



# Healthwatch Stockport Work Programme Monthly Report December/January

1<sup>st</sup> December 2014 - 31<sup>st</sup> January 2015

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, Mike Lappin, Peggy Hall. **Support:** Maria Kildunne

26<sup>th</sup> January 2015

The meeting was well attended and those present gave an update on their sub-groups and action plans [please see individual sub-groups for more information]. There were no requests to discuss only confirmation that the previous Epilepsy Letters regarding training and raising awareness that were agreed have been circulated to the Lead Community Pharmacist [Peter Marks] and Dr Gill.

### Points to Note:

- Discharge Group had a productive meeting with lead nurses for safeguarding and discharge. They are looking at a series of questions to ask on the wards. The Discharge Group Action Plan is up to date
- Social Care Group are reviewing their priorities and wish to work closer with the Patient Experience Team to work on themes and issues coming from that group
- Public Health Patient Opinion Report due at the end of February

### Actions:

- David Kirk referred Mike Bailey to the Picker Report which asks similar questions to that of what the Discharge Group might be asking
- Maria to circulate Arriva Report once finalised particularly to the Discharge Group
- Mark Chidgey from Stockport CCG has invited David Kirk to sit on a group to look at lessons learnt from recent events that increased attendance and admissions to the Emergency Department over the last few weeks
- Maria to speak to Sue Carroll regarding the pressures that Mastercall were under during the above events
- Maria to check what linkages Healthwatch has across Greater Manchester to monitor North West Ambulance Service [NWAS] and whether they have Foundation Status yet [no they haven't]
- Roy & Maria to meet with Director and Deputy Director of Public Health on 5<sup>th</sup> February

**Maria Kildunne Date of next meeting: 30<sup>th</sup> March 11:00. Venue to be confirmed**



## 1.1 Stockport Health & Wellbeing Board

Healthwatch Lead: Tony Stokes

14<sup>th</sup> January 2015

We received papers as follows;

- Completion of the Pharmaceutical Needs assessment.
- The policy on reducing the level of smoking.
- The policy on child safeguarding.
- The required level of homes for vulnerable older people.

*For more info contact Tony Stokes*

**Date of next meeting: 11<sup>th</sup> March 2015**

## 1.2 Stockport Clinical Commissioning Group

Healthwatch Lead: Tony Stokes

14<sup>th</sup> January 2015

Clinical Commissioning Group Board Meeting

The pressure on the Emergency Department at Stepping Hill has been eased at weekends due to support provided by Terry Dafter from Stockport Council and Gaynor Mullins from The Stockport CCG working to help find beds in homes to transfer vulnerable older patients. Stockport Council have block booked beds in homes in advance having anticipated this situation arising. Voluntary Sector partners have helped the situation immensely.

The provision for dealing with stroke patients at Stepping Hill at weekends remains a problem because Stepping Hill do not provide a full weekend service.

Stockport CCG is able to take full responsibility for all GP contracts if it so wishes however there is an unknown cost implication. Stockport CCG have elected to take the middle ground and share the responsibility with NHS England whilst the cost implication of taking full responsibility becomes clear.

Following the meeting, North West Ambulance Service [NWAS] announced a planned industrial day of action on 29<sup>th</sup> January. Mark Chidgey, Stockport CCG was asked if Stockport is prepared. His response was as follows:

‘The Stockport CCG meets weekly with providers to discuss current issues and performance in our urgent care system. Last week’s meeting was focussed on the forthcoming industrial action. The majority of providers have confirmed that there is minimal risk and that they expect services to operate as normal. This includes Arriva who will be able to operate a standard service and therefore all planned patient transport will be operating as normal.

Stockport Foundation Trust have confirmed that there may be disruption to a small number of services and we intend to send a communication out to GPs tomorrow to advise on any services which may have limited capacity and what they need to do differently.



