



Healthwatch Stockport Work Programme Monthly Report September 2013

1st September - 26th September 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

Members: John Leach, Sheelagh Peel, Tony Stokes, Mary Foden, Maria Greenwood, Anand Dutta, Jon Burke, June Westley, **Support:** Maria Kildunne

19th September 2013

The Terms of Reference have been redrafted following on from comments from the Core Group. An updated version is now available.

Maria is currently arranging for some body from the Foundation Trust to come and talk to members on the urology service.

David Kirk is looking into requests regarding the hospital tariffs/fines and will report to the Patient Experience Team.

Future meetings of the operational team have been rearranged to accommodate members who are working.

Tony is currently drafting a report on Healthwatch Stockport activity in preparation for council visit to the Board of Directors on October 8th.

Individual reports see below.

1.1 Stockport Health & Wellbeing Board

Healthwatch Lead: John Leach

11th September 2013

Tony Stokes attending on behalf of John Leach.

The point of interest is that the government have made the provision of an autism service mandatory upon the council.

The council will be presenting a report to the health and wellbeing board in January explaining how this will be done.

This is worth watching out for.

Tony.



1.2 Stockport Clinical Commissioning Group

Healthwatch Lead: Tony Stokes

11th September 2013

NHS 111

This will now be run by the North West Ambulance Service (NWAS) with Mastercall providing the out of hours GP service.

NHS Direct have had to admit that they are not able to provide the service safely and effectively and are handing over their call handling facilities and staff to be run by NWAS.

The CCG commissioners will be inspecting the facilities before this system is implemented so that we are assured that the new system will be safe and effective.

STOCKPORT ONE

The scheme is changing and will become more inclusive.

Designed to provide a better service for both health and social needs this will need close integration by the CCG commissioners and the council.

Health service workers and social services workers have different training and experience and are going to find it difficult to understand the different needs of each service.

What we can do is ask Pointed Questions to see how the new plans are being implemented and point out if we believe that the needs of Stockport residents are not being met.

To this end Healthwatch Stockport will be arranging a question and answer session this winter.

We will be inviting speakers from the commissioners and the council.

Thus we will be able to ask questions of both and decide how best we can influence and help this development.

Both David Moore and June Westley have valuable current knowledge and experience which will be of real help to us.

THE BREDBURY FIRE

More than adequate information and help was provided to residents about any potential health hazard.

The commissioner's major incident room at Regent House has been upgraded.

One way in which I believe that I can be of help is to regularly question the officers responsible for this service to make sure that it is fit for purpose.

I will be doing this.

I will be requesting feedback which I will provide to the core group.

SPEECH THERAPY

Tony Johnson as a member of the public was able to ask about this service.

Thus we now have even more assurance that this service will be improved and the waiting lists reduced.

Next meeting 9th October 2013

Tony.



1.3 Stockport NHS Foundation Trust

Healthwatch Lead: Sheelagh Peel

26th September 2013

Meeting too late to meet your publishing deadline but important bullet points will be reported verbally on 4th Oct and written up for next monthly report.

Patient Representative Group, Stockport NHS Foundation Trust, Dept. of Integrated Care.

a) The representative for the Chest Clinic had reported some concern at the ordering of Chest X-Rays to be taken on arrival at the clinic, as a result two more staff are to be trained up to prevent further problems.

b) The winter work plan is being written up re: escalation wards for winter pressures.

c) Members reported on their various ward and Emergency Department visits. Incidents (none serious) to be followed up.

d) In view of the concern re. Alcohol use and abuse, we are to have an update talk by the consultant physician and I personally will take up an interest in the Gastroenterology Ward.

Sheelagh

1.4 Stockport Council - Adult Social Care

Healthwatch Lead: June Westley

Friday 20 September, Information and Advice Services in Stockport, Half Day event for Service Users & Carers,

Due to the short notice on this consultation, we were unable to send to Healthwatch Stockport representative. Kirsty attended as a member of staff to ensure some representation.

