



# Healthwatch Stockport Work Programme Monthly Report November 2013

28<sup>th</sup> October - 22<sup>nd</sup> November 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:** Gavin Owen

Thursday 24<sup>th</sup> November 2013

The Operational Team were not quorate so no items were discussed in detail.

Two requests were received by the team:

1. Bramhall Health Centre - This was left to be discussed at the next Operational Team as no additional information was provided.
2. Integrated Locality Hub Event - This was taken up by June Westley, Adult Social Care Lead who invited the Adult Social Care team to attend the event. The event was also promoted to Healthwatch members via the e-bulletin.

*Name of person report from: John Leach*

**Date of next meeting: 26<sup>th</sup> November 2013.**

### 1.1 Stockport Health & Wellbeing Board

**Healthwatch Lead: John Leach**

Wed 6<sup>th</sup> November

The Health and Social Care Act 2012 has given local authorities (LAs) and clinical commissioning groups (CCGs) equal and joint duties to prepare a Joint Strategic Needs Assessment (JSNA). JSNAs are assessments of current and future health and social care needs of the community, needs, often at the high-level, that could be met by the LA, CCG or NHS England. JSNAs are unique to each area, and will reflect local ways of working; local areas are free to undertake JSNAs in a way best suited to local circumstance. JSNA outputs must be published and available to the local community to show what evidence has been considered and what priorities have been agreed and why.

The purpose of JSNAs is to improve the health and wellbeing of the local community and reduce inequalities for all ages. In 2007 Stockport Council and NHS Stockport jointly produced the first JSNA for Health and Wellbeing. In 2011 the Stockport JSNA was refreshed to see whether the priorities identified in 2007 had altered. In the years between the full refreshes, more in-depth analysis have been undertaken to inform particular priority areas. Between 2011 and 2013 these areas have included Alcohol, Healthy Weight, Autism and Learning Difficulties. Reports and findings can be found at [www.mystockport.org.uk/JSNA](http://www.mystockport.org.uk/JSNA)

Proposals for 2014-15

It has been proposed that the Health and Wellbeing Board appoints **three project sponsors** who will:



- Be accountable to the HWB Board for the development of the JSNA
- Undertake to maintain communications to their respective organisations about the development of the JSNA
- Work to help resolve any data provision or sharing issues
- Mandate resources towards the JSNA as required

These sponsors may occasionally meet as a group, but the majority of communication and work will be conducted as a virtual group and communications given through existing structures and forums. The HWB Board propose that these sponsors be:

Organisation	Name	Key Link to:
Local Authority	<i>Dr Stephen Watkins</i>	HWB/CLT/WLT/GM DPHs/PHE
CCG	<i>GP Clinical Lead</i>	CCG Executive/NHS England
Healthwatch	<i>Healthwatch (HW) Member</i>	HW Stockport Board of Directors/ Stockport residents

The HWB Board propose that the majority of planning and management of the JSNA be conducted by the JSNA leads, these leads will:

- Form the project steering group
- Plan the JSNA work programmes and monitor progress
- Communicate regularly with the project sponsors
- Communicate regularly with the Executive Member for Health and Wellbeing

A key task of the group will be to undertake a joint review of the previous JSNAs. It is proposed that these leads will be

Organisation	Name	Key Role
Local Authority	<i>Sarah Newsam</i>	Strategic leadership (MBC)
Local Authority	<i>Eleanor Banister</i>	Project lead (overall) link to PHSE/ISNA/My Stockport
Local Authority	<i>Member of Policy, Performance and Reform</i>	Project lead (MBC-CSS) link to ISNA/My Stockport
CCG	Tim Ryley	Strategic Leadership (CCG)
CCG	Dan Byrne	Project lead (CCG)/ Link to GMCSU/NHS England
Healthwatch	Healthwatch Member	Strategic leadership (overall)/ Independent community perspective

It is also proposed that the Healthwatch Public Health Sub Group will be used as the reference group for the JSNA. This group will be the regular means by which local residents can inform the ongoing development of the JSNA.

The project steering group will work together to ensure that:

- By the summer of 2014 relevant existing knowledge from data analysis are collated in an



accessible format

- During the autumn of 2014 these findings shall be shared with and discussed by:  
the HWB board  
relevant management groups of the CCG, Healthwatch and LA  
the public
- By the early part of 2015 the final suite of findings from the refresh will be ready for sign off by the HWB board and then published on the JSNA hub.

During the Operational Team meeting 26<sup>th</sup> November 2013, they will discuss the nominations for Project Sponsor and Project Lead for the team to be brought to the Core Group.