As with previous industrial action the main concern is NWAS services. As a pan Greater Manchester / North West service the mitigating actions need to be implemented at this level. NWAS are Reviewing and assessing the likely impact and wherever possible mitigating actions will be put in place, with information to the population, as with previous industrial action through news reports etc. The position is and will change in the next 48 hours and this is being communicated to CCGs and Trusts through daily updates'.

On 28<sup>th</sup> January, Healthwatch Stockport received an email from NWAS reporting that the industrial day of action had been cancelled and NWAS would be operating normally on 29<sup>th</sup> January.

*Tony Stokes*

**Date of next meeting: 11<sup>th</sup> February 2015**

### 1.3 Stockport NHS Foundation Trust

**Healthwatch Lead: David Kirk**

22<sup>nd</sup> January 2015

Stockport NHS Foundation Trust Board Meeting

- Verbal Report to the Core on 25<sup>th</sup> February 2015 from David Kirk

14<sup>th</sup> January 2015

Meeting with Cardiologists from Stepping Hill Hospital

- Verbal Report to the Core on 25<sup>th</sup> February 2015 from David Kirk

10<sup>th</sup> December 2014

Patient Representative Group - Division of Medicine

Condolences were received regarding the sad death of the group's Chairman and gratitude for his hard work and commitment over many years was expressed. Deputy Chairman agreed to chair this and the next one or two meetings until the future of the group becomes clearer.

The winter escalation wards were open and fully functioning.

Spanish nurses are now working on the wards and more have been recruited.

The Emergency Department was struggling with staffing and this situation worsened during December as attendances in emergency escalated beyond all reasonable planning expectations.

There are ongoing problems in the Chest Clinic regarding referral for X-Rays and the amount of time the patient spends in the Dept. Hopefully we will hear about a resolution at our next meeting.

*Sheelagh Peel*

**Date of next meeting: 4<sup>th</sup> February 2015**



## 1.4 Stockport Council - Adult Social Care

**Healthwatch Lead: June Westley**

15<sup>th</sup> December 2014

### Joint Strategic Learning Disability Commissioning Group

This meeting was used to complete the scoring of the Learning Disability SAF (Self-Assessment Framework), which is an assessment of the provision and quality of services in Stockport during the last financial year. This has to be ratified by the Department of Health.

Members of the meeting included commissioners, managers of services and representatives of Stockport Advocacy and CALD.

Twenty-four measures for voting were described and service updates were given. The meeting then voted red, amber or green, according to how well Stockport was considered to be fulfilling the requirements.

The meeting voted 3 red, 9 amber and 10 green measures. Information was not yet available for 2 others.

Action plans to improve the red and amber areas were described.

The exercise is due to be completed and submitted by 19<sup>th</sup> December.

For further information, please contact June Westley.

*June Westley*

13<sup>th</sup> January 2015

### Adult Social Care Subgroup Meeting

1. Gavin Owen is leaving Healthwatch Stockport at the end of the month. Formal thanks for all his support and good luck wishes were offered for his new position in Healthwatch Cheshire East.
2. The group discussed the Enter and View (E&V) process and policies.
3. Meetings of E&V reps with the Care Quality Commission [CQC] are going ahead but it is not clear, since staff retirements, who in Stockport Council may be able to continue with the liaison role with the Enter and View team. Gerry Wright will contact Vince Fraga from Stockport Council to enquire about this. National Institute for Health & Social Care Excellence [NICE] have published standards and guidance for care homes. A link has been forwarded to Gerry Wright.
4. Tendering for Preventative Services. The process was due to start on 8<sup>th</sup> December 14, with bids due in by mid Feb but it has been delayed. Stockport Council are requesting an alliance of provider's e.g. third sector organisations to bid to provide these services. Anchorpoint have been decommissioned and are looking for other sources of funding. Arc [Arts for Recovery] already has alternative resources.



