



Healthwatch Stockport Work Programme Monthly Report January 2014

1st January - 30th January 2014

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

23rd January 2014

Attended by: Mary Foden, June Westley, Tony Stokes, John Leach, Roy Oliver and Gavin Owen.

We dealt with the following subjects:

We will be participating in the Healthwatch England Way Forward consultation. Gavin and John will attend an information day on Tuesday 25th February in Manchester. Healthwatch England are gathering views of local Healthwatch and members of the public. Gerard Martin-Croft will discuss this at the mid-year review meeting on Friday 24th January.

We are investigating the feasibility of a sharing protocol with Healthwatch Derbyshire. Healthwatch Derbyshire has requested a sharing protocol because some of their residents access services at Stepping Hill. The Operational Team agreed the protocol will be sent to Core Group to pass.

Recommendation: Core Group to forward comments on information sharing protocol for agreement at the February Core Group

Arriva Transport - We will be taking part in a Greater Manchester Healthwatch survey to investigate the level of satisfaction with this commissioned service. Arriva will distribute questionnaires themselves to patients from Monday 20th to Friday 31st Jan. Throughout this time and until 28th Feb local Healthwatch will be distributing questionnaires as well. Arriva provide non-urgent medical journeys across Greater Manchester.

Reports from leads

Health and Wellbeing Board - See 1.1 for Chair's report

Pennine Care - We will be participating in surveys to assess the level of satisfaction with commissioned services. We will be working jointly with commissioned providers (Stockport and District Mind, SPARC and Richmond Fellowship) SMBC, Pennine Care and Peer Reviewers (trained service users who will complete questionnaires with fellow service users regarding mental health services within Stockport). We will be seeking the views of other Greater Manchester Healthwatch organisations on Pennine Care services.

We will be circulating two draft Expectation Policies to the Core Group for comment.



- Waiting for outpatient clinics.
- Competition and the NHS Today.

Recommendation: Core Group to forward comments on reports for agreement at the February Core Group

Tony Stokes

Date of next meeting: We will be circulating dates to the members to determine the best date.

1.1 Stockport Health & Wellbeing Board

Healthwatch Lead: John Leach

15th January 2014

There was a report from Terry Dafter on Health & Social care integration, there was a health and social care update and a piece on alcohol and Dr. Stephen Watkins gave a report on Public Health. More seems to be being done on this.

There was an item on the Stockport Adult Autism Strategy. The autism strategy was presented to the Board and a main aim is to have a diagnostic pathway for adults as currently adults have to go to Sheffield for a diagnosis.

Andrew Webb (Children's Social Care) was also in attendance and mentioned the 'Local Offer', which will increase the expanse of services from 0-25 for children with disabilities. By September, all councils will need to have the Local Offer.

There was a stock take of progress on the Winterbourne Review from Mark Warren. June Westley sits on the Winterbourne Review group now and Mark Warren sends this information to June when needed.

There was also a review of the Stockport Health & Wellbeing Board governance. These are available on the Stockport Council website.

Date of next meeting: 12th March 2014

1.2 Stockport Clinical Commissioning Group

Healthwatch Lead: Tony Stokes

29th January 2014

The commissioners did not have a board meeting in January, thus there is no CCG report this month.

Date of next meeting: 12th February 2014



1.3 Stockport NHS Foundation Trust

Healthwatch Lead: David Kirk

David Kirk and the Chairman are to meet Ann Barnes the CEO of SNHSFT this evening to discuss formal meeting arrangements.

24th January 2014

Stockport NHS Foundation Trust Board Meeting

A. Main points from the FT Board Meeting 23rd January 2014

It was pleasing to see a number Healthwatch members at the meeting, matching the number of Governors. *Please promote this opportunity to observe the Foundation Trust board discussing patient care and taking decisions.*

1. Salford at Stockport

Salford Royal hospital will be providing dermatology services for Stockport patients from April this year. Patients will be seen at Stockport and these services will also include a service at Salford Royal.

2. Macmillan Cancer Support

Macmillan is looking to raise funds for a Macmillan Cancer Service Centre at Stepping Hill. Christie also looking to help with capital funding.

3. Mortality rates reported as not being an outlier based on other local hospitals.

4. FT is working on many initiatives to reduce weekend mortality rates.

5. Finance on plan.

B. Areas of concern for Healthwatch

1. Radiology

It was commented upon that in respect of reducing weekend mortality there were no plans in place as yet for 24/7 reporting arrangements for radiology. With UHSM an in depth review of consultant job plans is taking place.

