



Healthwatch Stockport Work Programme Monthly Report August 2013

31st July - 30th August 2013



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

Support: Maria Kildunne

22nd August 2013

Operational Team Meeting the issue of Monitor investigating the issue of Cancer and urology services in Greater Manchester was discussed and Tony Stokes has it raised at the CCG, Maria will also look into why whether Monitor will be involving Healthwatch Stockport in any of the work being carried out. an updated was provided by leads who were present which are highlighted below.

Next Meeting will take place on 19th September 2013

1.1 Stockport Health & Wellbeing Board

Healthwatch Lead: John Leach

No Meeting Took place in August

1.2 Stockport Clinical Commissioning Group

Healthwatch Lead: Tony Stokes

There was no CCG board meeting in August.

I would like any comments that you may have on the following items which I will be asking about at the meeting:

Response to the Bredbury fire and Ash Cloud.

- What is the CCG procedure for dealing with emergency incidents such as this?
- How did we respond on this occasion?

The provision of urology cancer services.

- Monitor are opening an investigation into the re-commissioning of cancer services in Greater Manchester
- I was able to raise this issue and discuss this at the CCG Quality Provider sub group on 21st August
- They will be reporting back in September
- I am intending to ask the CCG why this is being considered when the urology services at Stepping Hill are highly regarded

Tony

The next meeting will take place on 11th September 2013



1.3 Stockport NHS Foundation Trust

Healthwatch Lead: Sheelagh Peel

No meeting took place in August

1.4 Stockport Council - Adult Social Care

Healthwatch Lead: June Westley

Adult Social Care Group Report to Core Group Healthwatch Stockport

Meetings have been held to date between Maria Kildunne, June Westley and the following:

- Director of Adult Social Care - 2 meetings
- Leads for Personalisation, Jude Wells
- Performance Manager, Mike Harradine
- Health & Wellbeing Manager, Gill Walters
- Leads for Quality, Contract Compliance & Complaints, Vince Fraga, Barbara Mitchell
- Leads for Health & Social Care Integration, Joan Beresford & Sally Wilson

Meeting with leads for older people and disabilities is arranged for September 6th

The agenda for all meetings was to agree systems for sharing information for the Healthwatch monitoring role and also liaison and coordination between Adult Social Care and Healthwatch Stockport.

The following have been agreed or are in place:-

1. Adult Social Care will provide Healthwatch Stockport with copies of reports that go to the Adult Social Care Scrutiny Committee quarterly. The Health & Wellbeing Board, including the reports on Health & Social Care Integration, complaints and lessons learned, statutory surveys and specific one off surveys, the local account, reports about notifications and required actions from CQC (on residential or nursing homes), update to Greater Manchester on the integration of Health & Social Care.
2. Healthwatch Enter & View Team should liaise with Stella Clare and the integrated Health & Social Care Programme to plan coordinated monitoring of residential services.
3. Healthwatch Stockport will work with Jude Wells on any events to involve local people in developing services or providing feedback.
4. Healthwatch Stockport to be invited to workshops to develop a performance framework for the integrated Locality Hubs.
5. Leads have been asked to share and publicise information about Healthwatch Stockport.
6. Vince Fraga is to be asked to liaise with Healthwatch Stockport on a follow up to the Hospital Discharge Report.



7. Further meetings are to be organised as follows:-

- Director of Adult Social Care Services 23rd September
- Quarterly meetings with Leads for Quality, Contract Compliance & Complaints.
- Meeting between Quality Team (Adult Social Care) and Healthwatch Stockport to discuss feedback and coordination re complaints and Enter & View work.

The Healthwatch Stockport Adult Social Care Support Group is to meet on 19th September. The agenda will include priorities, roles and work for the group.

Emerging Priorities so far include integration, personalisation and co-production. These topics cover the changes and developments in services which are ongoing.

1.5 Children, Families & Young people

Healthwatch Lead: Maria Greenwood

Maria Kildunne and Maria Greenwood will be meeting on 6th September to progress this sub-group work

1.6 Pennine Care

Healthwatch Lead: Mary Foden

Maria Kildunne and Mary Foden met in August and the following was discussed

- Mary has a number of meetings she attends regularly at Pennine as a Governor and will report back to Healthwatch Stockport anything would be of relevance to the Healthwatch Stockport members
- There are currently concerns regarding; severe and enduring mental health , poor housing provision, capacity and consistency of mental health support workers, benefits officers linked to hospital and visiting the wards, personal budgets and difficulties in usage
- We need to understand the mental health commissioning system and how exactly is mental health services commissioned and what for and how it differs from area to area as there seems to be an inequality in service provision across greater Manchester

1.7 Public Health

Healthwatch Lead: a lead has not yet been identified but a meeting is being arranged in September with interested members.