**Recommendation: Core group to approve proposals of HWB Board for Healthwatch Stockport to nominate a Project Sponsor and Project Lead**

**Recommendation: Core Group to approve the proposal that the Public Health Subgroup be used as the reference group for the JSNA.**

*Gavin Owen*

## 1.2 Stockport Clinical Commissioning Group

**Healthwatch Lead: Tony Stokes**

13<sup>th</sup> November 2013

Epilepsy has seen the most significant development. Each GP practice now has a trained epilepsy lead. Mostly the lead is a GP but in some cases it is a Nurse Practitioner.

The Liverpool pathway for the care of the dying was featured. The pathway is no longer being used and the doctors in Stockport are struggling to find a new approach.

*Tony Stokes*

**Date of next meeting: 11<sup>th</sup> December 2013**

## 1.3 Stockport NHS Foundation Trust

**Healthwatch Lead: Sheelagh Peel**

25<sup>th</sup> October 2013

There was no Trust meeting in October.

Due to family pressures [and] having spoken to both John Leach and David Kirk, I would like to propose that David Kirk takes the lead and that I assist him, he is agreeable.

**Recommendation: Can the Core Group agree to vote David Kirk as Lead for Stockport NHS Foundation Trust**

**Date of next meeting: 28th November, too late for inclusion but will be reported on verbally.**

Friday 8th November 2013

Mini-PLACE Inspection - Chest Clinic



The chest clinic which is a single story building near the main entrance. Representatives were infection prevention representative, estates representative, facilities representative, and patient representative / Healthwatch representative (me).

Due for demolition but because of lack of money, this has been waived and it is still in existence. Consequently, there is a problem with space and storage is difficult. The main things found were:

- Badly fitting emergency door in the part of the clinic where a constant temperature was important.
- Some consulting rooms has plugs replaced and the wall had not been plastered/ painted where they were removed.
- Information leaflets badly displayed all over the place (explanation given was staff did not work in conjunction, so staff did not communicate). Recommended proper boards with a heading.
- Book sale in reception and a lot of books were dirty and could represent a health hazard.
- Some washroom basins in the toilets seals at the back needed replacing.

Wasn't a clinic going, so unable to talk to patients, overall, there was a good appearance and it was bright and light. In the circumstance, the general opinion was that it was acceptable under the circumstances. Recommended that all the things found were corrected.

These reports are worthwhile because there are many representatives from all over the hospital reporting back and getting things done.

A full report will be available in the future.

*Patricia Fraser*

Friday 22<sup>nd</sup> November, 2013

Mini-PLACE Inspection - M2

This inspection was on the new block - ward M2, a mother and baby. The inspection was led by the facilities organiser, Laura Hough. The infection prevention nurse, Sharon Potts, John Hegg from Estates and a member of staff responsible for Domesticity were also on the team.

Going in the ground floor - which is not part of M2 - there was an overflowing bin, which smelt and was rectified straight away. The appearance of M2 is very good, being a new build, the whole unit was very light with good quality paintwork with new colour co-ordinated and good quality curtains - both on the windows and around the beds.

One shower was out of order, and according to the sister, this is due to overflow from the waste as the drain is screwed in, so when hair gets caught in this, it cannot be removed easily, which presents a hygiene problem and overflow. Estates are going to send somebody to look at this. In addition, the shower curtains are difficult to wash, as is one of the washbasins, which is being looked into.

The only other issue was that the security door at the rear was left unlocked, as this is a baby ward, this was a serious concern. This was dealt with straight away. Otherwise, the team were happy with



the inspection. I spoke to many patients and they were happy with the quality and cleanliness.

*Patricia Fraser*

**Recommendation: Patricia Fraser to be officially voted on as the representative at the PLACE Inspections.**

**Recommendation: Are any Core Group members who have attended PLACE training interested in taking part in PLACE inspections as Patricia's deputy?**

23<sup>rd</sup> October 2013

Stepping Hill Hospital Patient Representative Group.

Unable to attend meeting of 23<sup>rd</sup> October but minutes record:

A presentation was given on Chronic Obstructive Pulmonary Disease and information and dates about inhaler technique sessions.

Some concern was expressed about shortage of District Nurses and this issue will be taken up by Fiona Duffield.

A speaker will be arranged for the next meeting on Alcohol Related Problems. (I have recently taken up an interest in the ward that deals with some of the problems)

**Date of next meeting: 11<sup>th</sup> December 2013**

#### **1.4 Stockport Council - Adult Social Care**

**Healthwatch Lead: June Westley**

19<sup>th</sup> November 2013

Representatives from Healthwatch Stockport were invited to a consultation event on the Integrated Locality Hub in Marple. Tony Stokes volunteered to attend and feedback to the group.