2. Maternity/Obstetrics.

Currently the cost of this service exceeds the income as there has to be minimum safety cover and the number of births has reduced year on year by between 10 and 15 percent. A paper setting out the issues will be presented to the Board in February.



3. Serious harm to patients.

The Boards 'high profile report' continues to make uncomfortable reading. Numerous falls or fall related incidents cited. Sheelagh Peel will put it on the Agenda for the next S/P Falls Group Meeting.

4. Governance

The Trust remains 'red rated' for Governance by the regulator Monitor.

The board has to submit a quarterly Governance statement and for the last quarter of the year. In that statement the Board is (at the time of the board meeting) **unable to confirm** that plans in place are sufficient to ensure ongoing compliance with all existing targets (after the application of thresholds) as set out in Appendix A of the Risk Assessment Framework; and a commitment to comply with all known targets going forward.

This forward risk is associated with;

- a) A & E 4 hour target
- b) Cancer 62 day wait for first treatment
- c) 18 weeks referral to treatment for admitted patients.

Recommendations for Healthwatch:

1. That the SFT sub group continues to monitor and discusses with the Trust the Boards metrics in respect of the patient experience, particularly matters of avoidable harm.

2. That Healthwatch conducts a survey of patients waiting for Orthopaedic and Ophthalmology treatment as the Trust is currently not meeting its targets and are in breach of patients' rights under the NHS Constitution.

3. That Healthwatch conducts a survey to understand the extent to which patient rights, under the NHS Constitution, are understood.

4. That the following questions are put to the CCG Governing body meeting on 12th February 2014

a) Can the Governing body confirm that providers of orthopaedic services have been reduced and this is putting additional pressure on Stepping Hill hospital?

b) Given that Stepping Hill hospital currently has to deal with a backlog of patients waiting for treatment in Orthopaedics and Ophthalmology what measures is the CCG taking to offer suitable alternative providers and how is this being managed?

A patient's story was heard at the board meeting concerning an elderly gentleman who suffered a very uncomfortable wait in the emergency department awaiting a replacement urinary catheter. It was suggested by a clinically qualified Non Executive Director that this procedure could, in appropriate circumstances, be performed by community services and that the commissioners should consider this. Healthwatch should consider raising this with the CCG. (This patient came from East Cheshire as it happens but it could equally happen to a Stockport resident)



Please Contact David Kirk for any further information

Date of next Foundation Trust Board Meeting: 9.30am 27th February 2014

10th January 2014

PLACE Inspection - Neonatal ward, Women's Unit

People that were on the inspection: Joanne Morris (logistics), John Shulty (Board of Directors), John Hegg (estates), Shirley Taylor (cleanliness), Sharon Sugden (domestics), Sharon Potts (Infection Prevention) and myself.

First impressions are very good, the only faults we could find were temporary. General impression on entrance, there was a food trolley at the door from the night before (because the ward is not on the normal run for food trolleys), the ward reported they were having trouble getting people to pick these up. There were also two old chairs and a work barrow waiting for collection and we were told these were due to be collected.

Very good photo display of babies who had started in the unit and are now at different ages, which will be reassuring to mothers of premature babies going through the process. Staff were extra friendly.

One team was looking at housekeeping issues and I was on the team looking at general cleanliness, everything was in good general repair and clean. Portable fans needed a wipe over but floors were good, glazing and mirrors were good and lighting was good. The children toys (for older children visitors to play with) were on a cleaning rota. I spoke to two mothers in the unit, both of which were happy and very satisfied with everything. Absolutely beautiful little garden, which has hand carved figures, this can be seen from the corridor, it is a good extra feature. There was plenty of hand washing facilities on the wards and at the bedsides.

The other team reported that everything had been fine, other than one tile missing.

There was a hook on the door in the bathroom to hold coats etc, an issue that I am passionate about.

There were no plugs in the basins; I have brought this up with the hospital several times. I understand that infection control cannot have the old style of plugs, but there does not seem to be a consensus between wards about whether to have plugs. This does appear to be a constant problem and patients have brought this up with me in the past. This could be an issue for any patients who need to fill a sink in order to wash (for example, if they have hurt one arm/have a drip in etc).

I spoke to the hospital to ask if I could spend more time talking to patients as part of my role as a PLACE inspector. They agreed and seemed quite keen on this.

During my visit I checked the rear door of M2 (which I had previously visited and found to be unlocked). This has now been locked.