The consultation started asking for people's feelings when receiving information and advice, focusing on positive, then negative examples. Positive emotions included relieved, empowered, good and helpful and negative emotions included angry, lost, helpless and ignored.

Examples of where people go to for information and advice included Stockport FLAG, Signpost for Carers, friends, family, Healthwatch Stockport, Family Info Link, the Citizen's Advice Bureau, GPs and Age UK amongst others.

Sarah Newsam then gave a short presentation, highlighting the role and importance of effective health and social care information and advice as a national issue (highlighted by the Care and Support Bill and the Health and Social Care Act 2012). People often say that they:

- Don't know or don't access what is already available
- Give us clear, simple consistent information and be more joined up



- Be interested in my needs or problems
- Get it right first time or people often give up
- People must be willing and realistic about helping themselves.

Attendees were asked what times in our lives we asked for advice and had not received it. Some recurring themes included on discharge from hospital (including being placed in the wrong place and a lack of follow-up advice), no support in understanding the information given, people's reluctance to ask for support and when people don't know there is support available in the first place.

On being asked who people would expect information and advice to come from, many people said Stockport FLAG and Age UK again. They wanted information and advice locally using places such as chemists, doctors and public areas.

Finally, attendees were asked to look for what the ideal information and advice service would look like. Focus was on a 'hub', where all services could be accessed from the same venue with outreach (a 'hub and spoke' model) and the need for information in a written format (many mentioned the 'find out' guide) and the suggestion of circulating details of where to go for information and advice with the Council's Review newspaper for people to keep hold of. Other suggestions included tightening the support people receive on discharge from hospital to ensure that they know what is available to them when they leave, more promotion of local information and advice services and the important of accessibility.

1.5 Children, Families & Young people

Healthwatch Lead: Maria Greenwood

Maria G will soon be meeting with the Director of Children's Social Services and key people in Children's Care.

1.6 Pennine Care

Healthwatch Lead: Mary Foden

Mary and Pennine Care FT is holding an open day for Pennine Care members on the 8th October in Stockport (Stockport Guild Hall) where there will be a question and answer session and is encouraging as many Healthwatch Stockport members as possible to join as a Pennine Care Member. This event is a pilot and it is hoped that that it will be successful so that more events can take place in Stockport for local people.

Mary is liaising with key people in Pennine to ensure Healthwatch Stockport receives the most appropriate reports.

1.7 Public Health

Healthwatch Lead:



An update on Healthwatch Development and on-going Subgroups

Section 2: Development Team

Support: Kirsty Bagnall

No Development Team meeting this month

2.1 Healthwatch Stockport Reading Sub-group

Healthwatch Lead: Eve Brown

The following documents were sent to the Reading Group for comment in September:

NHS Foundation Trust - Having an Operation leaflet.

These have been sent out to the reading group to be returned in October

2.2 Healthwatch Stockport Training Sub-group

Healthwatch Lead: Sue Carroll/Gerry Wright

The majority of current new Enter & View representatives have been booked onto Safeguarding Vulnerable Adults Training and Equality & Diversity Training. Several sessions are being held between now and December an additional option of becoming a Dignity in Care Champion has also been offered to new representatives.

2.3 Healthwatch Stockport Publicity and Communications Sub-group

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

18th September 2013, Rise to the Challenge

As you know David [Atkinson] and I [Pauline Roberts] 'rose to the challenge' and enjoyed our morning at the Triangle. As I mentioned the main public interest was limited to a group of ladies determined to keep fit with line dancing and seated exercises. They were all very complimentary about how Stockport offered them such diversions, though I don't know if their classes were Stockport MBC led!

There were 10 exhibitors and not many more than that coming in off the street. We didn't have a prime position, so very few approached us. I reckon I must have spoken to probably about 15 people and gave out a dozen or so of assorted leaflets. Quite a number appeared interested in becoming members, but time will tell on that one!

24th September 2013, Mersey Square,

Kirsty and David spent the morning giving our newsletters on Mersey Square. This helped to raise the profile of Healthwatch Stockport and promote the organisation. Around 200 newsletters were given out during the morning. Many comments were received from members of the public, with several people walking past assuming we were sales people and then turning back and taking the information



when they saw the name 'Healthwatch'. Others walked past and came back later, having seen other people reading the newsletter.