Other concerns have been raised about Home Care services. These were to be followed up by and statistics about the usage of personal budgets/direct payments to be requested. It is hoped that the Healthwatch Stockport survey on home care will provide further information.

A meeting with the SMBC quality team, the Adult Social Care lead and the HWS Enter and View lead was arranged for 12<sup>th</sup> November 2013. This meeting was held to discuss coordination and cooperation between Enter and View volunteers and SMBC. A further meeting with the Enter and View Group is being arranged. Reminders were given about the reports to be forwarded to Healthwatch Stockport, including quarterly complaints and weekly information about the publication of CQC reports. (See 2.4 *Enter & View* for full report)

*June Westley*

**Date of next meeting: 28<sup>th</sup> November 2013**



29<sup>th</sup> October 2013

Integrated Locality Hub Workshop for Werneth & Marple

I attended this event along with other Healthwatch members. It was run by Stockport Council to get local views on how the integration of Health & Social Care could work in the area. The usual groups with boards and stickers were formed with people moving tables every 20 minutes.

When I receive a copy of the results I will forward them to Healthwatch.

*Mike Lappin.*

18<sup>th</sup> November 2013

Gavin was invited (at short notice) to a People Powered Health (PPH) Project Workstream meeting. PPH is about creating a health and social care system in which clinicians and people using services work together to help people live better with long term health conditions and feel more in control of their own health.

The proposal is to include a Community Access service within each Hub, designed and delivered in conjunction with local people. The new hub will provide a point of contact between people referred and the opportunities on offer including supported signposting, peer support and independence planning. For example someone presenting with housing or debt issues will be “signposted” to services who can offer immediate practical support. The community access team will work alongside community based clinical services and is seen as complimentary, ensuring a more integrated approach to health and wellbeing.

The first Hub will be in Marple and Werneth starting in April 2014. Healthwatch Stockport will be involved in the communication of the changes to the residents in Marple and Werneth. Kirsty has been invited to the communication meeting on Friday 29<sup>th</sup> November. The Reading Group will have access to all new material that is produced.

*Gavin Owen*

11<sup>th</sup> November 2013

I was invited to the Communication & Engagement Strategy meeting for Integrated Care. Discussions took place around holding consultations and informing local people about the upcoming changes.

Consultation events are plans for around Stockport to tie in with the launch of the Integrated care hub. A Demonstrator Hub Engagement Work Plan was circulated with information about planned high level consultation. The need to do further work later next year to ensure that members of the public have a chance to influence any changes to services was identified.

I have circulated the dates for the Information Stalls for the Integrated Care Consultation to Healthwatch events representatives to find out availability. These will also be promoted in the e-bulletin and a piece was put into the newsletter.

*Kirsty Bagnall*



## 1.5 Children, Families & Young people

**Healthwatch Lead: Maria Greenwood**

25<sup>th</sup> October 2013

Maria Greenwood, John Leach and Gavin Owen are scheduled to meet with Key Managers in Children's Social Care on Monday 2<sup>nd</sup> December 2013.

## 1.6 Pennine Care

**Healthwatch Lead: Mary Foden**

25<sup>th</sup> November 2013

No report received

## 1.7 Public Health

**Healthwatch Lead: Roy Oliver**

19<sup>th</sup> November 2013

Unfortunately only three people managed to make the meeting. We had a further discussion on the paper submitted from Eleanor Bannister, head of Public Health intelligence, and Sarah Newsam, head of Health and Wellbeing. The subject JSNA 2014-15, planning for the third refresh.

There several points rose from this:

1. Has the paper been approved by the Health and Wellbeing Board? This should become clear at the meeting on the 9th December.
2. Subject to Core Group approval Roy Oliver represents Healthwatch Stockport at both the Sponsor and Policy levels
3. The Public Health Support Team therefore proposes

“With regard to the JSNA 2014-15 - Planning for the Third Refresh (The SMBC Planning proposals).

“That the Public Health Lead be approved to enter meaningful dialogue with representatives of SMBC and the CCG in order to clarify the expectations from Healthwatch Stockport.

The dialogue to be conducted in ‘good spirit’.

That is, the intention being that Healthwatch Stockport play its part in the JSNA review provided: the expectations do not exceed the present resources or that additional resources are made available some element of Healthwatch Stockport, namely The Core, keep a sufficient element of detachment so as to be totally free to monitor, scrutinize, or otherwise criticise, at any stage, should this be necessary.”