The follow-up revisits will start soon, including the chest clinic.

Trish Fraser



24th January 2014

PLACE Inspection - Out Patient A (Cancelled)

This inspection had been cancelled and I had not been informed. However, following an apology from the hospital, I took the opportunity to talk to patients in Out Patient A. I spoke to 10 patients, 8 of which were very happy with everything and 2 patients who felt that on a couple of occasions they had to wait over 4 hours and had not been informed there was going to be a delay.

I also noticed that most of the seats did not have arms on, which could be a difficult for people with disabilities to get in and out of them. Other than these issues, on visuals, the department looked tidy and clean.

They have the notification for the main PLACE inspections, so some of the mini-inspections may be cancelled in the future. I will keep an eye on this.

Trish Fraser

11th December 2013

Patient Representative Group (Division of Medicine)

The members represent various depts. within the division e.g Haematology, and give individual reports such as icy conditions outside E1 which was passed on to Estates and rectified.

We also had a talk by Pharmacy and an invitation for one of our members to attend their "Safety Medicines Group".

Sheelagh Peel

Date of next meeting: 5th February 2014

1.4 Stockport Council - Adult Social Care

Healthwatch Lead: June Westley

21st January 2014

Reports have been received as promised from the Adult Social Care Department. Members of the group will be asked to study there and note issues of concern to Healthwatch Stockport. These will be considered at the next meeting.

Reports include the POET survey re personal budgets, an update on the integrated Health & Social Care Programme, Quarterly Complaints report (forwarded to the patient experience group) the Health & Wellbeing overviews, 1st and 2nd quarters (forwarded to John Leach), Adult Care Services Overview 1st & 2nd quarter. A meeting is to be arranged between Gavin Owen and Sue W. ASC group lead and Stella Clare SMBC re the Healthwatch Stockport Homecare report and the monitoring of homecare services.



Further information is being sought re groups and dates for Healthwatch Stockport representatives to attend Integrated Health & Social Care services.

A representative (June Westley) is to attend the Joint Strategic Learning Disability Group. These are quarterly in March and June.

Date of next meeting: 4th March 2014

13th January 2014

Integrated Hub Communications, Engagement and Co-Production

This meeting is held to ensure clear communications, engagement and co-production design and delivery of the Integrated Hub. During the meeting, the following points of note were discussed:

The Stockport Care Record and the Integrated Hub should align.

The possibility of filming videos of how each organisation fits into the Hub - Healthwatch Stockport may be one of these videos.

As I sit on both this group and the People Powered Health Communications group, I agreed to feedback discussions to them.

There will be Integrated Hub dates upcoming, which we can put into the Healthwatch Stockport newsletter. Co-production event and promotional events. I will go along to the first planning meeting of the Co-production event.

The Life Channel was discussed - a television display in GP surgeries. We have previously been contacted about this and I will find out more as it could be a promotional opportunity. It could be possible to work with FLAG around this.

Kirsty Bagnall

Date of next meeting: 10th February 2014

1.5 Children, Families & Young people

Healthwatch Lead: Maria Greenwood

17th January 2014

No report received

1.6 Pennine Care

Healthwatch Lead: Mary Foden

9th January 2014

On the 9th January Mary Foden, a governor of Pennine Care led the first Mental Health sub-group meeting of Healthwatch Stockport. The group was made up of service users, Mental Health professionals (of course some people are both!) and those interested in Mental Health generally. A



lively discussion followed about current services, gaps in support and how the views and experience of service users can be better channelled to develop and improve the support that is offered. Future meetings will shape how the subgroup develops its actions

Gavin Owen

9th January 2014

I attended the first meeting of the Healthwatch Stockport Mental Health Sub Group, which I thought was very worthwhile, especially for an inaugural meeting. Even the originally quiet attendees gradually opened up and I am looking forward to Gavin's assessment in due course.

Eve Brown

Date of next meeting: TBC

1.7 Public Health

Healthwatch Lead: Roy Oliver

23rd January 2014

JSNA Project Needs Meeting

1. To confirm representative on the 3 groups.

- Sponsor Group: Anand Dutta
- Project Group: Roy Oliver
- Pharmaceutical Needs Assessment: Mike Lappin

2. It was agreed that a letter be sent out asking for what single issue should be included in the JSNA process. HealthWatch will be asked for their views.

3. A project plan was submitted which could be changed, basically from now until September, when the first draft report produce, will be spent gathering data, consulting key partners, collating information then interpreting the finding.