5. Links to Business and Budget plans for Adult Social Care and the Stockport CCG have been forwarded, as previously requested, to members of this group.
6. The Local Account has not yet been received. Gavin will follow up
7. Briefing/Q&A on the Care Act has been arranged with Terry Dafter, the Director of Adult Social Care, on 22<sup>nd</sup> January at the Healthwatch Stockport premises [Notes available from the Office]

*June Westley*

7<sup>th</sup> January 2015

Targeted prevention Steering Group

There is now have a Chief Officers group called Locality Working Project Board. Its purpose is to:

- a) To reduce demand
- b) Building Local capacity
- c) Help existing groups grow (going where 'fires are already lit') and realising the potential of these groups.

There is the possibility of some European money available for Tele-health.

Healthwatch asked if many volunteers has been found from the community. 5 meetings had been held and some churches are interested and that training and support is required from the Council. It was mentioned that payment may be required for key local organisers.

3 Hubs - Susie Wright reported that the timescale for the opening of the remaining 3 Hubs is uncertain (this was published in the Stockport Express and Times in early January:

<http://www.manchestereveningnews.co.uk/news/greater-manchester-news/stockport-health-bosses-committed-super-8361966>)

Sheffield Hallam evaluation - Sheffield Hallam will be producing a survey to establish a baseline. Healthwatch's Reading Group will be asked to review the survey to ensure there are no leading questions.

Workshop - There will be a prevention workshop on the 27<sup>th</sup> January, 2-5pm in Marple with a presentation from Redeeming Our Communities [ROC].

Our Place Website - A website will start in January: [www.mycommunityrights.org.uk/ourplaceareas](http://www.mycommunityrights.org.uk/ourplaceareas)  
Our Place is having piloted in Cheadle and is asking local people how they would like services to look in their area given the Council are saving £22 million. People in Cheadle are being asked how they could possibly have a community group to run Parks and open spaces/

*Mike Lappin*



27<sup>th</sup> January 2015

Targeted prevention Steering Group

Mike Lappin, on behalf of Healthwatch Stockport attended a Prevention Strategy Workshop at the Alma Lodge Hotel. Nick Dixon, Joint Commissioning Manager at Stockport Council, opened the workshop by outlining the new Integrated Model of health & Social Care:

- a) Prevention - population based empowering citizens
- b) Planning - reforming communities
- c) Urgent - Single Assessment
- d) Provision - Seeks to grow resilience

He said a new alliance contract would be out this week and the contracts should come into place in June 2015. He mentioned that Stockport was developing 15 neighbourhoods for locality working with People Powered Health at the heart.

Other speakers talked about developing the Fire Service Community Risk Prevention Team and the Public Health One System Integrated approach to health improvements. The Redeeming Our Communities [ROC] representative gave an update on their progress in Marple & Werneth in helping existing organisations grow and know about each other.

The last hour was spent choosing a subject [in my table's case a woman with Multiple Sclerosis - MS] and deciding what was available to help, what were the groups and what was needed to fill them. I found this very useful.

*Mike Lappin*

## 1.5 Children, Families & Young people

**Healthwatch Lead: Maria Greenwood**

29<sup>th</sup> January 2015

Maria Greenwood, Anne Forsythe and Maria Kildunne to meet with Council Officer to confirm actions within the Children's Action Plan. date to be confirmed

## 1.6 Mental Health

**Healthwatch Lead: Mary Foden**

29<sup>th</sup> January 2015

No report received



## 1.7 Public Health

**Healthwatch Lead: Roy Oliver**

4th December 2014

Public Health Sub-group

1. A brief discussion was had on the Joint Strategic Needs Assessment [JSNA] report which will be discussed in more detail at the next meeting once the group has had time to review it.
2. Drug and Alcohol, payment by results, questions for Simon Armour at meeting with Roy on the 5th December 2014. A. Who was contracted? B. How was it done? C. How was it monitored?
3. Pharmaceutical Needs Assessment: Awaiting Health and Wellbeing board sign off.
4. Legal highs: This being look at in the data received for the JSNA

*Roy Oliver*

**Date of next meeting: 29th of January**

20th January 2015

Drug and Alcohol Service Redesign Focus Group

Number attending: 5. This was disappointing as 5 people dropped out on the morning of the event.