Propose by: Sheelagh Peel, Second by: Alan Watt

**Recommendation:** That the Core Group agree for Roy Oliver to represent Healthwatch Stockport at both the Sponsor and Policy levels of the JSNA. [due to new information and pending discussion following the Operational Team, this may be subject to change]

The second item discuss was how we judge Stockport MBC performance to this. Roy will find out Public Health England’s priorities and collect the data on how Stockport compares to the national average for the next meeting.

*Roy Oliver*

**Date of next meeting:** 12<sup>th</sup> December 2013, Graylaw House 1.30pm

20<sup>th</sup> November 2013

At the last Core meeting Roy was approved as the Public Health representative at the Operational Meetings. We are now 7 months into Healthwatch with no proper Public Health lead - although I know there were a number of interested contenders. And we have the JSNA project imminent. This havoring cannot continue.

**Recommendation:** I propose Roy to be the complete and proper lead for Public Health. He has clearly shown commitment and ability.

*Alan Watt*

**1.8 Equality & Diversity**

**Healthwatch Lead:** Jon Burke

25<sup>th</sup> November 2013

No report received

**An update on Healthwatch Development and on-going Subgroups**

**Section 2: Development Team**

**Members:** John Leach, Tony Stokes, Gerry Wright, Sue Carroll, David Atkinson

**Support:** Kirsty Bagnall

22<sup>nd</sup> November 2013

This team has not met this month.



## 2.1 Healthwatch Stockport Reading Sub-group

**Healthwatch Lead: David Atkinson**

21<sup>st</sup> November 2013

The following document was sent to the Reading Group on 14<sup>th</sup> November :

- See It My Way Survey which came from Stockport NHS CCG. This is a survey created by the RNIB designed as a quality and outcomes framework for blind or partially sighted people to ensure the needs of the service users are being met.

*Michelle Sheridan.*

## 2.2 Healthwatch Stockport Training Sub-group

**Healthwatch Lead: Sue Carroll**

22<sup>nd</sup> November 2013

Meeting planned to discuss “*Meeting the Public: Presentation Skills*” training on 26<sup>th</sup> November 2013. Members are attending *Safeguarding Vulnerable Adults* training throughout November and December.

## 2.3 Healthwatch Stockport Publicity and Communications Sub-group

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

6<sup>th</sup> November 2013

Stockport Train Station for “It’s in the Drawer”

We gave away around 15 questionnaires, 20 information leaflets with a link to the online questionnaire and spoke to around 50 people.

We also spoke to Mark Hunter MP, who was passing through the station on his way to Westminster. We engaged him in a short conversation about the project and as a result, a few days later, received a request for John as Chair to meet to discuss Healthwatch.

*Kirsty Bagnall*

13<sup>th</sup> November 2013

Asda Supermarket for “It’s in the Drawer”

We had both banners up promoting both the “It’s in the Drawer” Project and Healthwatch itself. Overall, we spoke to around 50 people, of which 16 took questionnaires and 21 took information leaflets with a link to the online questionnaire. We engaged with many of the people who took the questionnaire in conversation about the project.

Of those who took the questionnaire, many told us their experiences, many of which mirrored the options within the questionnaire, including people not wearing hearing aids due to also wearing



glasses and somebody who had not been informed when given his hearing aid that his hearing would not be the same as it once was. All those who took the questionnaires seemed keen to complete and return.

We also spoke to some people about Healthwatch when they did not fit the criteria of the project.

*Kirsty Bagnall/Clem Beaumont*

19<sup>th</sup> November 2013

Stepping Hill Audiology Department for “It’s in the Drawer”

Each of us engaged a total of 18 interested people to take a questionnaire from us and about twice that number we talked to about the project. Due to the nature of the venue (and the opportunity to sit down to chat for an extended period of time) many of the people who took the questionnaire spoke to us at length about their experiences.

Around a third of people taking questionnaires took them to pass onto relatives. Issues arising during discussion included speaking to one person who was struggling to get replacement batteries.

We spoke to people of a variety of ages, including the mother of a young child who used hearing aids. Hospital staff lovely and very helpful offering us a brew!

We also spoke to some people about Healthwatch and gave away newsletters and Healthwatch leaflets when they did not fit the criteria of the project.

*Michelle Sheridan/Clem Beaumont*

22<sup>nd</sup> November 2013

Sainsbury’s Supermarket for “It’s in the Drawer”

Between Pauline, Margaret and myself today at Sainsbury’s, we engaged about 70 people in our stint from 10.30 am to about 1.50pm and issued 37 questionnaires. Which was great! We issued all the newsletter (apart from 2- around 120 given away) and all the individual application forms (around 5).

Special thanks to Pauline, Margaret, Tony, Michelle and Kirsty. Also, to Roy for his work on inputting the information received. Kirsty’s input in tying things together over the last couple of years has been truly valued by me.