An update on Healthwatch Development and on-going Subgroups

Section 2: Development Team

Support: Kirsty Bagnall

This Group meets quarterly and the next meeting will take place in mid-September 2013.

2.1 Healthwatch Stockport Reading Sub-group

Healthwatch Lead: Eve Brown

19th August 2013:

No requests received.

- 12 responses received to Stockport One Service request and forwarded on to Stockport CCG.

A letter was also sent to any members of the Reading Group who had not recently responded to requests asking if they would still like to be involved. Those who did not respond before the deadline were removed from the circulation list.

2.2 Healthwatch Stockport Training Sub-group

Healthwatch Lead: Sue Carroll/Gerry Wright

Enter and View Refresh training has taken place on 20th and 30th August. 26 members have attended so far and one more training session is planned for September which will complete the training for this year and a register will be kept for those interested in becoming Enter & View representatives during the year with the view to more training taking place next year.

2.3 Healthwatch Stockport Publicity and Communications Sub-group

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

28th July 2013 - 27th August 2013

▫ **Twitter:** 704 Tweets, 457 Following, 1,297 Followers, 5 mentions, 1 retweets and 1 favourite.

▫ **Facebook:** 526 Total Likes and weekly total reach of 114 (an increase of 90%).

▫ **Website:**

- Overall, the website received 218 visits, 165 of these were unique visitors (with 53 people returning) and 71.56% of visitors were visiting the website for the first time.
- There were 915 page views with people visiting 4.20 pages per visit. The average time spent on the website was 3m 35s.



- 96.79% of visitors were from the UK with 24.77% from Stockport, 20.64% from Manchester, 11.01% from London and others from other areas in the UK.
- 45% of people accessing the website reached it via a search engine (using keywords such as 'healthwatch stockport' (24.49%), 'enter and view stockport healthwatch' (6.12%), 34.4% of people accessed the website directly and 20.6% of people were referred to the website (via other websites, web links in emails, facebook, twitter etc).
- The majority of people entered the website via the front page (60%), however 10.67% of people followed a link to the Healthwatch Launch event news page as their first point of access. 9.33% of people entered the website on the 'Have Your Say' page.

□ Positive Press Articles:

- John Leach featured in Stockport Partnership News about his seat on the Health & Wellbeing Board and requesting people to feedback views to him (August 2013).
- Healthwatch Stockport, Stockport FLAG and NHS Complaints Advocacy Stockport featured in Stockport Express regarding our pledge to work together (21st August 2013).
- John Leach features 4 times on Pure FM Radio about Healthwatch Stockport launch (28th August 2013).

6th August 2013:

Celebrating Diversity Event

Kirsty attended the Celebrating Diversity Event held by Disability Stockport in the town centre of Stockport. Due to shared aims, we worked alongside NHS Stockport Clinical Commissioning Group Engagement Team to collect feedback on health and social care services.

38 people spoken to, 13 newsletters given out, 32 leaflets given out, 2 homecare questionnaires given out. Three people showed a real interest in joining Healthwatch Stockport. A member of the Macular Society suggested they may get in touch with us around an issue of concern for them. two people were signposted to NHS Complaints Advocacy Stockport and one person to Family Info Link. The event went well and the majority of people were positive about Healthwatch Stockport.

The following report was provided by NHS Stockport Clinical Commissioning Group Engagement Team.

The pin boards were used to help gather feedback from members of the public, asking - "Please tell us about your last experience of using an NHS service" and a "Please tell us about your last experience of using a social care service"

A number of comments were received regarding the difficulties of booking a GP appointment and the length of time patients are expected to wait. Comments ranged from

- new houses being built but no new GP's



- Needs to be some sort of prioritisation process for appointments for more vulnerable patients.
- When trying to book an appointment with my GP it's always a 2 week wait. X 2
- Told to phone at 8.20am but could not get through
- Treatment at practice is great, but trying to book an appointment is very hit and miss

Other negative comments:

- Hospital transport is dreadful/very complicated. GP's and HP's alike have no idea how it works
- Should be more clinically qualified staff on NHS 111 helpline
- Too few nurses and they have too much paperwork

Positive comments:

- NHS 111 very helpful
- MAU busy but great service/treatment
- Can get appointment with GP within 2 days if needed or speak to them on the phone
- Used health service a few times...fantastic service

27th August 2013:

Healthwatch Stockport Launch Event

Many members helped out to make our launch event a success. The team (staff and members) managed to speak to over 100 people about Healthwatch Stockport, collected feedback on current Healthwatch Stockport work areas and provided a lot of information. Feedback collected during the day will be fed into the relevant work programmes.