Simon Armour from Stockport Council opened the meeting by explaining the need for the redesign of the service:

- A. 17% reduction in budget
- B. To improve outcomes
- C. To meet the needs of the service users.

This will be achieved by.

- Making sure people can and do access support sooner, to prevent development of more serious problems
- Increasing the number of people in services who achieve recovery, contributing positively to our communities, and getting back into employment
- Early intervention: this will include both group and one to one work with people who need support to prevent problems getting more serious, and where the services offered by Healthy Stockport are not enough. It will include actively reaching out to people in the community who need extra support to take up the help available.
- Structured Treatment: This element will address the needs of people with more established drug and alcohol misuse problems who need treatment, such as home detox, prescribing of substitute medication (such as methadone) and relapse prevention medication. A key element of this service will be the use of psycho-social interventions (such as talking therapies) to strengthen motivation to



change, address underlying issues which may be causing substance misuse, and build resilience.

- Recovery support: This element will provide a wide range of support for people who have achieved their treatment goals (such as abstinence or a reduction in use). It will include relapse prevention (including quick response to a 'lapse'), drop-in sessions, organised activities and making links with recovery networks and mutual aid groups such as Alcoholics Anonymous [AA], Narcotics Anonymous [NA] and Self-Management and Recovery Training [SMART] recovery. It will enable people to continue in their recovery through involvement in peer support, volunteering, education and training to help them find work.

Simon then explain that more funding will go into the early intervention and recovery stages but the structure treatment will still receive the bulk of the funding.

There was then a question and answer session which was confidential.

*Roy Oliver*

18<sup>th</sup> November 2014

JSNA [Joint Strategic Needs Assessment] Project Leads

Roy Oliver was unable to attend this meeting, this is a summary of the minutes:

There has been no progress on the Wellbeing Asset Assessment beyond last report, focus on 1.4, 1.5 and Pharmaceutical Needs Assessment [PNA] has meant this one has slipped.

As Roy was unable to attend the meeting he will provide feedback on the Healthwatch Patient Experience Principles in January.

The Stockport CCG summary for 2013-14 has been completed and BDO [an organisation helping the Public Health Department with Business Planning] are doing some collation

A Call to evidence to Voluntary, Community & Faith Sectors [VCFS] & statutory partners was circulated and a number of replies received. Age UK Stockport and Stockport Mind also indicated they wanted to respond but had capacity issues at the time.

A workshop was held on 2<sup>nd</sup> October, all day focussed on data collected so far and an issues list was created. Still waiting for review of My Stockport

Review of products:

Demographics - First draft created and discussed at Healthwatch session. Will be forwarded to Health & Wellbeing Board

Vulnerable groups - Collection for prevention commissioning strategy complete and now needs formatting and context adding

Integration - Not yet commenced

Service locations - New product suggested

There was discussion about how to engage commissioners / decision makers in JSNA so they can shape the findings and know what the JSNA priorities are. This has been previously done through large scale workshops and smaller scale, frequent workshops, but doesn't feel like it will work in



2015. There was a suggestion of an online survey following launch of each product

There was an update on the Pharmaceutical Needs Assessment. Following the consultation, there are no major changes need and it will be Going to board on 14<sup>th</sup> January for final approval.

*Roy Oliver*

**Date of next meeting: 22<sup>nd</sup> January 2015**

22<sup>nd</sup> January 2015

Joint Strategic Needs Assessment [JSNA] Project Leads

Since the last meeting, the Pharmaceutical Needs Assessment (PNA) has been signed off and published, the PNA project group now disbanded and the JSNA Feedback from health and wellbeing board (14th January) was positive.

Healthwatch Stockport are currently writing up the Patient Experience report. Our analysis is well advanced and draft findings were tabled, included:

- Access to appointments
- Good communication
- Attitude of staff
- Joined up / integrated services

The Healthwatch Stockport Public Health Sub-Group are to discuss further on 3<sup>rd</sup> February and the final document is likely by 28<sup>th</sup> February 2015.