4. There will also be an effort to contact as many groups both large and small for their views and topics and to share the evidence with them.

5. Healthwatch be asked to gather the views of the public on what an ideal health care system should look like. We could possibly do this by adding a question when meeting groups and individuals.

1.8 Equality & Diversity

Healthwatch Lead: Jon Burke

22nd January 2014

LGB (Lesbian, Gay and Bisexual) Community Leaders

The Lesbian & Gay Foundation are currently recruiting, training and empowering a group of



volunteers to ensure that the health and care needs of lesbian, gay and bisexual people are recognised through facilitating interaction between seldom heard LGB (Lesbian, Gay and Bisexual) voices and NHS organisations.

They have been funded for the next three years by The Department of Health to empower and support at least 40 LGB Community Leaders across Greater Manchester so we are looking for representation from Bolton, Bury, Manchester, Oldham, Rochdale, Salford, Stockport, Tameside, Trafford and Wigan areas.

Many LGB people may worry about accessing services for fear of experiencing discrimination or even hostility on the grounds of their sexual orientation and LGB Community Champions will work to overcome this to enable health providers to become more aware of the needs of lesbian, gay and bisexual communities and how to best address them.

It's important to highlight the particular health inequalities that we know lesbian, gay and bisexual people experience such as issues around sexual health, drug and alcohol use, mental health, cancers and smoking and the Lesbian & Gay Foundation also want to hear from people who have an interest in helping to develop service provision around all health and social care issues that affect LGB people.

This meeting was held to see how the LGB Community Champions can best work with Healthwatch in Stockport. Turnout was low for the meeting, but those in attendance were interested in improving services. I suggested that the LGB Community Champions could fit into Healthwatch Stockport within the Equality & Diversity subgroup and it was suggested that I set up a meeting with the Healthwatch Stockport Lead on Equality & Diversity.

The Lesbian and Gay Foundation also has many statistics around the experiences of LGB people that can be forwarded onto the Public Health team for their information around the Joint Strategic Needs Assessment (JSNA) as well as a Public Health outcomes Framework. I have forwarded this information to the Public Health Lead.

Kirsty Bagnall



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

29th January 2014

This team has not met this month.

2.1 Healthwatch Stockport Reading Sub-group

Healthwatch Lead: David Atkinson

29th January 2014

- Integrated Locality Hub - this request was a little different than normal, as we were requesting suggestions for a name for the Integrated Locality Hub.

2.2 Healthwatch Stockport Training Sub-group

Healthwatch Lead: Sue Carroll

29th January 2014

Training on Meeting the Public: Community Champions 18th February, 10.15-12.30pm. This will support Healthwatch Stockport members to deliver presentations to local groups. Community Champions will also be required to attend Equality & Diversity training if they have not already done so.

Kirsty Bagnall

2.3 Healthwatch Stockport Publicity and Communications Sub-group

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

27th January 2014

Newsletter currently at printers, agreed by Publicity & Promotion Team via email. We were unable to attend an event at Asda, Stockport due to the timescale given and lack of respondents.

Upcoming events are as follows:

Event	Date	Location	Aim
Integrated Care Consultation	Saturday 1 st March 2014 10:00-13:00	Houldsworth Square pedestrianised area, Reddish	Support consultation
Integrated Care Consultation	Saturday 1 st March 2014 13:30-16:30	Outside the Coop on Heaton Moor road	Support consultation



Rise to the Challenge	Thursday 6 th March 2014 2.00 - 4.00	Adswood Community Centre	Collect feedback Increase membership
Rise to the Challenge	Monday 10 th March 2014, 10.00 - 12.00 (St Paul's Church, St Paul's Close Heaton Moor	Collect feedback Increase membership
Rise to the Challenge	Friday 14 th March 2014, 10.00 -12.00	Reddish Community Centre	Collect feedback Increase membership
Integrated Care Consultation	Saturday 15 th March 2014 11:00-14:00	Bramhall shopping centre	Support consultation
Rise to the Challenge	Friday 21 st March 2014, 10.00 -12.00	Woodley Civic Hall	Collect feedback Increase membership
Stepping Hill Hospital Back to the future - open day	Saturday 19 th July 12pm - 4pm	Stepping Hill Hospital	Increase membership

17th January 2014

I remotely attended a communications group for local Healthwatch communication staff to find out more about the Healthwatch England side of things. The group is also set up for local Healthwatch communication staff to be a sounding board for the development of Healthwatch England products and support.

