unwilling to be specific or who withhold their names we should continue to encourage the use of the Healthwatch Feedback Forms. This will indicate the nature, extent and location of possible areas requiring improvement.

[The Complaints Task & Finish Group did look into this issue and found it was the system of knowing where and how to complain was the biggest issue. The former LINK Complaints Task & Finish Group has now morphed into the Patient and Public Experience Team which will be meeting to discuss emerging issues and the one identified by Alan and will consider and explore the recommendations raised].

An update on Healthwatch Representatives on other committees

Equality & Diversity Board - Pennine Care

Healthwatch Representative: Tony Stokes

No Report Received

Stockport Area Medicines Panel

Healthwatch Representative: Mike Lappin

No Report Received

Stockport Cancer Programme Board

Healthwatch Representative: Anand Dutta

No Report Received

Stockport Care Home Forum

Healthwatch Representative: Gerry Wright

No Report Received

Stockport Care Record

Healthwatch Representative: Joyce Drummond

No Report Received



Stockport Children's Trust Board

Healthwatch Representative: to be arranged

Stockport Clinical Policy Committee

Healthwatch Representative: Mike Lappin

Next meeting will take place on 26th June and will be Reported in July Work Programme Report.

Stockport Dementia Champion Committee

Healthwatch Representative: Tony Johnson

5th June 2013

Main Points raised during the meeting:

- **Dementia Awareness Week** and the Marple event which was subject to poor weather. Those participating commented positively on the impact particularly amongst traders.
- **Carers Information Point at Stepping Hill:** Helen Bollard of the Alzheimer's Society spoke positively of their Information Point. No data was known on the proportion of staff trained in Dementia Awareness.
- **Dementia End of Life Care:** Jane Colling of the Alzheimer's Society spoke about the difficulty of identifying the wishes of those with dementia. I raised the question of how detailed the care plans were and care home managers admitted that rather more was needed to be done whilst social workers suggested that nursing homes generally produced more comprehensive plans.

Recommendations put forward for the Core Groups consideration:

1. Enter and View teams should enquire as to whether comprehensive care plans were actually completed with end of life information completed - personal information and wishes.
2. An information request is sent to Stepping Hill enquiring about the numbers of current staff in place who had attended Dementia Training - (at the Christies 90% of all staff including volunteers have had dementia awareness training).

Contact for more information: Tony Johnson via the Healthwatch Office
(info@healthwatchstockport.co.uk)

Stockport Dignity in Care

Healthwatch Representative: Gerry Wright

No Report Received

Disability Stockport

Healthwatch Representative: Tony Johnson



12th June 2013

The sole item was a consultation by a police inspector (retired) who came to seek views on the recruitment policy practices for new staff to ensure that they were representative of the population in relation to diversity. I raised concerns as to the positioning of disabled parking at Grand Central. I was told that the current arrangements are temporary and their location is subject to change.

Date of Next Meeting: 11th September 2013

Contact for more information: Tony Johnson via Healthwatch Office
(info@healthwatchstockport.co.uk)

Stockport Electronic Palliative Care Co-ordination System Project Board

Healthwatch Representative: David Moore

No Report Received

Stockport Electronic Prescribing Board

Healthwatch Representative: Joyce Drummond (Mike Lappin deputy)

Nothing to Report

Stockport End of Life Care Programme

Healthwatch Representative: Gerry Wright

Next meeting will take place on 26th June 2013 and will be Reported in July Work Programme Report

Stockport (Community) Falls Prevention Group

Healthwatch Representative: Sheelagh Peel

Next Meeting will take place on 26th June 2013 and will be Reported in July Work Programme Report

Stockport Health Scrutiny Committee

Healthwatch Representative: John Leach

Next meeting to take place on 25th June 2013 and will be Reported in July Work Programme Report

Stockport Local Pharmacy Committee

Healthwatch Representative: Joyce Drummond/Sue Carroll

Peter Marks, Chair of the Committee is meeting Maria and Sue on 4th July. Sue will be attending the meetings for Joyce.