Updates were given on the review of drafted products and discussion took place about areas to be covered, arising from the JSNA plan and the Health and Wellbeing Board, such as integration / Health service use, mortality and life expectancy and healthy life expectancy trends, Mental wellbeing, Long term conditions and Socio economic / Due North.

There was a discussion on commissioner engagement to implement online responses

Further workshops with Healthwatch to take next sets of products in late March / early April will be organised with Roy to act as liaison.

*Roy Oliver*

**Date of next meeting: 18<sup>th</sup> February 2015**

## 1.8 Equality and Diversity

**Healthwatch Lead: Jon Burke**

29<sup>th</sup> January 2015

This Group and ways to ensure we meet the needs of all groups are being looked at - agenda for next Operational Team Meeting



## 1.9 Healthwatch Stockport Discharge Subgroup

**Healthwatch Lead: Peggy Hall (Deputy Lead: Mike Bailey)**

21<sup>st</sup> January 2015

The majority of the Discharge Policies and Procedures received had been read by members. The Action Plan was appended to the last meeting minutes.

The Royal Voluntary Service [RVS] have released a report called Avoiding Unhappy Returns, where the RVS volunteers assist vulnerable people during and after discharge has had a big impact on reducing re-admissions. Action: to find out how voluntary services are used by Stepping Hill local hospital and care services in assisting people who need help during and after discharge.

The apparent lack of patient feedback on discharges was discussed. The Group are to devise a simple 5 or 6 question feedback form based on the most important items in the policies and procedures' so far studied. The Enter and View team would then be asked to carry out an Enter & View Visit with the agreement and help of hospital staff.

Stockport Council's policies on Discharge had been requested, no specific written documentation appears to exist and Mark Fitton from Stockport Council offered to attend a Discharge Group meeting to discuss.

The group had a useful meeting with Wendy Stewart (Lead Nurse in Adult Safeguarding) and Ruth McNally (Lead Nurse for Admissions and Discharge) from Stepping Hill Hospital (SHH). They were asked a number of pre-sent questions. This formed the basis for Wendy and Ruth to give a broad outline of Discharge procedures at SHH.

Wendy will consider the request to carry out the Enter & View survey with other colleagues in the next few weeks.

*Mike Bailey, Deputy Lead, Healthwatch Stockport Discharge Group [minutes summarised, for a full copy please contact the Healthwatch Office]*

**Date of next meeting: Thursday 19<sup>th</sup> February 2015**



An update on Healthwatch Development and on-going Subgroups

**Section 2: Development Team**

**2.1 Healthwatch Stockport Reading Sub-group**

Healthwatch Lead: David Atkinson

No requests received

**2.2 Healthwatch Stockport Training Sub-group**

Healthwatch Lead: Sue Carroll

28<sup>th</sup> January 2015

No training carried out

**2.3 Healthwatch Stockport Publicity and Communications Sub-group**

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

1<sup>st</sup> - 31<sup>st</sup> December 2015

**Twitter:** 1,520 overall tweets and 17 new followers. 2.5K impressions (number of times people saw the tweet on twitter), which is 79 impressions per day. 11 link clicks, 7 retweets, 1 favourites, 3 replies. The top tweet was “NHS should welcome 'citizen whistleblowers'. @AnnaBradleyHWE from @HealthwatchE on @bbchealth <http://www.bbc.co.uk/news/health-30333071>” with 263 impressions and an engagement rate of 3.4%.

**Facebook:** 537 Total Page Likes, 4 posts and monthly total post reach of 85.

**Website (December):**



- Overall, the website received 221 visits, 164 of these were unique visitors with 65% of visitors were visiting the website for the first time.
- There were 651 page views with people visiting 2.96 pages per visit. The average time spent on the website was 2m 14s.
- The home page was the most visited page, with 29% of visitor, followed by 6% visiting the Meet the Team page and 6% visiting the Work Programme Reports page.