Of particular interest:

- A reminder that creating Easy Read versions of documents needs to be handled locally, as it is all content-dependent
- Healthwatch England will be providing a template for the local Healthwatch annual reports A discussion around the creation of a generic partnerships logo that had been designed in response to requests from some local Healthwatch
- Presentation and demo of CiviCRM by suppliers Circle Interactive (a CiviCRM is a web-based system which can handle contacts, events, activities, mailings and the relationships between them all)
- Options for developing a media training package for local Healthwatch was discussed. Representatives from the room discussed the following support:
 - Specialist media training for spokespeople - to be run in both London and other localities around the country
 - Access to Healthwatch England media monitoring and analysis to help reduce individual costs for local Healthwatch
 - Greater involvement with Healthwatch England media planning diary
- When pitching a story to the media remember to always tell the TRUTH (Topical, Relevant,



Unusual, Trouble and Human).

- Topical - Topical news stories will give local Healthwatch an opportunity to comment or release our own local stories tying into the topical story/
- Relevant - Think about your audience, use stories about people not about policy.
- Unusual - The media love anything out of the ordinary.
- Trouble - Causing trouble is a good way of attracting attention, but it may damage relationships with service providers and commissioners so must be used with caution.
- Human - Papers want to hear stories about real people, which can be difficult to tell sensitively in a health & social care setting.

Slides available from the Healthwatch Stockport office on request.

1st January - 29th January 2014

Twitter: 858 Tweets, 1,464 Followers, 16 mentions, 7 retweets, and 6 favourites. We were also able to signpost a member of the public to the correct service, working with FLAG and replying via twitter.

Facebook: 537 Total Page Likes and 3 posts.

Website:



- Overall, the website received 418 visitors, The average time spent on the website 3.39 minutes. Bounce rate (where visits immediately leave the website) was 43.30%.
- There were 1,668 page views with people visiting 3.8 pages per visit.
- 59 people visited the events page for the Personal Budgets Question + Answer session.

Press Articles:

We have been working with other Greater Manchester Healthwatch organisations to sign off a press release around the launch of the Arriva Patient Transport survey. This press release has been circulated widely and we have already been interviewed by Pure Radio and a large piece was published in the Manchester Evening News, 30th January 2014.

Kirsty Bagnall



2.4 Healthwatch Stockport Enter & View Functions

Healthwatch Lead: Gerry Wright

29th January 2014

More members have attended Equality and Diversity training and Safeguarding Vulnerable Adults Training. Badges and certificates will be circulated within the next few weeks.

Another training course will be held in the near future and a piece has been added to the Healthwatch Stockport Newsletter to promote this.

2.5 Patient Experience and Feedback/Evidence Gathering

Healthwatch Lead: Tony Stokes

14th January 2014

The meeting was attended by John Leach, Tony Stokes, David Kirk, Roy Oliver, Alan Watt, Beverley Hart and Kirsty.

1. We agreed our terms of reference and these will be presented at the February core group meeting for ratification. **Recommendation: Healthwatch Stockport Core Group to agree these Terms of Reference**

2. Patient advice leaflet on complaints procedures - We have been asked by providers if we are able to alter this leaflet in order to make it appear more positive. They believe that the changes will encourage patients that are reluctant to complain to make comments on the service that they receive. Thus the front page will read Comment Complaint Compliment. Comment will be in a larger font than complaint and compliment. Tony will be writing to providers to make them aware of this change.

We discussed the cost of producing this leaflet and there is a view that as providers are using this leaflet they should be asked to share the cost. We decided that we would not take this action now because our funds allow us to meet the costs however this must not be regarded as a precedent for future years.

3. Spotting trends - We do this by analysing data on patient experience of services in Stockport. Specifically we look at data from the complaints departments of the various providers. We are receiving good useful data from Stepping Hill but not from the other providers. Tony will be writing to the other providers to ask what their policy is regarding the collection of complaints data. Also to request that they send us complaints data in an anonymous form.

Just as important if not more important is the collection of comments on the level of service from individuals who do not wish to complain but will comment on good and bad experiences. The core group are a real help with this by giving feedback collected from the various organisations with which they have contact. In these ways we spot trends such as the dissatisfaction in the way that Arriva are



providing patient transport. This information was passed to the operations team and has been taken up as a work programme. The commissioners are being pressed to press Arriva to improve the service. To emphasise the importance of users comments as opposed to actual complaints the deficiencies in the Arriva service came to light from comments to Flag and Healthwatch not through formal complaints.