During the morning, I also spoke to a few wider group members of Healthwatch Stockport and clarified for one person the difference between FLAG, Healthwatch and NHS Complaints Advocacy Stockport. I also spoke to a member of the public who would like to put an article in the newsletter.

Recommendation: Include a full page article in the next Healthwatch Stockport newsletter about the difference between the three organisations and our commitment to work together

28th August 2013 - 25th September 2013

Twitter: 748 Tweets, 462 Following, 1,329 Followers, 16 mentions, 7 retweets and 2 favourites.

Facebook: 530 Total Likes and weekly total reach of 41.



Website:

- Overall, the website received 207 visits, 161 of these were unique visitors with 68.6% of visitors were visiting the website for the first time.
- There were 727 page views with people visiting 3.51 pages per visit. The average time spent on the website was 3m 30s.
- The majority of visits to the website (100) were from a search engine, such as google, 51 visitors came directly to the website. Other ways people found the website included links from other websites such as twitter, facebook, Stockport Flag and Stockport CCG.

Positive Press Articles:

- Launch event featured in Stockport Express (4th September), Stockport Independent (Issue 51, September 2013) and Stockport Partnership News
- Article about Health & Wellbeing Board in Words in Mind newsletter and Alliance Newsletter
- Article about 'It's in the Drawer' in Walthew House news.
- Article about Complaints Leaflet in Stockport Express (25th September)
- Healthwatch Stockport mentioned in Stepping Hill's *Stepping Up* magazine under profile of Ron Catlow.

2.4 Healthwatch Stockport Enter & View Functions

Healthwatch Lead: Gerry Wright

Training for Enter and View is still on-going. after liaising with Adult Social Care there is an opportunity to undertake a first Healthwatch Stockport Enter & View activity piece of work with Care Homes looking at Care planning and Primary Care Relationships



2.5 Patient Experience and Feedback/Evidence Gathering

Healthwatch Lead: Tony Stokes

3rd September 2013

This was a good first meeting. The following was agreed:

- Gavin Roberts will be researching how we can interact with the patient experience team at Stepping Hill.
- Beverley Hart will be exploring how flag can help gather patient experience.
- David Kirk will be examining the financial implications for Stepping Hill and the Stockport CCG of the over use of the emergency department at Stepping Hill.
- Roy Oliver and Mike Cain will be seeing how they are able to look for trends in patient experience from the various reports available to us.
- I will be talking with the various complaints officers at Stepping Hill and so on to see how we can interact most effectively.
- Maria will be able to report with some feedback from the home care survey and the Podiatry work.
- I am also hoping that John and Maria will be able to report on how we may be able to collect some data on the experience of Stockport patients attending hospitals other than Stepping Hill via the Greater Manchester Healthwatch Network.
- I will present data from the CCG on what we spend on sending patients to hospitals out of Stockport.

The next meeting will be on 1st October 2013 at 10.00

Section 3: An update on Healthwatch Representatives on other committees

3.1 Equality & Diversity Board - Pennine Care

Healthwatch Representative: Tony Stokes

No Report

3.2 Stockport Area Medicines Panel

Healthwatch Representative: Mike Lappin

10th September 2013

The main points from this meeting are as follows:

- The cost of drugs used is on track.
- The criteria for inclusion on the Stockport CCG Black List was discussed.
- There is a chance of losing your driving licence if patients use some generic drugs so it might be advisable to keep to branded drug.



- The latest drug safety update was discussed and circulated.

3.3 Stockport Cancer Programme Board

Healthwatch Representative: Anand Dutta

The main points of the meeting were as follows

- Staging i.e. what stage patients present was discussed, it was said that information from gp's would be helpful.
- 62 day standard was not reached in March/April.
- Action plan in place to address the concerns raised by peer review.
- There will be an event to discuss the patient survey.
- Anaemia is not always investigated correctly, a better pathway is required.
- A business case for increasing capacity for Endoscopy at FT to allow Bowel Screening.
- Mike raised the matter of the possibility of Urology losing activity to Christies and Salford. The FT has asked Monitor to look into the transparency of the process used by the area team at Greater Manchester. Healthwatch will ask a representative from the urology department to address it.