## 1<sup>st</sup> - 31<sup>st</sup> January 2015

**Twitter:** 1,574 overall tweets and 48 new followers. 8.3K impressions (number of times people saw the tweet on twitter), which is 278 impressions per day. 27 link clicks, 29 retweets, 10 favourites, 6 replies. The top tweet was “.@StockportMBC is holding an Offerton #KilltheChill event. Learn more about staying warm and keeping fuel bills low <http://www.stockport.gov.uk...>” with 2,058 impressions and an engagement rate of 1%. The second best tweet was ‘We’ll be on @pure1078 in a few minutes talking about possible changes to Drug & Alcohol Services in #Stockport [pureradio.org.uk](http://pureradio.org.uk)’ with 864 impressions.

**Facebook:** 537 Total Page Likes, 7 posts and monthly total post reach of 213.

### Website:



- Overall, the website received 385 visits, 282 of these were unique visitors with 59% of visitors visiting the website for the first time.
- There were 916 page views with people visiting 2 pages per visit. The average time spent on the website was 2m 18s.
- The bounce rate for the website (where visitors leave straight away) was 39%.

### Positive Press Articles:

- *Stockport Express* article about Drug & Alcohol Focus Group (14<sup>th</sup> January 2015)
- *Pure Radio* interview about Drug & Alcohol Focus Group (20<sup>th</sup> January 2015)
- *Pennine Post* article *Have your say on local health services* (January 2015)

*Kirsty Bagnall*

## 2.4 Healthwatch Stockport Enter & View Functions

Healthwatch Lead: Gerry Wright

29<sup>th</sup> January 2015

No Enter & View visits carried out.



## 2.5 Patient Experience and Feedback/Evidence Gathering

Healthwatch Lead: Tony Stokes

29<sup>th</sup> January 2015

A report from the previous meeting, summarising issues and trends identified from the second quarter of the year will be sent 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.

*Kirsty Bagnall*

Date of next meeting: 5<sup>th</sup> March 2015

## Section 3: An update on Healthwatch Representatives on other committees

### 3.1 Equality & Diversity Board - Pennine Care

Healthwatch Representative: Tony Stokes

29<sup>th</sup> January 2015

No report received

### 3.2 Stockport Area Medicines Panel (STAMP)

Healthwatch Representative: Mike Lappin

9<sup>th</sup> December 2014

This was mainly a routine meeting. Simvastatin is to remain first line statin for prevention

*Mike Lappin*

Date of next meeting: 29<sup>th</sup> January 2015

29<sup>th</sup> January 2015

Nothing to raise with or to report to Healthwatch Stockport

*Mike Lappin*

### 3.3 Stockport Cancer Programme Board

Healthwatch Representative: Anand Dutta

29<sup>th</sup> January 2015

No report received



### 3.4 Stockport Care Home Forum

Healthwatch Representative: Gerry Wright

29<sup>th</sup> January 2015

No report received

### 3.5 Stockport Care Record

Healthwatch Representative: Joyce Drummond

29<sup>th</sup> January 2015

No report received

### 3.6 Stockport Children's Trust Board

Healthwatch Representative: to be arranged

29<sup>th</sup> January 2015

No report received

### 3.7 Stockport Clinical Policy Committee

Healthwatch Representative: Mike Lappin

28<sup>th</sup> January 2015

The Committee had a debate about the Technology Appraisal TA325 for Nalmefene, This drug helps people with alcohol dependence drink less alcohol. If a person thinks they are going to drink a large amount, then they take this tablet which should stop them. The problem appears to be that it has to be used in conjunction with continuous psychological support which is limited in Stockport. Also the efficiency of Nalmefene is unclear. Stockport Council fund Healthy Stockport and is prepared to provide what would be a new service although who will pay for this is unclear.

Healthwatch Stockport reminded the Committee that the Health & Wellbeing Board has made alcohol abuse a priority and failure to comply with TA325 would not be helpful. After further discussion it was decided to obtain more information and discuss at the next meeting.