4. Improving our patient experience data base - Improvements in our data base will help us input and analyse data in order to spot trends. Kirsty is working on this. We are speaking with Healthwatch England to ask their assistance with this. Healthwatch England have systems which we may be able to use.

5. PALS Leaflets - Finally at our last meeting Beverley told us about the out of date PALS information being displayed in GP surgeries. Flag have been receiving calls about this PALS information and asking what is the correct information. We have through the CCG been able to request that the PALS information is removed and that our complaints leaflet is displayed in its place.

Tony Stokes

Date of next meeting: 10am on Thursday 13th February.

Section 3: An update on Healthwatch Representatives on other committees

3.1 Equality & Diversity Board - Pennine Care

Healthwatch Representative: Tony Stokes

29th January 2014

No meeting this month

3.2 Stockport Area Medicines Panel

Healthwatch Representative: Mike Lappin

29th January 2014

No report received.

3.3 Stockport Cancer Programme Board

Healthwatch Representative: Anand Dutta

14th January 2014

The issues most relevant to Healthwatch Stockport are listed below:

1. National Patients Experience Survey 2012-2013



- ❑ The survey results have been divided in three sections: the highest scoring 20% of Trusts, the lowest scoring 20% of Trusts and the remaining 60% of Trusts. Due to smaller numbers it is difficult to be very precise so the figures were presented as numbers and figures with 95% confidence limits. Although the results for the Stockport have improved, overall performance was still average.

2. Public Health prevention and Early Detection

- ❑ Public Health England intends to run the following campaigns during this year
- ❑ Breast cancer in women 70+ from February 3rd to March 16th
- ❑ Lung Cancer Reminder from March 10th to end March
- ❑ Ovarian Cancer Campaign from February 10th to March 16th

3. Stockport NHS FT performance against 62 day/42 day cancer standards

- ❑ In some cases the trust is slightly below the target. The breach analysis data will be presented at the next meeting.

4. One-Year Survival

- ❑ One-year survival index (%) data (1996-2011) for three cancers [Breast (women), colorectal and lung] in adults aged 55-64 years, 75-99 years and all adults (15-99 years) was presented. When NHS Stockport CCG data was compared with the data from Greater Manchester and England, the survival index was slightly better for the Stockport patients.

Anand Dutta

3.4 Stockport Care Home Forum

Healthwatch Representative: Gerry Wright

16th January 2014

There were a number of speakers

1. From NHS. On keeping mattresses clean and controlling Norovirus. I will supply handout. It was also mentioned that homes who have not got auto bed pan washers should be considering them to help control the virus within the home
2. District Nurses giving a talk on the Hub system and its potential expansion in Stockport we have covered this in a previous report
3. A talk from yours truly on Healthwatch and the revised Enter and View.
4. A talk from Price Waterhouse on VAT implications in care homes and its control. Again I will provide the handout.



3.5 Stockport Care Record

Healthwatch Representative: Joyce Drummond

29th January 2014

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

29th January 2014

No report received

3.8 Stockport Dementia Champion Committee

Healthwatch Representative: Tony Johnson

No meeting held

3.9 Disability Stockport Forum

Healthwatch Representative: Tony Johnson

No meeting held

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

Wednesday 7th January 2014

- 1) The meeting went through the minutes from the last meeting in November 2013.
- 2) Jane Owens and Anthony Jackson (Project Manager & Business Analyst) have had their contracts extended until March, and possibly further subject to demand of workload and project completion.
- 3) A new post has been created for 15 months as part of the EPaCCS Project and part care planning to facilitate learning and use of EPaCCS system.
- 4) The EPaCCS banner is on front page of the Stockport Health Record (SHR). However, the Foundation Trust land on 'meds' page and doesn't want to change. The EPaCCS may be added to the Meds page so it is obvious. Single sign on to see Christie portal, EPaCCS and SHR has now been



completed.

