

Minutes of Healthwatch Stockport Core Group Meeting
Graylaw House, Stockport
Friday 4th October, 10.15pm-1.45pm

1. Present:

**CORE MEMBERS &
STAFF:**

John Leach

Gavin Owen

Sheelagh Peel

Loretta Alao

Sue Carroll

Les Pattison

Alan Watt

Peggy Hall

Jon Burke

Nagendra Sarmah

David Atkinson

Liz Baker (*Stroke
Association*)

Anand Dutta

WIDER GROUP

MEMBERS AND STAFF:

Trish Fraser

Janet Brown

Maria Greenwood

Mary Foden

Austin Flood

Kirsty Bagnall

Apologies:

Eve Brown

Ron Catlow

David Kirk

Mike Cain

Glenys Paterson

Tony Stokes

Tony Johnson

Beverley Hart

Margaret McCausland

Lyndsey Hague (*Phoenix
Futures*)

Roy Oliver

Maria Kildunne

George Stenson

In Attendance:

Steve Bawler

2. Declarations of interest

Members were asked to make any declarations of interest known (*appendix i*). Please also see policy for guidance.

3. Agree Last Minutes

3.1 Present and Apologies

Sheelagh Peel was present at the previous meeting and Gavin Owen gave apologies.

3.2 Requests to the Core Group [section 4.7 of September 2013 minutes]

It was agreed to change 'requests' in the minutes to 'requests/reports'.

3.3 Terms of Reference for the Operational Team [section 4.9 of September 2013 minutes]

Alan Watt wanted the second paragraph of his comments included in the Operational Team Terms of Reference. Kirsty explained that the second paragraph was not agreed by the Core Group as a compromise was reached by including the phrase, "*including statistical data,*" to Section 8.6. this was



contested by Alan. No agreement was reached on this point and it will be discussed outside of the meeting with the Chair.

Maria Greenwood suggested that a list of information is provided to the members on what statistical information is wanted by the Core Group.

3.3 Action Plan [section 6 of September 2013 minutes]

Alan Watt said that he wanted his name to be minuted as the person who raised concerns with the action plan.

With the above changes, the minutes were agreed as a true and accurate record of the meeting.

4. Actions and matters arising from last meeting

Members who had actions from the previous meeting are asked to provide an update to the office prior to the meeting. Kirsty Bagnall reported on these with input from members, which are available in appendix ii. The following matters arising were discussed in more detail:

4.1 Operational Team [section 1 of September 2013 minutes]

When the Operational Team have received no requests it was asked that this is noted in the Monthly Work Programme Report. **ACTION: Operational Team to note in report when no requests received**

4.2 Adult Social Care [section 1.4 of September 2013 minutes]

The information gained by the Discharge Procedures Task & Finish Group could be shared with June Westley as Adult Social Care Lead. **ACTION: Peggy Hall to pass on discharge information to June**

4.3 Stockport Older People's Committee Meeting [section 4.2 of September 2013 minutes]

Sheelagh Peel asked if Healthwatch Stockport receive figures and numbers on Out-Patient department Do Not Attends (DNAs). **ACTION: John Leach and Maria Kildunne to raise with Judith Morris**

Any members who have received letters from other organisations who do charge for DNAs (dentists etc) were encouraged to forward on copies to the Stockport Older People's Committee. **ACTION: Any members to send copies of letters from other organisations charging for DNAs to Sheelagh Peel**

4.4 Stockport Clinical Commissioning Group [section 5.1.1 of September 2013 minutes]

Clarity was requested in the meaning of 'become more inclusive' within this report. **ACTION: Tony Stokes to clarify and add to the appendix**

The Stockport One Question + Answer Session was cancelled. **ACTION: Maria Kildunne to rearrange Q+A Session**

5. Reports from Representatives (See Monthly Report)

5.1 Healthwatch Stockport Operational Team

No recommendations made.

5.1.1 Stockport NHS Foundation Trust

Sheelagh was unable to submit a report for the Monthly Work Programme Report and reported verbally on the meeting. The following points were discussed in more detail:

- Gavin Owen from NHS Complaints Advocacy Stockport (NHSCASS) are supporting a number of people in making complaints about infection of bedsores and the Liverpool Care pathway. John Leach suggested that Gavin Owen attends the End of Life Programme Board.