3.4 Stockport Care Home Forum

Healthwatch Representative: Gerry Wright

No Report

3.5 Stockport Care Record

Healthwatch Representative: Joyce Drummond

3.6 Stockport Children's Trust Board

Healthwatch Representative: to be arranged

3.7 Stockport Clinical Policy Committee

Healthwatch Representative: Mike Lappin

28th August 2013

The main points from this meeting are as follows:

- An epilepsy master class is booked for January 2014.
- The CAMHS urgent care pathway has been reviewed and improved following the OFSTED/CQC inspection in 2012.



- Vicky and Mark to have a meeting with James Catania to discuss the NICE compliance problems.
- The local policy on Gluten free food should be followed.
- The ethical framework for considering rebate applications for pharmaceutical, nutritional and Device companies has been reviewed again by the G.M group.
- The Erectile Dysfunction pathway was discussed and it was decided to defer to next meeting as more information was required.

3.8 Stockport Dementia Champion Committee

Healthwatch Representative: Tony Johnson

5th September 2013

Main Points raised during the meeting:

- The numbers being assessed continue to increase due to increased awareness and referral. Visits to GP surgeries continue to highlight gaps in knowledge and understanding. It was recommended that GPs appraisals should include Dementia and referral matters.
- There was a good and improving level of liaison between healthcare professionals.
- The CCG had received £755,000 to improve the environment for those with dementia.

Date of Next Meeting: 5th December 2013

3.9 Disability Stockport Forum

Healthwatch Representative: Tony Johnson

Wednesday 2nd September 2013,

Report from David Moore

1) Nikki, from Deafblind UK gave a presentation about the work they are doing to set up a Stockport group. They are holding a meeting at Disability Stockport on the 7th October to meet people who would like to join the group. Nikki will send out more details soon, once the meeting is confirmed. Nikki stated that it is difficult to get membership as the people they are looking to support are quite socially isolated, so it is difficult to engage with them. If anyone knows of someone who is deaf-blind and would like to join a group, please contact Disability Stockport and they will put you in touch with Nikki. Nikki advised that they have 200 registered members in Manchester but they have struggled to ascertain how many people there are in stockport. She is arranging to meet with the sensory loss team.

2) Kieran has advised that he is now Chair of the Nexus Group, who campaign about equality. They held a meeting at the Quaker Meeting room on 28th August and they are looking to produce a



calendar of events and public meetings in the next few weeks. For more information about the Nexus Group please contact Disability Stockport.

3) There have been a number of instances recently where guide dogs have been attacked by dogs on the streets. This has been raised with local MP's. Apart from the general trauma to both dog and owner, a guide dog is a very expensive animal and more importantly the only means some blind people have of accessing the community and enjoying a quality of daily life. The concern is that if a dog is severely injured it could remove someone's liberty.

4) Stockport Homes advised that there is now a "discretionary" payment fund available to help people who are affected by the bedroom tax. Also, landlords can re-define accommodation by changing the description of a second bedroom into a dining room.

5) Kieran advised that there is now an Army Liaison Officer allocated to Stockport. He will be based at Disability Stockport. He will support people leaving the armed forces with benefits, housing and other help and information. The service may extend to all armed force personnel and may also cover Greater Manchester. Please note that there is free membership to Shopmobility for ex-Armed Forces personnel.

Next meeting is Wednesday 11th December 2013.

3.10 Stockport Electronic Palliative Care Co-ordination System Project Board

Healthwatch Representative: David Moore

**Electronic Palliative Care Coordination System,
Wednesday 4th September 2013, 11.30am to 1.00pm**

1) The meeting talked about access to the system - who needs it, what groups, individuals, etc would require access. Adult Social Care stated that they would need initial access to their 120 assessment staff and then would require access to teams such as REaCH, Choosing & Purchasing, etc.