- 5) Build so far has been viewed and the feedback is good.
- 6) The meeting looked at a view of the EPaCCS, it is a tabular format. As many boxes as possible are populated by SHR or other records. Meds are accessed by link to GP record. A hyperlink takes you to discussions with patient. Each is recorded. There is a history of preferred place of death, 1st choice and 2nd choice. Contact info for other parties for decisions and also financial authority. History of organ donation discussions. Access to property. Last days of life section, including history of last days of life. Whether family member or carer needs bereavement support. Tick boxes for language and communication, and with box for methods, etc.
- 7) One practice still not signed up to SHR. (Although since meeting, this practice has now signed on).
- 8) It has been agreed, that if Graph Net sell any EPaCCS systems to other Trusts/Users, the Stockport EPaCCS Project will get profit sharing. Central Manchester are interested.
- 9) The consent model will be ready mid February, it is the consent that is taking the time to produce.
- 10) An e-learning budget is in place and ready for system.
- 11) There are just short of 1,600 end users to train. Quite a lot are high priority. Possibly 60%!
- 12) 111 may be provided by North West Ambulance Service (NWAS). They don't want access to EPaCCS as they already have too much info. They asked for a clinical report but it would cost £17k and the project doesn't have that money! Therefore, NWAS may not use this system.
- 13) The meeting confirmed that it takes about 1 hour to train someone on e-learning.
- 14) A lot of work is needed to load 1,600 people on to system at start up. May be able to do it through spread sheet and graph net upload it for us, which will save a lot of work.

David Moore

Date of next meeting: Tuesday 11th February at 15.15pm to 16.45pm at St Ann's Hospice

3.11 Stockport Electronic Prescribing Board

Healthwatch Representative: Joyce Drummond (Mike Lappin deputy)

29th January 2014

No report received

3.12 Stockport End of Life Care Programme Board

Healthwatch Representative: Gerry Wright

29th January 2014

No report received



3.13 Stockport (Community) Falls Prevention Group

Healthwatch Representative: Sheelagh Peel

21st January 2014

Meeting 21st January, cancelled, next meeting 18th March.

Sheelagh Peel

Date of next meeting: 18th March 2014

3.14 Stockport Health & Wellbeing Scrutiny Committee

Healthwatch Representative: John Leach

29th January 2014

No report received

3.15 Stockport Local Pharmacy Committee

Healthwatch Representative: Joyce Drummond

29th January 2014

No report received

3.16 Maternity Acute Children and Neonatal Programme Board

Healthwatch Representative: Loretta Alao

29th January 2014

No report received

3.17 Stockport NHS 111 and Out of Hours

Healthwatch Representative: Tony Stokes

29th January 2014

No report received

3.18 Stockport Older People's Committee Meeting

Healthwatch Representative: Sheelagh Peel

7th January 2014

Some concern about lack of a seat at ALDI - to be followed up.



Members had been invited to attend Stockport Older Peoples Commissioning group and spoke up about "Falls and condition of pavements" and also "Availability of public toilets" They also heard a good explanation about "Dementia Friendly Marple".

They will now have members regularly attending the Commissioning Group.

Date of next meeting: 4th February, Hatworks Museum 11am.

3.20 Stockport Pharmacy Application Requests

29th January 2014

No requests received

3.21 Stockport Prescribing Committee - NHS Foundation Trust

Healthwatch Representative: Anand Dutta

29th January 2014

No report received

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

Healthwatch Representative: Tony Stokes

29th January 2014

No report received

3.23 Stockport Safeguarding Vulnerable Adults

Healthwatch Representative: Sheelagh Peel

29th January 2014

Sheelagh Peel has never been to one of these meetings.

Recommendation: Can this please be discussed at the Core Group to get some clarity?

3.24 Stockport Scheduled (Elective) Care Programme Board

Healthwatch Representative: Mike Lappin

29th January 2014

No report received



3.25 Stockport Unscheduled Care Programme Board

Healthwatch Representative: David Kirk

29th January 2014

Nothing to report

3.26 Greater Manchester Chair and Chief Officer Meeting

Healthwatch Representative: John Leach

29th January 2014

No report received

3.27 Stockport CCG Locality Meetings

Healthwatch Representative: Gerry Wright

29th January 2014

No report received

3.28 Health & Social Care Informatics (HSCI) Group

Healthwatch Representative: David Moore

29th January 2014

No report received

3.29 PIE - Partners Ideas Exchange

Healthwatch Representative: Mike Lappin

7th January 2014

Healthwatch Update

Gavin gave an update on the work of Healthwatch including the Patient Experience subgroup and Assisted Transport (ARRIVA).

Stockport MIND

Les Crabb gave an update on the Advocacy Service. He said that the service was provided by MIND and Stockport Advocacy, there are two advocates and they are working at full capacity. One of the problems appears to be the gap in services for autistic patients from 16-18. It was mentioned that autism is being looked at in the JSNA (Joint Service Needs Assessment).