Peggy reminded people of the End of Life Care letter from Norman Lamb, which should answer any interim questions on the Liverpool Care pathway (*included in appendix v of the Healthwatch Stockport Core Group Minutes 07 08 13*).

- Alan Watt said that LINK used to get figures on Pain Free End of Life in the community and the actual statistics on bed ulcers in the community as treated by the district nurses (who cover the care homes, but not the nursing homes).
- A new model for Integrated Preventative Services is being developed for children; the Healthwatch Stockport Children & Young People Team could be involved in this.

A full report from Sheelagh Peel will be available in the *Healthwatch Stockport Work programme Monthly Report October 2013*.

5.1.2 Children, Families & Young People

Maria Greenwood was unable to submit a report for the Monthly Work Programme Report and verbally reported the following:

Proposals from Maria Greenwood on the Healthwatch Stockport focus for Children & Young People (based on recent reports for Children & Young People) for consideration by the Core Group:

- Prevention: Prevent issues before they get too high need, high cost critical care
- Integration: Integrate services (blurring of lines between health, social care and community wellbeing)
- Safeguarding (about staying safe and keeping healthy): Making sure children and young people feel safe and know how to keep themselves safe - which links in with wellbeing.

It is important that the way the Healthwatch Stockport goes forward is based on feedback and input from Children & Young People. A working group will be set up to look at these key issues and agree an action plan. This will then be brought to the Core Group for agreement and comment, and will then be reported on monthly.

There was general agreement that Transition from children's to adult services should be a fourth focus. **ACTION: Maria Greenwood to add Transition as a priority**

Other suggestions included:

- Contacting people with specialities (including Katie from Signpost for Carers) to invite them to take part in the working group
- A suggestion for a focus on young people who have been labelled (e.g. SEN)
- How children who are not in education are supported, as children in school should be taught about safety and health etc

Maria Greenwood asked the Core Group what age they felt "Children and Young People" should cover. Jon Burke said that the categories Healthwatch Stockport uses should be based on the local categories.

ACTION: Any Core Group members interested in supporting Maria in her working group, to contact the office by mid-October.

A full report will be available in the *Healthwatch Stockport Work Programme Monthly Report October 2013*.

5.2 Healthwatch Stockport Development Team

5.2.1 Communications & Publicity Group

The following recommendation was agreed by the Core Group:

- Recommendation: Include a full page article in the next Healthwatch Stockport newsletter about the difference between the three organisations (Healthwatch Stockport, NHS Complaints Advocacy, Flag) and our commitment to work together

This was agreed and it was suggested that the article could be written and 'tweaked' for inclusion by the other organisations for their newsletters and/or websites. **ACTION: Kirsty to work with Beverley from FLAG and Gavin from NHSCAS to write article.**

Sheelagh Peel noted that the first co-produced leaflet was lovely (Do You Have a Comment, Compliment or Complaint).

5.3 Healthwatch Stockport Representatives on other committees

No recommendations made

5.4 Healthwatch Stockport Task & Finish Groups

5.4.1 Quality of Home Care Task & Finish

The feedback on the Quality of Home Care Task & Finish Group has now been analysed and the first responses appear to be fairly positive. Sheelagh Peel asked that Mike Lappin reconvene the group to

complete the report. **ACTION: Mike Lappin to reconvene the meeting to work on the report**

5.4.3 Winterbourne View - programme of Action Stockport Task & Finish Group led by NHS Stockport

The following recommendation was discussed by the Core Group:

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

When a Core Group member requests a Q+A session, it was suggested that we vote amongst the members as to how many would attend, it could then be decided as to whether the session should be arranged. This was agreed. **ACTION: When a Q+A Session is suggested, Core Group to vote on who would attend before agreeing to host**

Peggy Hall suggested that we could change the name back to Briefing Session, as if a person does not have any questions, they may feel like they don't want to attend. With the opportunity to ask questions at the end. The group voted and agreed. **ACTION: Change the name of Question & Answer Session to Briefing Sessions**