Stockport Maternity Programme Board

Healthwatch Representative: Loretta Alao

No Report Received

Stockport NHS 111 and Out of Hours

Healthwatch Representative: Tony Stokes

Next meeting will be taking place on 26th June 2013 and will be Reported in July Work Programme Report.

Stockport Older People's Committee Meeting

Healthwatch Representative: Joyce Drummond (Sheelagh Peel filling in)

4th June 2013

The Older Peoples Committee had a representative from Superdrug Pharmacy to talk about waste medication. They also had representatives from Dementia Care at the Meadows in Offerton. As well as residential care they offer community services and work closely with GPs in the Borough. Work is taking place to promote awareness and living well with dementia.

Full minutes are available from the office.

Next meeting will take place on 2nd July 2013.

Stockport One Service

Healthwatch Representative: Tony Stokes/Mike Lappin

No Report Received

Stockport Pharmacy Application Requests

Healthwatch Representative: Mike Lappin

Mike attended a litigation hearing as an appeal was submitted [by Lloyds Pharmacy] against NHS decision to grant Co-operative Group Healthcare Ltd.'s application for minor relocation less than 500 meters, from Stockport Rd Romiley to Romiley Health Centre. The original application did not have the same address. A decision to uphold the appeal has not yet been made.

Stockport Prescribing Committee - NHS Foundation Trust

Healthwatch Representative: Anand Dutta

No Report Received



Stockport NHS CCG Quality and Provider Management Committee

Healthwatch Representative: Tony Stokes

19th June 2013

We reviewed the quality indicators for services being commissioned by Stockport CCG. The major indicator of concern is the quality issues at Stepping Hill. Of particular concern is the A&E department and the failure to hit the 4 hour targets. We will be presenting our findings at the CCG board meeting on July 10th 2013.

For Consideration:

The core group need to consider how the A&E and the Out of Hours Service interact. For example do we consider that an out of hours walk in GP centre should be located at Stepping Hill? Would this relieve the pressure on A&E?

The next meeting will be on the 17th July.

Judith Morris will be attending this meeting when we will have the opportunity to question her on actions being taken to correct the quality problems.

Contact Tony Stokes for more information

Stockport Safeguarding Vulnerable Adults

Healthwatch Representative: Sheelagh Peel

John Leach & Maria have a meeting on 27th June and will report in July Work Programme Report

Stockport Shared Health Record Board now Stockport Information Integration Committee

Healthwatch Representative: David Moore

No Report Received

Stockport Scheduled Care Programme Board

Healthwatch Representative: Mike Lappin/Alan Watt

No Report Received

Stockport Unscheduled Care Programme Board

Healthwatch Representative: David Kirk

No Report Received



Reports from Healthwatch Stockport Task & Finish Groups.

Complaints Task & Finish group

Healthwatch Leads: Gerry Wright/Tony Stokes

You may remember in 2011, the LINK Core Group agreed to look at Complaints and a Task and Finish Group was set up.

The Complaints Task & Finish Group was originally set up with the aim to reach a point where people knew how to raise an issue and who to raise it with. Following research into Complaints Procedures for all service providers, and feedback received by the office, the group felt that the main issue was a lack of information for patients/services users to know how to raise an issue or complaint and what to expect from the process. This led to people getting frustrated at the system when their expectations were not met.

A meeting was held with the Complaints Managers of Stockport CCG, Stockport Council and Pennine Care (with input from managers at Stockport NHS Foundation Trust and NWAS. During this meeting, it was agreed to create an information leaflet which would:

- Explain that feedback can be raised as different to a complaint (such as a comment or compliment).
- Show the process to inform services of your issues (Service itself, then the Complaints department of organisation then the Health / Social Care Ombudsman)
- Give options for support in raising issue (such as NHS Complaints Advocacy Stockport (previously delivered by ICAS) and local MPs), other ways of feeding back (Healthwatch Stockport and the CQC) and how to get information and advice (Stockport FLAG).