*Clem Beaumont*

25<sup>th</sup> November 2013

**Twitter:** 812 Tweets, 1,392 Followers, 9 mentions, 8 retweets and 2 favourites.

**Facebook:** 521 Total Page Likes, 4 posts and monthly total post reach of 166.



## Website:



- Overall, the website received 166 visits, 133 of these were unique visitors with 68% of visitors were visiting the website for the first time.
- There were 501 page views with people visiting 3 pages per visit. The average time spent on the website was 2m 56s.
- The majority of visitors to the website are aged 25-34 (33.50%) with those aged 18-24 (27.50%) being the second highest demographic. Those aged 35-44 are third (15.50%) with those aged 45-54 (12.50%) 11% of visitors were aged over 55. *(Not all visitors have demographics associated with them, so these reports may only represent a subset of our visitors and may not be representative of our overall site composition.)*

## Positive Press Articles:

- Article in *Stockportage* (Autumn) about Health & Wellbeing Board.
- Article in *Stockport Independent* (November 2013) about “It’s in the Drawer” Project.
- Article in *Walthew House News* (Autumn) about “It’s in the Drawer” Project and Complaints Leaflet.
- Mention in *intouch* (Autumn 2013).

Kirsty Bagnall

## 2.4 Healthwatch Stockport Enter & View Functions

### Healthwatch Lead: Gerry Wright

12<sup>th</sup> November 2013

#### Healthwatch Stockport meeting with SMBC Quality Team

This meeting was held with Gavin Owen, Gerry Wright and June Westley with Vince Fraga, Barbara Mitchell and Stella Clare. The meeting was held to discuss planning and coordination of Enter and View work and to follow up on previous meeting with Maria Kildune and June Westley (as part of the Adult Social Care).

Enter and View.

Sharing information - Purposes of sharing information are to:-

- Increase the coverage of monitoring activities
- Follow up concerns raised by any party

Visits -

- Enter and View team intend to use their time to for more specific concerns than LINK, when the agenda was more general.



- Concerns may originate from service users, families, carers, members of the public, NHS complaints, SMBC or the CQC. Sometimes it may be appropriate to check out reported concerns to validate or obtain evidence.
- Schedules for visits - HWS have developed a new guide for E & V volunteers. SMBC also have a guide for their monitoring visits. Stella will send this to HWS.
- Agreed that observation and spending time with residents may be the most useful contribution to be made by HWS.

Next steps/actions. Stella main contact for SMBC

- Stella to coordinate a meeting between HWS Enter & View team, NHS staff and SMBC Quality Team to further explore and understand each others' roles and methods of working. Meeting to be held in December and will also plan homes to be visited as below.
- SMBC will identify some residential homes they would like E & V to visit.
- Stella will send the latest complaints report to HWS
- Also the weekly e-mails from CQC detailing the reports published each week
- High level reports can be shared with HWS.

*June Westley*

## 2.5 Patient Experience and Feedback/Evidence Gathering

**Healthwatch Lead: Tony Stokes**

5<sup>th</sup> November 2013

Attendees were: David Kirk, Alan Watt, Gavin, Beverley Hart, Roy and myself Tony Stokes.

The subjects covered were:

1. Monitor response concerning the reconfiguration of cancer services.  
A response was drafted which will be sent to the core group for approval.
2. Commissioning of patient transport services.  
There are plans to move services from Easy Go to Arriva. I will be meeting with the commissioners and Arriva in order to model a service which will be good for patients. I will be reporting back at our next meeting.
3. Our patient advice leaflet on how to complain and compliment/Clwyd Hart report.  
We will be speaking with Healthwatch England to propose that we become a pilot site as proposed in Clwyd/Hart. I will be visiting the complaints department at Stepping Hill to arrange that our leaflet is available to patients at the hospital.
4. I will be reviewing our involvement in PLACE inspections and will report back at our next meeting.
5. Discharge procedures at Stepping Hill seem to be an ongoing problem.  
David will be gathering evidence and preparing a strategy by which we can tackle this situation and other issues around Stepping Hill and reporting progress at our next meeting.
6. Roy, Mike Cain and Beverley will continue to look at patient experience data in order to look for trends.
7. There was some discussion about the terms by which Flag, NHS Complaints advocacy and Healthwatch work together. I am assured that this is not a problem particularly as Gill and



Sarah, our commissioners have said how impressed they are at the way we are working jointly. Nevertheless I will investigate this and report back at the next meeting.

8. Finally as the terms of reference for this group do not appear to have been circulated we will revisit this at our next meeting and circulate to the core group.