We were joined during the day by representatives from organisations including the Lesbian & Gay Foundation, the Stroke Association, Deaf Health Champions, two councillors, one prospective parliamentary candidate, representatives from Stockport Clinical Commissioning Group, Stockport Council and many more. We also received good wishes prior to the event from Andrew Stunell MP, Dr. Ranjit Gill and several councillors who were unable to attend on the day.

We were joined on the day by Stockport FLAG and NHSCAS, really demonstrating our joint commitment in working together to help local people to members of the public.

2.4 Healthwatch Stockport Enter & View Functions

Healthwatch Lead: Gerry Wright

Enter & View training is in progress. Once the training is completed, topics will be looked at which could be enhanced by carrying out Enter & View activity.

2.5 Patient Experience and Feedback/Evidence Gathering

Healthwatch Lead: Tony Stokes



The first meeting will be taking place on the 2nd September 2013

Section 3: An update on Healthwatch Representatives on other committees

3.1 Equality & Diversity Board - Pennine Care

Healthwatch Representative: Tony Stokes

Tony is investigating whether this meeting is still taking place

3.2 Stockport Area Medicines Panel

Healthwatch Representative: Mike Lappin

Unable to attend or find representative. I will highlight anything of importance in next month's report

3.3 Stockport Cancer Programme Board

Healthwatch Representative: Anand Dutta

July 2013:

The Cancer Board is currently involved with the following initiatives. Various topics (listed below) are discussed at each meeting and progress reported. The list is to give an idea of the topics being discussed. I will try to report in more detail about various topics as and when more information is available.

Understanding Cancer Trends and Inequalities

- Stockport Foundation Trust recording stage of presentation for confirmed cancers (82% compliance)
- Analysis of stage of presentation data for the locality
- Monitoring patient experience

Acute Oncology and Unscheduled Cancer Care

- Development of pathways for management of metastatic malignant disease of unknown primary origin
- Local chemotherapy services - Stockport services relocated to a larger unit within the hospital, additional 300 treatments performed this year against the target of 500

Whole Systems and Pathways Review

- Review and develop Front-end local pathways, follow up pathways, discharge processes and pathways and pathways for patients referred to tertiary and specialist centres
- Review collaborative commissioning contracts for tertiary providers

Breast Services

- Alignment of symptomatic and screening multi-disciplinary teams - joint action plan with East Cheshire & Stockport NHS FT in place



Cancer peer review

- Action plan in place to address the concerns raised by national peer review teams -- Internal validation reviews being carried out

Public Health Screening

- Implement bowel cancer programme age extension
- Establish delivery method for breast cancer screening service (digital service now implemented)
- Deliver promotional activities with targeted practices to increase uptake of breast screening in Adswood and Bridgehall
- Implement HPV triaging in cervical screening programme

Performance 62 day/42 day standards

- Implementation of time-lined pathways
- Delivery of 62 day standard
- Define 2 week/urgent referrals
- Develop GP education to influence referral behaviour change

Anand Dutta

27 August 2013

3.4 Stockport Care Home Forum

Healthwatch Representative: Gerry Wright

No Report

3.5 Stockport Care Record

Healthwatch Representative: Joyce Drummond

Nothing to report

3.6 Stockport Children's Trust Board

Healthwatch Representative: to be arranged

3.7 Stockport Clinical Policy Committee

Healthwatch Representative: Mike Lappin

24th July 2013:

Item 6. NICE Clinical Guidelines

CG162 Stroke Rehabilitation. The group agreed to review the baseline assessment tool as delivering at community level was not good.

Item 9. Epilepsy

Vicci Owen Smith has written to James Catania, Medical Director at the Foundation Trust requesting evidence that they are compliant with this Quality Standard. Epilepsy care plans and masterclass training for GPs/practice nurses need prioritising.