2) When considering District Nurses, Social Workers, Hospital Staff, Out of Hours, etc. there would be a requirement for thousand's of log ins, all of which would require access rights. The meeting discussed Provider IT Admin: who from each organisation/group would be the nominated person to control log-in and password admin and management. Each group/set of users will need to nominate an IT Lead to fulfil the role.

3) A data sharing agreement is being drawn up for Ian Fleming (IT Manager) to sign off by the Information Governance department. This will be completed shortly.

4) The meeting was advised of the testing procedures that will be followed to test the system when the software build is complete. The system will be tested with blank data initially and this involves a rigorous test of each aspect of the system. A testing protocol will be followed to check each entry or choices of entry. Once testing is complete, the system will be loaded with live data.

5) It is anticipated that the "go live" date will be sometime in December 2013. This is the current timescale although it is hoped it will be slightly sooner.

6) There will be 50 con-current licences for the current Stockport Health Record. It has been calculated that this should be sufficient. 15 licences have been allocated to the EOLC Record. Again,



this should be more than sufficient, although if it is found that access is difficult, more can be allocated.

7) The meeting was shown a screen from the opening page of the Stockport Shared Record which shows the new 'banner' that on the page that will indicate whether someone has an end of life record.

Next meeting: TBC

Any questions, please contact David Moore: david.moore@homeinstead.co.uk

3.11 Stockport Electronic Prescribing Board

Healthwatch Representative: Joyce Drummond (Mike Lappin deputy)

3.12 Stockport End of Life Care Programme

Healthwatch Representative: Gerry Wright

3.13 Stockport (Community) Falls Prevention Group

Healthwatch Representative: Sheelagh Peel

26th June 2013

Minutes highlighted development of a falls prevention referral pathway and also the success of Falls Prevention Week.

25th September 2013

Reviewed work to date and a decision was made to defer further work on Referral Pathway because of a new appointment at the CCG of a Project Manager for Falls Prevention (he attended our meeting) and he hopes to report as soon as possible to CCG.

Sheelagh

3.14 Stockport Health Scrutiny Committee

Healthwatch Representative: John Leach

Nothing to Report

3.15 Stockport Local Pharmacy Committee

Healthwatch Representative: Joyce Drummond

3.16 Stockport Maternity Programme Board

Healthwatch Representative: Loretta Alao



Nothing to report this month for the Maternity Board.

The meeting takes place on Thursday 26/09/13 but will see if there is something to report for next month

3.17 Stockport NHS 111 and Out of Hours

Healthwatch Representative: Tony Stokes

See Section 1.2

3.18 Stockport Older People's Committee Meeting

Healthwatch Representative: Joyce Drummond (Sheelagh Peel filling in)

3rd September 2013

A talk by two members of Community Police Section about their work but they also listened to members concerns e.g. Anti-social behaviour. Two members continue to take an interest in DNA's (Do Not Attends) in Stepping Hill Hospital Older People's Department.

Greater Manchester Older peoples forum.

This is the successor of a National Service Framework Group and is attended by Frank Light and myself. I was unable to attend the meeting of 8th September but was alerted by Frank to BIG LOTTERY FUNDING OPPORTUNITY. He felt that Stockport was being excluded from receiving monies. I brought this to the attention of our Healthwatch Stockport CHAIRMAN and also AGE UK STOCKPORT

3.19 Stockport One Service [Sub-group of the CCG]

Healthwatch Representative: Tony Stokes/Mike Lappin

See Section 1.2

3.20 Stockport Pharmacy Application Requests

Healthwatch Representative: Mike Lappin

None to report

3.21 Stockport Prescribing Committee - NHS Foundation Trust

Healthwatch Representative: Anand Dutta

September 16th 2013)

Following topics were covered at the meeting:

Drug Expenditure - List of the top 200 drugs based on the actual cost to the Trust was disclosed. As expected, the most expensive drugs were the recently discovered and marketed monoclonal antibodies (for rheumatoid arthritis), protein products and kinase inhibitors (cancer treatment) were the most expensive drugs. It was indicated that these drugs are being prescribed based on need as



specified by NICE and were not restricted in any other way.