*Tony Stokes*

**Date of next meeting: 4<sup>th</sup> December 2013 at 1pm.**

The main purpose of this meeting will be to look at all the statistics available to us to determine any obvious trends. So thanks in advance to David, Roy, Mike, Beverley and NHS Complaints Advocacy for as much information as possible.

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

#### 3.1 Equality & Diversity Board - Pennine Care

**Healthwatch Representative: Tony Stokes**

The next meeting is scheduled for 18<sup>th</sup> December.

#### 3.2 Stockport Area Medicines Panel

**Healthwatch Representative: Mike Lappin**

25<sup>th</sup> November 2013

No report received

#### 3.3 Stockport Cancer Programme Board

**Healthwatch Representative: Anand Dutta**

25<sup>th</sup> November 2013

No report received

#### 3.4 Stockport Care Home Forum

**Healthwatch Representative: Gerry Wright**

25<sup>th</sup> November 2013

No report received

#### 3.5 Stockport Care Record



**Healthwatch Representative: Joyce Drummond**

25<sup>th</sup> November 2013

No report received

### **3.6 Stockport Children's Trust Board**

**Healthwatch Representative: to be arranged**

### **3.7 Stockport Clinical Policy Committee**

**Healthwatch Representative: Mike Lappin**

23<sup>rd</sup> October 2013

The main points from this meeting other than the Personal Health Budgets previously reported on are that there is concern on Clinical Risk of the Foundation Trust not complying with NICE guidance and there are groups in Epilepsy, Autism, Weight Management and Genetic Testing.

*Mike Lappin*

### **3.8 Stockport Dementia Champion Committee**

**Healthwatch Representative: Tony Johnson**

25<sup>th</sup> November 2013

No report received

### **3.9 Disability Stockport Forum**

**Healthwatch Representative: Tony Johnson**

25<sup>th</sup> November 2013

No report received

### **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**

25<sup>th</sup> November 2013

No report received

### **3.11 Stockport Electronic Prescribing Board**



Healthwatch Representative: Joyce Drummond (Mike Lappin deputy)

25<sup>th</sup> November 2013

No report received

### 3.12 Stockport End of Life Care Programme

Healthwatch Representative: Gerry Wright

13<sup>th</sup> November 2013

July will see the end of The Liverpool Pathway The recommendations and expectations for End Of Life (EOL) the plans appear quite low. The Director of Nursing and others are somewhat buoyant towards a new system and Judith Morris is to chair a board meeting of staff members of trust on the 4th Dec.

**Recommendation: Healthwatch should apply for membership to have an input, potential name to be submitted to Cath Byrne.**

Mandatory EoLC education and training is now in being and is aimed at various levels staff. It is seen that NHS and Social workers will take up the training but with regards to private enterprise bodies unless someone like CQC Makes it a legal requirement the private aspect may be found lacking.

Supporting people to Live and Die well. A framework for social care at end of life Sue Ryder and Marie Currie have brought out guideline booklets looking at patients requests available from their websites.

*Gerry Wright*

Date of next meeting: 22<sup>nd</sup> January 2014

### 3.13 Stockport (Community) Falls Prevention Group

Healthwatch Representative: Sheelagh Peel

Meeting 25<sup>th</sup> September

Work has been put on hold for the development of a falls pathway because there has been a new appointment by the C.C.G. (Musa Naqvi) with a specific brief on falls. It was reported that all Pharmacists are trained in falls risk but some question mark over assessment.

It was also suggested that we consider providing care homes with information on high risk medication. Healthwatch E&V will in future be asking questions about falls.

Date of next meeting: 27<sup>th</sup> November 2013

### 3.14 Stockport Health & Wellbeing Scrutiny Committee



**Healthwatch Representative: John Leach**

25<sup>th</sup> November 2013

No report received.

### **3.15 Stockport Local Pharmacy Committee**

**Healthwatch Representative: Joyce Drummond**

25<sup>th</sup> November 2013

No report received

### **3.16 Stockport Maternity Programme Board**

**Healthwatch Representative: Loretta Alao**

25<sup>th</sup> November 2013

No report received

### **3.17 Stockport NHS 111 and Out of Hours**

**Healthwatch Representative: Tony Stokes**

25<sup>th</sup> November 2013

No report received

### **3.18 Stockport Older People's Committee Meeting**

**Healthwatch Representative: Sheelagh Peel**

No meeting in November as they were invited to Age (UK) Stockport's AGM. 3 Members have now been invited to a JCG, meeting at Stopford House on 25<sup>th</sup> November.

**Date of next meetings: 3<sup>rd</sup> December 2013 and 9<sup>th</sup> January 2014**

### **3.20 Stockport Pharmacy Application Requests**

**Healthwatch Representative: Mike Lappin**

25<sup>th</sup> November 2013

No report received.