Item 10. NICE Public Health Guidance (PHG) - Physical Activity

Mike queried if the public would be proactive if the GPs would prescribe exercise Vicci asked if Healthwatch Stockport would do come work to establish what the public wants eg. do they need to be instructed? **Recommendation**

Item 11 Amendments to blacklist.

a) Gluten Free Policy

The group agreed to the following amendment: replace as an alternative to standard bread with patients entitled to 1 prescription for 6-8 loaves of bread every 2 months.

Mike requested that the dangers associated with the new anticoagulant drugs be highlighted in black (ie. you can bleed to death)

Item 14 Policy Review - Effective Use of Resources (EUR) treatment list

- a) Avastin for Wet Macular Degeneration (AMD) was agreed it should stay on the list.

3.8 Stockport Dementia Champion Committee

Healthwatch Representative: Tony Johnson

No Meeting in August

3.9 Stockport Dignity in Care

Healthwatch Representative: Gerry Wright

This group is no longer meeting

3.10 Disability Stockport

Healthwatch Representative: Tony Johnson

Nothing to report

3.11 Stockport Electronic Palliative Care Co-ordination System Project Board

Healthwatch Representative: David Moore

Nothing to report as this meeting is not currently meeting

3.12 Stockport Electronic Prescribing Board

Healthwatch Representative: Joyce Drummond (Mike Lappin deputy)

3.13 Stockport End of Life Care Programme

Healthwatch Representative: Gerry Wright

No Report



3.14 Stockport (Community) Falls Prevention Group

Healthwatch Representative: Sheelagh Peel

No Meeting in August

3.15 Stockport Health Scrutiny Committee

Healthwatch Representative: John Leach

Nothing to report

3.16 Stockport Local Pharmacy Committee

Healthwatch Representative: Joyce Drummond

No Report

3.17 Stockport Maternity Programme Board

Healthwatch Representative: Loretta Alao

No Report

3.18 Stockport NHS 111 and Out of Hours

Healthwatch Representative: Tony Stokes

Nothing to report

3.19 Stockport Older People's Committee Meeting

Healthwatch Representative: Joyce Drummond (Sheelagh Peel filling in)

We became involved with AGE /UK Stockport in a Focus Group for Manchester University in looking at the dentistry needs of older people. Two million pounds have been allocated to the NHS for planning UK wide services. This needs to be done as patterns of care have changed from most older people wearing dentures through a generation who managed to keep their teeth and younger people who have benefitted from Fluoridation of water supplies.

I declared an interest for Healthwatch Stockport.

Sheelagh

3.20 Stockport One Service

Healthwatch Representative: Tony Stokes/Mike Lappin

Nothing to report



3.21 Stockport Pharmacy Application Requests

Healthwatch Representative: Mike Lappin

We have informed NHS Stockport Healthwatch Stockport has no problems with the change of ownership for Heald Green Pharmacy or the Application by Sacina Ltd at Edgeley

3.22 Stockport Prescribing Committee - NHS Foundation Trust

Healthwatch Representative: Anand Dutta

Nothing to report

3.23 Stockport Quality Board - NHS

Healthwatch Representative: Tony Stokes

No Meeting in August

3.24 Stockport Safeguarding Vulnerable Adults

Healthwatch Representative: Sheelagh Peel

Nothing to Report

3.25 Stockport Shared Health Record Board now Stockport Information Integration Committee

Healthwatch Representative: David Moore

Nothing to Report

3.26 Stockport Scheduled Care Programme Board

Healthwatch Representative: Mike Lappin

Elective Care Programme Board held 7th August 2013

Item 2 Actions

- a) The tender for Dermatology services is progressing slowly; Stockport is now negotiating with Salford. Karen Mitchell to report at next meeting.

Item 3 Monitoring

- a) There are more day cases.
- b) Follow up rates are now being treated differently i.e. emergency then follow up is now emergency to first appointment.
- c) The FT's cancellations have reduced.
- d) Waiting list is down because of increase in capacity resulting from efficiencies



Item 5

Gastrosocopy is out to tender.

3.27 Stockport Unscheduled Care Programme Board

Healthwatch Representative: David Kirk

Stockport Unscheduled Care Programme Board:

14th August 2013:

Unfortunately I was unable to attend the meeting and arrange a substitute, however I document below the main points from the agenda.

The purpose of the Unscheduled Care Board is to set the strategic direction for and implementation of the unscheduled care programme of work. Also to ensure that each organisation providing services or supporting patients accessing unscheduled care hold each other to account to provide seamless and resilient unscheduled care, compliant with national and local frameworks.