Details of a new drug (Rifaxamin) were discussed. More details from the clinician were requested before making a decision.

Updated versions of several policy reports (including Procedures for the safe and secure handling of medicines in wards and departments, Procedures for nursing and medical staff to dispense pre-packs of drugs labelled for take home to patients in the emergency department or outpatient department, Storage and usage of potassium chloride solution concentrate, Policy for administration of pharmaceuticals in nuclear medicine and medicines management policy) were presented at the meeting.

The next meeting is expected to take place on 28th November 2013.

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

Healthwatch Representative: Tony Stokes

3.23 Stockport Safeguarding Vulnerable Adults

Healthwatch Representative: Sheelagh Peel

3.24 Stockport Shared Health Record Board now Stockport Information Integration Committee

Healthwatch Representative: David Moore

3.25 Stockport Scheduled Care Programme Board

Healthwatch Representative: Mike Lappin

3.26 Stockport Unscheduled Care Programme Board

Healthwatch Representative: David Kirk

There is nothing to report in respect of the Unscheduled Care Board as there has been no meeting since the last Core Group meeting.

3.27 Greater Manchester Healthwatch Chair and Chief Officer Meeting

Healthwatch Representative: John Leach

The Next Meeting is taking place on 2nd October 2013

Additional One off Meetings

3.28 North West Healthwatch Chairs Meeting

11th September 2013



I attended the inaugural meeting of North West Healthwatch Chairs

The meeting was held at The Blackburn Enterprise Centre, Furthergate, Blackburn and was chaired by Sir Bill Taylor, who is the Chair of Healthwatch Blackburn with Darwen.

Healthwatch Chairs attending were from Sefton, Knowsley, Chester/Cheshire West, Liverpool, Salford, Bolton, Trafford, Wigan, Lancashire and last but not least Stockport.

A positive and interesting presentation was made on behalf of NICE by Annie Coppel which was followed by a Q & A session.

The meeting progressed to a round table discussion about problems which were being encountered around the North West region. The feeling of the meeting was that there should be future meetings of the Healthwatch North West Region Chairs.

The usefulness of such gatherings had been of great help to the parties attending.

John Leach

3.29 Webinar with Healthwatch

16th September 2013

I took part in what was for me the first webinar. No, I didn't know what it meant either. I was instructed to be at Graylaw House no later than 10-45am to take part in a webinar. Duly obeying Kirsty's orders I entered the board room where I was told that I would be speaking to Anna Bradley, the Chair of Healthwatch England no less. That wasn't the half of it. There were to be twenty two other chairs of Healthwatch organisations from all over England!!

Hastily looking around the room for this throng of people I saw no-one. What I did see was a lap top and a headset. This was a webinar!!!

Having been put at ease by Kirsty I was connected as if by magic to all these people from around the country.

I have taken part in conference calls before but this took me to another dimension.

The discussion took place with an admirable display of discipline from the participants and was well chaired by Anna Bradley. There were the usual remarks regarding the recurring problems which crop up in all the various Healthwatch organisations.

Whilst it was a worthwhile exercise, I felt that the numbers made it difficult for the participants to get involved in fluent discussions. My personal thoughts are that it would have been easier to control if the participants had had been restricted to regions rather than nationwide.

As a first attempt it was a good effort. In time I am sure that the webinar is here to stay.

John Leach

3.30 CCG Patient Panel

Wednesday, 25th September 2013

I attended the CCG Patients Panel, at which the Annual Plan was presented. I attended as an individual and not on behalf of Healthwatch, but found this very informative, open and inclusive.



There were only about 10 panel members present, but a lot of work was done, with lively discussions. I did present myself as a Core Group Member, as well as being a Governor of Stepping Hill.