It was suggested to promote the sessions to the general public, put them on the website, and promote via the Foundation Trust channels. **ACTION: Kirsty to promote more widely.**

6. CCG Locality Council Meetings

A request was received to the office for a Healthwatch Stockport representative to attend Locality Council meetings. Many members expressed an interest and Kirsty will be in touch with more details. **ACTION: Kirsty to contact interested members with more information**

7. Poster Distribution

Posters and leaflets (along with covering letters for organisations) are now available for all members who have volunteered. **ACTION: Members to circulate to identified areas**

8. Any Other Business

8.1 Enter & View

Gerry Wright said that now he is back from holiday, he wants to refocus on Enter & View.

Alan Watt said that he feels the themed approach for report writing for was unclear in the Enter & View training. John Leach also attended the training and noted that he felt the training explained the difference between the different types of visits very well.

8.2 Budget Update

Peggy Hall asked for a budget update for the next Core Group meeting. John Leach said that there have been issues with the new system and the new accountant. The auditor is coming to the next

Directors Board Meeting and they will report when they are able to. The Directors present assured the Core Group that they are taking these issues in reporting seriously.

8.3 Support staff

Sue Carroll thanked Kirsty for stepping in to support the meeting.

8.4 Mental Health Day

Pennine Care Foundation Trust is holding a mental health day on Tuesday 8th October 2013 at Stockport Guildhall.

8.5 Recording Core Group meetings

David Moore asked if we could record the audio of Core Group meetings to get an accurate report of the Core Group meetings and avoid disagreements on what was said. Alan Watt suggested a working party to look into how to write minutes. It was agreed to look into the feasibility of recording the audio of meetings.

ACTION: Healthwatch Stockport office to look into the feasibility of recording audio of meetings

These minutes include the views of the Healthwatch Stockport Core Group members as an independent public body and may not necessarily reflect the views of the services discussed.

If you wish to clarify any points made in these minutes please contact the Healthwatch Stockport office on 0161 477 8479 or email at info@healthwatchstockport.co.uk

The next Healthwatch Stockport Core Group meetings will be held on:

- Monday 4th November 10.15am-12.45pm (Graylaw House, Training Room)
- Tuesday 3rd December 10.15am-12.45pm (Graylaw House, Training Room)
- Wednesday 15th January 5.15pm-7.45pm (Graylaw House, Training Room)
- Thursday 6th February 10.15am-12.45pm (Graylaw House, Training Room)
- Friday 7th March 10.15am-12.45pm (Graylaw House, Training Room)

Appendix i: Members representing and Declarations of interest

Member	Representing	Declarations of interest
Loretta Alao	African Caribbean Community Association (ACCA)	
David Atkinson	Healthwatch Stockport Director	
Eve Brown	Individual	Stockport NHS Foundation Trust Governor
Jon Burke	Individual	
Mike Cain	Individual	
Sue Carroll	Healthwatch Stockport Director	
Ron Catlow	Individual	Soon to be Stockport NHS Foundation Trust Governor
Joyce Drummond	Individual	
Anand Dutta	Healthwatch Stockport Director Indian Association	Stockport NHS Foundation Trust Governor
	Stroke Association	
Peggy Hall	Individual	Stockport Health and Care Forum
Beverley Hart	Stockport FLAG	
Tony Johnson	Individual	Stockport NHS Foundation Trust Governor
David Kirk	Stockport NHS Foundation Trust Governors	
Mike Lappin	Individual	Stockport Health and Care Forum Chair
John Leach	Healthwatch Stockport Chair Healthwatch Stockport Director	Stockport Health and Care Forum
Margaret McCausland	Mental Health Carers	
David Moore	Healthwatch Stockport Director	Home Instead Senior Care
Roy Oliver	Individual	
Gavin Owen	NHS Complaints Advocacy Stockport (NHSCAS)	
Glenys Paterson	Stockport Signpost for Carers	
Les Pattison	Individual	Signpost Stockport for Carers
Sheelagh Peel	Individual	Stockport Health and Care Forum member Patient Representative, Division of Integrated Care, Stepping Hill Hospital
Dr Nagendra Sarmah	Individual	