**RECOMMENDATION: Healthwatch Stockport get involved in the creation of this new service to support people with alcohol dependency delivered by Healthy Stockport**

According to the NHS Constitution and the Health & Social Care Act, commissions are required to fund the dispensing of Nalmefene in line with the appraisal by the 25<sup>th</sup> February should the patient or clinician request it and is an appropriate treatment.

*Mike Lappin*

[Maria - has an update on this from the Director of Public Health]



### 3.8 Stockport Dementia Champion Committee

Healthwatch Representative: Tony Johnson

4<sup>th</sup> December 2014

Main Points raised during the meeting:

- The diagnosis rates for dementia have increased from 43% in 2012 to 66%. Stockport has one of the highest diagnosis rates within its peer CCGs though across Greater Manchester Stockport is in the mid-range.
- A Department of Health grant of £777k has been spent in 22 Stockport homes to improve services.
- Stockport is hoping to become a Dementia Action Alliance - a national initiative bringing together statutory and non-statutory bodies to support people with dementia.
- Stockport Foundation Trust has a new Matron for Dementia - Anne Marrinan
- Nicole Alkemade - CCG Commissioner has returned from extended leave.

**Date of Next Meeting: Not yet fixed due to return of Nicole**

*Tony Johnson*

### 3.9 Disability Stockport Forum

Healthwatch Representative: Tony Johnson

10<sup>th</sup> December 2014

The main focus of the meeting was the impact of funding reductions on the local voluntary sector.

**Date of Next Meeting: 11 March 2015**

*Tony Johnson*

### 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

29<sup>th</sup> January 2015

No report received

### 3.11 Stockport Electronic Prescribing Board

Healthwatch Representative: Joyce Drummond (Mike Lappin deputy)

29<sup>th</sup> January 2015

No report received



### 3.12 Stockport End of Life Care Programme Board

Healthwatch Representative: Gerry Wright

29<sup>th</sup> January 2015

No report received

### 3.13 Stockport (Community) Falls Prevention Group

Healthwatch Representative: Sheelagh Peel

20<sup>th</sup> January 2015

Stockport (Community) Falls Prevention Group

Due to much sickness around it was doubtful if this meeting would take place without a Chairman, Agenda or previous Minutes. Some members did manage to meet up and some issues were raised and discussed to be taken forward to the next meeting, the date of which has still to be arranged.

*Sheelagh Peel*

### 3.14 Stockport Health & Wellbeing Scrutiny Committee

Healthwatch Representative: John Leach

20<sup>th</sup> January 2015

Unable to attend due to illness

### 3.15 Stockport Local Pharmacy Committee

Healthwatch Representative: Joyce Drummond (Sue Carroll deputy)

29<sup>th</sup> January 2015

No report received

### 3.16 Stockport Maternity Programme Board

Healthwatch Representative: Loretta Alao

29<sup>th</sup> January 2015

No report received

### 3.17 Stockport NHS 111 and Out of Hours

Healthwatch Representative: Tony Stokes

29<sup>th</sup> January 2015 No report received



### 3.18 Stockport Older People's Committee Meeting

Healthwatch Representative: Joyce Drummond (Sheelagh Peel filling in)

29<sup>th</sup> January 2015

No report received

### 3.19 Stockport Pharmacy Application Requests

Healthwatch Representative: Mike Lappin

29<sup>th</sup> January 2015

No report received

### 3.20 Medicines Management Committee - NHS Foundation Trust

Healthwatch Representative: Anand Dutta

29<sup>th</sup> January 2015

No report received

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

Healthwatch Representative: Tony Stokes

29<sup>th</sup> January 2015

No report received

### 3.22 Stockport Safeguarding Adults Board

Healthwatch Representative: June Westley

29<sup>th</sup> January 2015

No report received

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

Healthwatch Representative: David Kirk

29<sup>th</sup> January 2015

No report received



### 3.24 Greater Manchester Chair and Chief Officer Meeting

**Healthwatch Representative: Tony Stokes and Maria Kildunne**

15<sup>th</sup> January 2015

#### **Cross Boundaries Service Provision**

Healthwatch Manchester presented a cross boundary protocol which had arisen from some of the work that had previously been undertaken which involved someone living in a different locality. The protocol set out ways of working to ensure that workload was fair across Greater Manchester. Healthwatch England outlines that Healthwatch work with people from their local area rather than the locality of the service that they are using. Although this was a protocol written and for use for Healthwatch Manchester it was acknowledged by all GM Healthwatch as a useful way of working