Eve Brown

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

4.1 Complaints Task & Finish group

Healthwatch Lead: Gerry Wright/Tony Stokes

25th September 2013

The New Leaflet has been circulated to the majority of the main providers and NHS Complaints Advocacy, Flag and Healthwatch Stockport. The Healthwatch Stockport office will also circulate the leaflet to GPs, pharmacists, opticians, community centres, voluntary organisations and dentists. A press release about the leaflet was included in the Stockport Express on 25th September 2013.

It will be reviewed in 6 months' time for its effectiveness and usefulness.

4.2 Diabetes & Podiatry Task & Finish Group

Healthwatch Lead: David Moore

4.3 Discharge from Hospital back to nursing/residential homes

Healthwatch Lead: John Leach

26th September 2013

Stockport Adult Social Care has made a commitment to look into replicating some of this work as follow up to see if anything has changed from a care home perspective.

4.4 District Nurse Service User Group

Healthwatch Lead: Tony Stokes/Carol Stokes

4.5 Older People's Unit

Healthwatch Lead: Sheelagh Peel

4.6 Healthier Together

Healthwatch Lead: Mike Lappin

Report of External Reference Group (ERG)

Nicole Onley introduced the first draft of the communication & engagement implementation plan.



The group made one or two additions to the list i.e. gp's, chemists but would welcome more input. A copy is in the office - perhaps the Healthier Together group could have a look at it.

4.7 It's in the Drawer

Healthwatch Lead: Clem Beaumont

25th September 2013

The "It's in the Drawer" Questionnaire has been circulated to 500 organisations so far (included 100 individually targeted patients of the Stepping Hill Audiology department). The Healthwatch Stockport office is currently working on distributing the rest of the surveys and promoting the questionnaire amongst the local community. Closing Date- 16th December 2013

4.8 Quality of Home Care Task & Finish Group

Healthwatch Lead: Mike Lappin

25th September 2013

The questionnaire data has been analysed and a report is currently being written. **This report will be presented at the October 4th Core Group**

4.9 Redevelopment of A&E

Healthwatch Representative: Mike Lappin

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

Healthwatch Representative: Mike Lappin

13th September 2013

A Question and Answer Session was held with Mark Warren - Interim Head of Disability Services, Stockport Council and Gina Evans - Joint Commissioning Lead, Stockport Clinical Commissioning Group (both members of the Stockport Task & Finish Group).

Turnout was low, with two Core Group members in attendance and five wider group members.

Recommendation: How can we ensure Core Group member attendance at Question and Answer sessions where the topics have been requested by the Core Group?

One of the immediate actions from the action plan was that all service users placed in hospitals would have a review and develop a discharge plan if they did not need to be in hospital. In Stockport, they have looked at all their placements out of area - not only hospitals - and are looking to bring service users back to Stockport. They are currently in the process of bringing 5 people back into the borough but it is about being sensitive to needs of the service user.

Most people go out of borough in a crisis which makes it difficult to make the right choices due to a lack of time to consider the situation. In response to this, adult social care (learning disability in-house service are developing a new short term intervention service. There is a sheltered housing scheme called Heys Court, which housing organisation Equity are working to developing the service



for people with learning disabilities.

The Winterbourne Stockport Task and Finish Group are also working with the provider arm (Disability Services, care in the home and supported living) and the commissioning arm (Community Learning Disability Team) of the Council. They have strengthened psychology support, speech and language therapy, positive behavioural support and funding has been secured for a band 6 nurse for 6 months to support in strengthening the service. Pennine Care NHS Foundation Trust are in the process of recruiting a full time learning disability psychiatrist who will sit within the Learning Disability community team. This member of staff will be shared with Tameside and Glossop supporting people within the hospital and in the community.

Many things change at the age of 18 such as the concept of risk, health services, eligibility criteria and funding streams. In Stockport, the Council are looking at a 0-25 service. To have consistent support over this time is beneficial for everybody. This will be handled as sensitively as it can be and looked at as part of the whole picture.

Full minutes will be available from the Healthwatch Stockport Office, email info@healthwatchstockport.co.uk

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 September 2013
[Ends]