In December 2012, a leaflet titled “Do You have a Complaint, Comment or Compliment?” was designed by the group and then circulated to the LINK Reading Group. Due to changes in service commissioning from April 2013, the leaflet had to be redesigned.

The group are currently waiting on response from service providers and Complaints Task & Finish group before final sign off of leaflet. The leaflet will be trialled for 3-6 months and evaluated on its usefulness.

Diabetes & Podiatry Task & Finish Group

Healthwatch Lead: David Moore

21st June 2013

An action plan was put together last year and was put on hold whilst Healthwatch was being set up. The action plan has now been reviewed and members have been allocated actions to undertake before next meeting on 16th July. These include fact finding and information gathering in which to make representations to the commissioners and providers. For a copy of the action plan, please contact the Healthwatch Stockport office.



Discharge from Hospital back to nursing/residential homes

Healthwatch Lead: John Leach

This Report is still not in the public domain as we have been waiting on action from the Quality and Provider Management Committee of the CCG. Also June Westley will be raising it again with Terry Dafter on 11th July.

Older Peoples Unit

It was agreed at the Core Group on 3rd June 2013 that due to the consultation being put on hold by Stockport NHS Foundation Trust (due to increasing pressures to sort out A&E waiting time) Healthwatch would produce an interim report on involvement thus far. Put this task and finish group on hold until such time the Trust will reopen the discussions.

11th June 2013

Healthwatch had a discussion with Age UK Stockport regarding involvement and the name of the unit, it was felt that the name [Frail Elderly Unit] is negative and would not give a patient any sense of getting better being referred to such a unit. This has been relayed to James Sumner (Chief Operating Officer) at the Hospital and he has agreed to change it and is open to suggestion.

12th June 2013

Healthwatch sought clarification regarding the discussions about the unit as it was brought up during a D-Block meeting. Reassurance given by James Sumner (Chief Operating Officer for the Foundation Trust) and Paul Holt (Estates Director). Also brought up issues from Age UK and these have been taken into account.

Healthier Together

20th May 2013

Carol Stokes attended a nursing congress event 'Champions for Change - Burning Ambition'

Comments from this meeting:

Those present were Healthcare professionals from medical and nursing in post hospital and communities and perhaps a few like me from various involved organisations.

The Days discussion was about coming together for future changes in the NHS and Social care, so I asked myself where the representatives from the latter were. Are they having their own agenda? Why are these two essential agencies not meeting Together from the onset for Change?

The understanding of having Centres of Excellence eg, specialising in strokes at Salford Royal, Cardiac at Wythenshawe is good for the future but the present Ambulance Services also need to be involved from the beginning for this to be achieved.

Our own geographical area as was pointed out as very different from Central Manchester, ETA would be different as well as taking on board volume of traffic from the pickup point to the chosen Hospital.

There was a lot of excellent discussion and information during the day. In my opinion Healthier Together is a good move but at present it seems that each group are not integrating as they should



be for such important changes envisaged.

It's in the Drawer

Healthwatch Lead: Tony Stokes/Clem Beaumont

Contact made with Head of Audiology at Stepping Hill requesting clarification on issues around data protection when using volunteers.

Awaiting response.

Quality of Home Care Task & Finish Group

Questionnaires for people using homecare services are still in circulation, closing date will be end of July 2013. Please ask the office for copies of the questionnaire if you know anybody who uses home care services.

The survey can also be accessed online via this website: [Quality in the Home Care Sector](#)

Redevelopment of A&E

Healthwatch Lead: Mike Lappin

21st June 2013

I attended the penultimate D-Block user group meeting, It is a 3 floor building .

Ground floor 60 bed Medical Assessment Unit.

Surgical Assessment Unit to replace the present Spinal Unit.

1st Floor-Endoscopy plus a Decontamination Unit.