Mike Lappin



3.30 Integrated Care Clinical Reference Group (Previously Stockport One)

Healthwatch Representative: Mike Lappin/Tony Stokes

29th January 2014

No report received

3.31 Greater Manchester Healthwatch Meeting

Healthwatch Representative: Gavin Owen and John Leach

Gavin and John attended the Greater Manchester Healthwatch meeting hosted by Healthwatch Wigan on Thursday 16th January.

The main items for discussion were the Arriva patient transport questionnaire and NHS Complaints advocacy. The other Greater Manchester local authorities still have NHS Complaints Advocacy provided by the Carers Federation - and it is called ICA (Independent Complaints Advocacy). The commissioner from Manchester (who also commissions for the other Greater Manchester authorities apart from Stockport) spoke about the contract with Carers Federation and future plans. The contract only runs until September 2014 and then there will be an open tender process. Local Healthwatch had different experiences of ICA: some had an advocate use their office regularly to see patients with complaints and had a strong working relationship with them but the majority had had a poor working relationship and even refused to comment on their views of the service provided it was so poor. Eg. Patients from Bolton expected to travel into Manchester City Centre to be able to see an advocate face to face.

As Stockport commissioned the service separately, delivered by Stockport and District Mind and Stockport Advocacy, there is a more local and accessible service in Stockport.

There was then a discussion about the patient questionnaire for people who use Arriva patient transport for non-emergency medical appointments. Arriva took over the contract from North West Ambulance Service in April 2013. Since the start of the service Arriva have had poor feedback on the service from patients, hospitals, and local MPs have picked up on this. Arriva have the contract for all Greater Manchester CCGs and Blackpool. Blackpool CCG is the lead commissioner for this.

The questionnaire will be given out by Arriva from 20th - 31st January and local Healthwatch until the 28th February. It was agreed that each Healthwatch would keep one another up to date with organisations who are distributing the questionnaire so that each Healthwatch can share ideas. Eg, Stockport Healthwatch had had a request from Disability Stockport for details once the questionnaire was finalised.

Manchester Healthwatch queried why there were no questions relating to suitability of transport and the customer care of staff. Oldham replied that the questionnaire relates specifically to contract requirements which were principally around timeframes and therefore the evidence was need around this.



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

4.1 Complaints Task & Finish group

Healthwatch Lead: Gerry Wright/Tony Stokes

29th January 2014

No report received

4.2 Diabetes & Podiatry Task & Finish Group

Healthwatch Lead: David Moore

29th January 2014

No report received

4.3 Discharge from Hospital back to nursing/residential homes

Healthwatch Lead: John Leach

29th January 2014

No report received

4.4 District Nurse Service User Group

Healthwatch Lead: Tony Stokes/Carol Stokes

29th January 2014

No report received

4.5 Older People's Unit

Healthwatch Lead: Sheelagh Peel

29th January 2014

Older Peoples Unit now inactive. It has been superseded by other changes in E.D. Development, looked at by Mike Lappin as part of the Redevelopment of A&E.

4.6 Healthier Together

Healthwatch Lead: Mike Lappin

14th January 2014

Healthier Together External Reference Group



2. Minutes - one small alteration is a job title.

2.2 Action Tracker

No42 Framework and Support Pack -

The pack has been distributed to CCG's to assist with the "conversation" with the public in their area. This is a local conversation and not centrally led.

We must check with the Stockport CCG how they intend to carry out this "*conversation*" with the people of Stockport.

3. Primary Care - Demonstrator Sites

Dr Anne Talbot, GP and Associate Medical Director for Healthier Together gave an update on the Primary Care Commissioning Strategy for Greater Manchester. Anne said there was going to be 6 demonstrator sites, Bolton, Central Manchester, Heywood, Middleton, Radcliffe and Stockport. All with different plans to reform services. Stockport is developing an Integrated Locality Hub in Marple and Werneth.

4. Programme Update

More Clinical Congresses are being held and have been filled by clinicians.

The National Clinical Advisory Team have reviewed the Healthier Together and are going to use our system as a beacon for the rest of the country. Out of hospital care is now called Community Based Care

4.7 It's in the Drawer

Healthwatch Lead: Clem Beaumont

29th January 2014

The team have met to look through the findings and the full report will be submitted to the Core Group in February for approval on the recommendations.

4.8 Redevelopment of A&E

Healthwatch Representative: Mike Lappin

29th January 2014

No report received

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 January 2014

[Ends]