#### **Devo Manchester: Health and Social Care Reform - Warren Heppollette**

Warren discussed his presentation [previously circulated] on health and social care reform. Essentially, the Devolution Agreement says that the CCGs and GMCA will look to develop a business plan for the integration of health and social care across Greater Manchester. There is a core group working on this with leaders drawn from across the health & social care system / localities to oversee the engagement and to share information. Warren stressed that these slides have also been used with the NHS CEOs and that information has not yet gone back to Government. It was asked what role local people have in the discussion. Apparently there has only been one conversation to date and that this was the start of the discussion. Bringing GPs on board is starting to happen. Integrated care is patchy and it is hoped this work will not be thrown out after the elections. It was highlighted that it would be important to learn the lessons of Healthier Together where local people were not fully engaged. Accountability should also be an agenda item. Healthwatch requested that it would be good for the new Mayor [once elected] to come to Healthwatch and talk this through meaningfully.

#### **Co Commissioning**

Co-commissioning to be a future agenda item as different areas are selecting the level of co-commissioning taking place.

#### **Healthwatch England Standards**

A seat has been arranged on the Healthwatch England work around Standards steering group for an American PHD student to focus on this work. The PHD student may be involved in a future meeting with the GM HW group.

*Maria Kildunne*

**Date of next meeting: 26<sup>th</sup> February 2015**

### 3.25 Stockport CCG Locality Meetings

**Healthwatch Representative: Gerry Wright**

29<sup>th</sup> January 2015

No report received



### 3.26 Health & Social Care Informatics (HSCI) Group

Healthwatch Representative: David Moore

29<sup>th</sup> January 2015

No report received

### 3.27 Stockport Safeguarding Vulnerable Children

Healthwatch Representative: Helen McDonald

29<sup>th</sup> January 2015

Representative unable to attend due to work commitments.

### 3.28 Strengthening of GP Services

Healthwatch Representative: David Kirk

29<sup>th</sup> January 2015

No report received

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

### 4.1 Complaints Task & Finish group

Healthwatch Lead: Gerry Wright/Tony Stokes

29<sup>th</sup> January 2015

Final report being finalised

### 4.2 Diabetes & Podiatry Task & Finish Group

Healthwatch Lead: David Moore

29<sup>th</sup> January 2015

No report received:

### 4.3 Discharge from Hospital back to nursing/residential homes

Healthwatch Lead: John Leach

29<sup>th</sup> January 2015 No report received



#### 4.4 District Nurse Service User Group

Healthwatch Lead: Tony Stokes/Carol Stokes

29<sup>th</sup> January 2015

No report received

#### 4.5 Redevelopment of A&E

Healthwatch Representative: Mike Lappin

29<sup>th</sup> January 2015

No report received

#### 4.6 Redevelopment of A&E

Healthwatch Lead: Mike Lappin

External reference Group

This was the last meeting of this committee. Its responsibilities will now be covered by the new governance arrangements. Healthwatch will have a representative on Communications & Engagement group, Equalities advisory group, Transport advisory group, Data Modelling and Patient and Carers Community Advisory panel. Chief Officers will fill these positions.

Healthwatch will also have a representative on the Healthier Together Joint Committee, this representative was elected from the Greater Manchester Chairs Committee.

The meeting was mainly taken up modifying the Draft Final Report to the Committee in Common Version 3. The main discussion was in our conclusion where we only thought the reconfiguration and process fully followed the Transforming Participation in Health & Social Care guidance. The feeling was that it only partially followed the guidance.

*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'

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.

29<sup>th</sup> January 2014

[Ends]