2nd Floor. -24 bed Surgical inpatient Unit-28 bed short stay unit -12bed trolley extension to the present Day care Unit

The Architects have incorporated all the requirements of the users, todays modifications will be added for the next meeting on 5th June.

The users will be asked to sign off the plans at this meeting ready for costing.

Copies of the drawings are available in the office.

Mike.

Specialist Stroke Service

There is still no decision been made regarding the specialist stroke services being provided at Stepping Hill Hospital.



Winterbourne View – Programme of Action Stockport Task & Finish Group led by NHS Stockport

Healthwatch Representative: Mike Lappin

18th June 2013

Kirsty (stepping in for Mike) attended the *Lessons from the Winterbourne View Hospital* event held by Stockport CP

Presenters: Tim Hamm - Project Manager, Fergus Lomas - Chief Executive at Stockport CP, Margaret Flynn - Author of the serious case review, Gina Evans - Stockport's response to the review and Mark Warren - Interim lead for Disability services.

There are a lot of "Givens" when talking about care, which may not necessarily be true. Different people view things in different ways, which means that personal experiences can influence how people see things. For example, a member of staff not recognising abuse as abuse.

New Myths arising from the review

- What is written into contracts will be implemented
- NHS commissioners know what they are purchasing.
- Commissioned services will take the actions required by the regulators
- Patients subject to the promises of the Mental Health Act will have the minimum restrictions imposed on their liberty in line with the purposes for which the restrictions are imposed.
- Clinical governance and elaborate Quality systems keep people safe.
- Hospital employees will be brought up short by the recognition of shared humanity.

Stockport CCG is currently funding 5 patients in -in-patient beds. A Task and Finish Group was created by the CCG to look at actions from the Winterbourne report (Mike represents Healthwatch on this group).

Attendees were then split into groups where there was discussion.

One issue raised on our table was the importance of holding the Care Quality Commission to account for missing the concerns. There was discussion around the importance of the feel of a service and talking to patients/residents when at a place rather than ticking boxes - ***we can learn from this when planning enter & view visits.***

Other discussions included whistleblowing, dealing with challenging behaviours, assurances for families and carers for out-of-borough patients, raising concerns, reviews, partnership working and setting up a joint commissioning group Learning Disabilities and disabilities services.

A full report is available from the office.

Discharge

Healthwatch Lead: Peggy Hall

2nd May 2013

Healthwatch has written to Chris Gidley at the hospital requesting regular information regarding complaints and feedback that pertain to discharge.

A Response has been received from Chris and she has assured Healthwatch will receive this



information on a quarterly basis to monitor. We are expecting the first quarter information before the end of July 2013.

Other Reports from Representatives:

Beechwood Cancer Care

Healthwatch Liaison: John Leach

3rd June 2013

A very short report on my visit to Beechwood in my capacity as a Critical Friend.

This was an introductory visit and as such did not last long. I met with Sam Parkin (Clinical Lead) at the establishment

I have paid several visits to Beechwood in the past and I am familiar with the building. I was assured that visits by HW Stockport members are always welcome.

St Ann's Hospice

Healthwatch Liaison: John Leach

5th June 2013

I attended St Ann's Hospice where I was met by Rachael McMillan. Again as this was an introductory visit it was short and to the point. Rachael handed me a copy of the Annual Quality Report for the information of HWS.

Another conversation point was a pilot item being conducted by the hospice viz. Bereavement Call Project.

This involves the hospice contacting bereaved relatives some three weeks after the bereavement. Although the project has been in place for a short time only it appears to be successful.

The hospice contacts the bereaved with on-going support. This also involves feedback from the bereaved and from the Hospice.

So far, feedback from the bereaved has produced a 90% positive feedback

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.

We are in the process of approaching our third sector Healthwatch members to put forward a proposal to engage with them more often and more fully by exchanging information and data regarding health and social care. A fuller report will be available in July.

26th June 2013

[Ends]