A priority of the Board is to focus on the preparedness for the coming winter.

NHS England requires Stockport CCG to review the whole system surge and escalation plan as part of the urgent care system assurance entering into September 2013. The scope of the review will include: provider actions at each level of escalation, terms of reference for the whole system resilience group, the business intelligence data set and communication across the system. This will also incorporate lessons learnt from the previous winter in 2012.

The review of the whole system escalation and surge plan sits alongside the wider unscheduled care strategy for the local health and social care economy, including the 8 point recovery plan for Stockport Foundation Trust. The robustness of the plan is in part dependent upon the agreement of the right projects to alleviate winter pressures and the delivery of projects within the unscheduled care programme.

It is recognised by all providers that there is a gap around primary care in terms of how this will function at different levels of escalation together with how increasing pressure will be measured.

The new plan (review) will be approved by the Unscheduled Care Board by 13th September at the latest. Following approval of the plan, there will be a training session for on call managers in order to explain any new actions and new ways of working which will take place in the third week of September. This will include on call managers across the system (CCG, Council and Foundation Trust). There is also a Stockport health and social care event arranged for the 18th November to further test the robustness of the surge and escalation plan.

As part of the strategy to reduce emergency admissions funding, of around £450,000 from NHS England, will be used to expand Stockport's successful Rapid Response Nursing and Social Care team.

These teams are called in when a GP or A&E doctor has a patient who doesn't need to be admitted to hospital for medical reasons but would have to be unless they were given extra care in their home



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

4.1 Complaints Task & Finish group

Healthwatch Lead: Gerry Wright/Tony Stokes

The New Leaflet is now printed and available. It will be circulated to all the main providers and NHS Complaints Advocacy, Flag and Healthwatch Stockport. It will be reviewed in 6 months' time for its effectiveness and usefulness.

4.2 Diabetes & Podiatry Task & Finish Group

Healthwatch Lead: David Moore

13th August 2013:

This group met with the Head of Podiatry to progress the work of this group. The group wishes to have a discussion on Any Qualified Provider issues at the next Core Group in September 2013.

4.3 Discharge from Hospital back to nursing/residential homes

Healthwatch Lead: John Leach

John Leach is to carry out some follow up work and Vince Fraga from Adult Social care will be in touch on the offer from Adult Social Care to replicate some of the work the LINK did to validate some of the concerns highlighted by the Stockport LINK in its report last year.

4.4 Older People's Unit [at Stepping Hill Hospital]

Healthwatch Lead: Sheelagh Peel

Nothing to report

4.5 Healthier Together

Healthwatch Lead: Mike Lapin

Mike and his Healthier Together Team are meeting Nicola Onley from the Healthier Together Team on the 9th September 2013

4.6 It's in the Drawer

Healthwatch Lead: Clem Beaumont

30th August 2013:

The final Copy of the questionnaire has been agreed and is going to print week beginning 2nd September 2013



4.7 Quality of Home Care Task & Finish Group

Healthwatch Lead: Mike Lappin

The Survey has now ended and surveys are being analysed by the staff team.

Mike Cain met with the COMFY coordinator in Manchester and this group (who are working on a checklist for quality of care being provided in people's own homes) is being re-established in the next few months.

4.8 Redevelopment of A&E

Healthwatch Lead: Mike Lappin

19th August 2013:

Emergency Department User Group Meeting

Main Points:

1. Sue Clark provided a copy of the new Hospital passport for people with learning disabilities.
2. The Estates department reported that they could not provide a tracking system in new builds due to cost. Maggie to take this issue to Governance meeting. Mike to members at the next D Block meeting.
3. The ambulance entry is now closed to the public.
4. Still struggling to locate a bariatric trolley that is wide enough to ensure dignity for patients, Maggie to raise the matter at the Governors meeting.
5. The new alcohol nurse Grant Jackson talked to the group about his role. It is a 5 day a week 9-5 position, other hospitals have 3 nurses, we hope it has not been set up to fail.
6. Triage has been given extra training to recognise patients who should be seeing their GP. The Emergency Department Team have access to a GP to refer their patients for treatment.
7. Flexi-glam booths will be provided at reception to provide privacy for patients.

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

Healthwatch Representative: Mike Lappin

Mark Warren and Gina Evans are coming to a Healthwatch Stockport Question and Answer session on Friday September 13th 10.30am-1.00pm to talk through plans for Stockport and answer any questions you may have - All welcome

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'

30th August 2013 [Ends]