George Stenson	Transport for Sick Children	
Tony Stokes	Healthwatch Stockport Director	
Alan Watt	Individual	Stockport Health and Care Forum Secretary
Gerry Wright	Individual Healthwatch Stockport Director	Stockport NHS Foundation Trust Governor

Appendix ii: Actions and matters arising from last meeting (September 2013)

Stockport Older People's Committee Meeting [section 4.2 of September 2013 minutes]

The Stockport Older People's Committee will be writing a supportive letter to Stockport NHS Foundation Trust around reducing Do Not Attend (DNA) rates. Healthwatch Stockport will be copied into any letters. **ACTION: Sheelagh Peel**

Frank Light and Sheelagh Peel from Stockport Older People's Committee attended the Stockport NHS Foundation Trust Board meeting, hoping to pick up figures and numbers on DNAs, but did not receive any.

Stockport Quality & Provider Management Board [subgroup of CCG] [section 4.3 of September 2013 minutes]

Mike Lappin will talk about the CCG not carrying out epilepsy training at the Healthier Together meeting Monday 9th September. **ACTION: Mike Lappin**

Mike not here - chase up.

Redevelopment Of A&E [section 4.4 of September 2013 minutes]

The Stockport NHS Foundation Trust Governors discussed the issue around bariatric wheelchairs and lack of hoists at the latest Foundation Trust Patient Safety Meeting. Sheelagh Peel thanked Mike Lappin for attending the Redevelopment of the D Block Meeting as she was unable to attend. **ACTION: Healthwatch Stockport to liaise with the Governors.**

Sheelagh will be attending a meeting on the D Block and will check this out.

Requests to the Core Group [section 4.7 of September 2013 minutes]

All new requests go to the Operational Team for consideration. It was agreed that a standing agenda item to look at new requests will be added to the Operational Team agenda, so no future requests are missed. **ACTION: Maria Kildunne/Operational Team**

Will be on agenda as standing item for next Operational Team meeting.

Expectation Policy on Reconfiguration [section 4.8 of September 2013 minutes]

No additional comments were received and therefore this policy will be adopted. Mike Lappin proposed and Sheelagh Peel seconded. **ACTION: Kirsty Bagnall to circulate for Core Group member files.**

Available at October 2013 Core Group meeting

This will also be brought to next Greater Manchester Chairs and Managers Meeting. **ACTION: John Leach**

John Leach to take to the meeting (Unless this was brought up by Maria)

With these changes, the Terms of Reference were agreed. **ACTION: Maria Kildunne to update**

Terms of Reference updated 26th September 2013

Stockport Clinical Commissioning Group [section 5.1.1 of September 2013 minutes]

Regarding Tony Stokes' request for any comments on the Bredbury fire and ash cloud. It was asked if, considering the extent and duration of the smoke spread, there was a public health issue. Kirsty Bagnall mentioned that she had read a statement from Public Health on the issue.

ACTION: Kirsty to find statement from Public Health and forward to Tony Stokes (appendix vi).

Complete and attached as appendix to September 2013 Core Group minutes

ACTION: Tony Stokes to request a statement from Public Health

Tony Stokes not in attendance at meeting

It was noted that Mike Lappin was going to ask why there wasn't a consultation the re-commissioning of urology cancer services in Greater Manchester at the next Cancer Board (deputising for Anand Dutta). **ACTION: Mike Lappin**

Reconfiguration of Cancer Services, still no news about Urology. Stepping Hill Hospital and S/MC have complained to Monitor. We should have some news in October.

A Briefing Session will be planned with representatives from urology services for interested members.

ACTION: Maria Kildunne

In progress, contact has been made with Urology services

Poster Request [section 7 of September 2013 minutes]

A document was circulated to members to complete to volunteer to take posters to local organisations. Following this, posters will be sent to all members who have volunteered. **ACTION: Kirsty Bagnall**

Posters, leaflets and letters available at October Core Group

Feedback from Healthwatch Stockport Meeting with the Care Quality Commission [section 8.1 of September 2013 minutes]

Maria reported that she has asked our CQC Regional Manager to work with her regarding a communication protocol. **ACTION: Maria Kildunne**

John Leach and Gavin Owen confirmed that this would be done