### **3.21 Stockport Prescribing Committee - NHS Foundation Trust**



**Healthwatch Representative: Anand Dutta**

25<sup>th</sup> November 2013

No report received.

**3.22 Stockport Quality & Provider Management Board [A division reporting to the CCG Board]**

**Healthwatch Representative: Tony Stokes**

20<sup>th</sup> November 2013

Subjects Covered were.

Patient Transport issues - I will be meeting monthly with Arriva and the commissioners to make sure that a quality service is maintained.

TIA - discussions are ongoing between GPs, the out of hours services and Stepping Hill to ensure that patients suffering a TIA at weekends receive the best service.

**Date of next meeting: 18<sup>th</sup> December 2013**

**3.23 Stockport Safeguarding Vulnerable Adults**

**Healthwatch Representative: Sheelagh Peel**

25<sup>th</sup> November 2013

Situation not yet clarified as to my attending future meetings, I will be attending a refresher alerting training course on 16<sup>th</sup> December.

**3.24 Stockport Information Integration Committee [previously Stockport Shared Health Record Board]**

**Healthwatch Representative: David Moore**

10<sup>th</sup> October 2013

There is currently no Project Manager for this Board so the diarised meetings have been cancelled for the time being. Therefore, there is nothing to report. When a new project manager is appointed and the meetings are resumed, I will update the members accordingly.

*David Moore*

If anyone has any questions, please contact me on: [david.moore@homeinstead.co.uk](mailto:david.moore@homeinstead.co.uk)

**3.25 Stockport Scheduled (Elective) Care Programme Board**



**Healthwatch Representative: Mike Lappin**

6<sup>th</sup> November 2013

This meeting was postponed.

### **3.26 Stockport Unscheduled Care Programme Board**

**Healthwatch Representative: David Kirk**

26<sup>th</sup> November 2013

No meeting this month.

Have arranged a meeting with Gaynor Mullins to clarify the amount and agreed investment of winter payments for ED

**Date of next meeting: 11<sup>th</sup> December 2013**

### **3.27 Greater Manchester Chair and Chief Officer Meeting**

**Healthwatch Representative: John Leach**

25<sup>th</sup> November 2013

No report received

### **3.28 Stockport CCG Locality Meetings**

**Healthwatch Representative: Gerry Wright**

30<sup>th</sup> October 2013

CCG Locality Board meeting for Marple and Werneth

The main topic was integrated service hub and Stockport One

Stockport bid for some monies to launch the above. They received some £460K To run a pilot for Oct/March. It would involve a team:

1. Hub co-coordinator
2. District Nurses
3. Social Workers
4. Therapists
5. Disability Team
6. GP Care Director

The idea being to reduce admissions to hospital for simple things so reducing costs and beds being taken up. There are some 5 beds situated around Marple and Werneth in some 4 care homes such as Appleton lodge. To date it is running well. I also send a copy of the pathway.



*Gerry Wright*

**Date of next meeting: February 2013**

6<sup>th</sup> November 2013

CCG Locality Board meeting for The Heatons

I attended the above meeting today.

The main topic of conversation was the Stockport Integrated Locality Hub. Another area of concern was an improved rapid response system this is in being from Monday next and was met with opposition from a number of GPs they are not happy that a system had been put in place with no agreement from them [They have concerns about who gets paid for what?]

A further item of concern is High risk TIA pathway (available from the office on request).

The point of concern covers patients being given a treatment plan then then being able to understand it and then signing it which appears crucial. This involves the GP making more than one visit as they have to give the care plan to the patient and come back to get it signed. This raises costs as they are not paid for putting forward the plan. GPs want to reduce their time by less visits, the CCG is looking at this.

*Gerry Wright*

**Date of next meeting: February 2013**

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

### 4.1 Complaints Task & Finish group

**Healthwatch Lead: Gerry Wright/Tony Stokes**

25<sup>th</sup> November 2013

The new leaflet reviewed in 6 months' time for its effectiveness and usefulness.

### 4.2 Diabetes & Podiatry Task & Finish Group

**Healthwatch Lead: David Moore**

25<sup>th</sup> November 2013

No report received

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



**Healthwatch Lead: John Leach**

25<sup>th</sup> November 2013

No report received

#### 4.4 District Nurse Service User Group

**Healthwatch Lead: Tony Stokes/Carol Stokes**

25<sup>th</sup> November 2013

No report received

#### 4.5 Older People's Unit

**Healthwatch Lead: Sheelagh Peel**

25<sup>th</sup> November 2013

This group may be inactive or cancelled whilst winter planning is taking place.

*Sheelagh Peel*

**Question: Does Mike Lappin have any information?**

#### 4.6 Healthier Together

**Healthwatch Lead: Mike Lappin**

22<sup>nd</sup> November 2013

Recommendations on the Consultation for Healthier Together as agreed by the Core Group were sent to Nicola Onley on 11<sup>th</sup> November 2013. Press release added to Healthwatch Stockport website on 22<sup>nd</sup> November and retweeted by Healthier Together, Jane Crombleholme and Healthwatch Wigan with an overall reach of 2743 accounts.

*Kirsty Bagnall*

#### 4.7 It's in the Drawer

**Healthwatch Lead: Clem Beaumont**

7<sup>th</sup> November 2013

Clem Beaumont will be meeting with Gillian Miller (commissioner of audiology services) to raise concerns received to Healthwatch Stockport:

The first of the issues refers to long waiting times for deaf and hard of hearing patients who formerly went to Bramhall Health centre and who now have to go to Cheadle Hulme Health centre for hearing aid tube replacement / earwax treatment etc. The issue is that patients appear to have waiting times of around two weeks compared to a few days as a result of the location change.

The next issue relates to the hearing aid service provision by Specsavers. Whilst waiting times are



very much in line with Ormerods, it's apparent from a recent visit I made for routine re-tubing to my hearing aid that is all they seem to be restricted in what they have been told they have to do for patients. I had a problem with the behind the ear compartment - there is a fault there, nothing is happening, despite new batteries and the tube being clean and moisture free. The explanation given was that if I need a new behind the ear piece I would have to go back to those who last fitted it. That was Ormerods in August 2012. Clearly a strange thing to say, but they appeared to say it with some conviction as though that was the policy Specsavers are working to.

*Clem Beaumont*

See 2.3 Healthwatch Stockport Publicity and Communications Sub-group for our engagement activities for It's in the Drawer.

#### 4.8 Quality of Home Care Task & Finish Group

**Healthwatch Lead: Mike Lappin**

28<sup>th</sup> October 2013

Mike Lappin, Sheelagh Peel, Carol Stokes and Les Pattison met to consider the draft report, Joyce Drummond having sent her apologies.

The group read the report, teased out some key findings and made some provisional recommendations. The group will meet again to review the recommendations before presenting them to the Core

*Mike Lappin*

11th November 2013

The Task & Finish group met on Monday 11<sup>th</sup> Nov to make recommendations following our Survey. The agreed recommendations have been forwarded to the Core Group and our job is completed.

**Recommendation: Healthwatch Stockport Core Group to agree recommendations within Quality of Home Care Report.**

*Mike Lappin*

#### 4.9 Redevelopment of A&E

**Healthwatch Representative: Mike Lappin**

28<sup>th</sup> October 2013

A&E User Group

Paul Holt (Director of Estates) gave a report on the development of D Block Extension. The ground floor would be for 59 integrated care beds, the first floor would have two new theatres with 38 beds and 8 position recovery bay. The 2<sup>nd</sup> floor will contain gynaecology assessment and surgical assessment units (18beds) and a 28 bed short stay surgical unit.

If the board agree in April/May 14 a start would be made in June/July 14 opening 12 months later. Teresa McGowen answered questions about the security of Health Passports. It was mentioned that



the CCG was encouraging patients to have one. It was suggested more promotion was required and children should have one.

Carol Sparks (Assistant Director of Nursing) gave an update of the Friends and Family feedback forms. A&E are having trouble getting patients to fill them in but in general they are favourable.

A&E - It was reported that 11 bariatric trolleys are missing; this has been reported to Risk Management.

AOB - The FT are planning to remove a powered wheelchair from an Epilepsy patient on health and safety grounds. The group felt it was a bit heavy handed. Disability Stockport are involved with the case which has also been reported to Healthwatch.

*Mike Lappin.*

**Date of next meeting**

**D Block Extension Meeting**

**7<sup>th</sup> November 2013**

The department that is to occupy the ground floor was called Integrated Care but now is called Medical as the community section has moved to the Tameside & Glossop Business Group.

A few small changes were made and the possibility of a few more toilets on the ward. These may be at the expense of a bed space (i.e. 59 beds down to 58) The current drawings are available in the office. There may be the odd ad hoc meeting required.

Thanks to Sheelagh for helping.

*Mike Lappin*

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

**Healthwatch Representative: Mike Lappin**

**25<sup>th</sup> November 2013**

The Action plan is Complete.

**Recommendation: Healthwatch Stockport monitor this action plan to ensure it has been implemented by the Commissioners and providers**

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'

25<sup>th</sup> November 2013

[Ends]