

Minutes of Healthwatch Stockport Core Group Meeting  
Graylaw House, Stockport  
Monday 4<sup>th</sup> November, 10.15pm-1.45pm

**1. Present:**

**CORE MEMBERS:**

John Leach  
Gerry Wright  
Tony Johnson  
David Kirk  
Nagendra Sarmah  
Alan Watt

Roy Oliver  
David Atkinson  
Peggy Hall  
Sheelagh Peel  
Ron Catlow  
Tony Stokes  
Mike Lappin

Margaret McCausland  
Eve Brown  
Les Pattison  
Sue Carroll  
Jon Burke  
Mike Cain  
Beverley Hart

**WIDER GROUP**

**MEMBERS AND STAFF:**

Stan Prescott  
Kirsty Bagnall  
Maria Kildunne  
Gavin Owen  
Janet Brown  
Mary Foden

**Apologies:**

Lyndsey Hague  
Loretta Alao

MJ Lord  
David Moore

Maria Greenwood  
Anand Dutta

June Westley

**In Attendance:**

**2. Welcome & Declarations of interest**

Gavin Owen introduced himself as the new interim manager at Healthwatch Stockport.

John Leach congratulated Nagendra Sarmah on the publication of his story in the book, 'Nurturing *the Nation: The Asian Contribution to the NHS since 1948*'.

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

**3. Agree Last Minutes**

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. Maria Kildunne reported on these with input from members, which are available in appendix ii. The following matters arising were discussed in more detail:



#### 4.1 Stockport Older People's Committee Meeting [section 4.3 of October 2013 minutes]

Regarding the action for John and Maria to request figures and numbers on Out-Patient department Do Not Attend (DNAs) from Judith Morris, it was noted that a Memorandum of Understanding was to be created with the Foundation Trust to replace these meetings. Unfortunately, these meeting have stopped, but a Memorandum of Understanding is not yet in place.

David Kirk and Sheelagh Peel will pick up both the Memorandum of Understanding and figures on outpatient DNAs as part of the Foundation Trust group. **ACTION: Sheelagh Peel and David Kirk**

Discussion took place around DNAs and notification of appointments with many members giving personal accounts. It was noted that the reasons for DNAs complicated and multi-faceted. **ACTION: All members who discussed the issue at the Core Group to feed back to the office**

#### 4.2 Stockport Clinical Commissioning Group [section 4.4 of October 2013 minutes]

Several homes have opened beds within Marple to help support people in need of care in the community, rather than in hospital. There was a discussion about the amounts and use of monies available for unscheduled care in winter. **ACTION: David Kirk to raise at the Unscheduled Care Board**

#### 4.3 Children, Families & Young People [section 5.1.2 of October 2013 minutes]

There was discussion around what was meant by *children not in education* in the previous minutes, and it was agreed for the children & young people's group to look at this. **ACTION: Children & Young People subgroup**

Nagendra said that alcohol can be an issue for young people. **ACTION: Public Health Subgroup**

#### 4.4. Winterbourne View - programme of Action Stockport Task & Finish Group led by NHS Stockport [section 5.4.3 of October 2013 minutes]

Regarding the action to change the name of the Question & Answer Sessions to Briefing Sessions, Maria noted that there was a difference between the two. The Question & Answer Sessions are for many services to come along around a specific subject to be questioned by members. Briefing Sessions are for services to brief the Core Group on a specific subject. It was agreed to keep the two types of session separate. It would be useful for those invited to prepare a brief explanation of what they are going to talk about prior to the meeting.

It was agreed to record meetings with minutes being taken as usual - as a summary of the meeting, with the audio file being used only to solve disputes over what was said.

## 5. Reports from Representatives (See Monthly Report)

### 5.1 Healthwatch Stockport Operational Team

No recommendations made.

#### 5.1.1 Stockport NHS Foundation Trust

The following recommendations were agreed by the Core Group:

- The Family & Friends Test remains below target, Healthwatch or Age UK Stockport can help with this by articles in their journals on the usefulness of this information **ACTION: Kirsty Bagnall.**

Sheelagh and David noted that the reason the Family & Friends Test is below target is due to a lack of responses from A&E and often down to the individual managers.

- The bulk of bank and agency staff are being used by 'Integrated Care' and may reflect the size of the department. Is this something that John and Maria could bring up with Judith Morris

As John and Maria do not currently meet with Judith Morris. David Kirk and Sheelagh said that they could pick it up. **ACTION: David Kirk and Sheelagh Peel**

- A new model of care for Integrated Preventative Services is being developed for children. The Foundation Trust Board papers were forwarded onto the Lead for Children and Young People. We should have a Healthwatch member involved as soon as possible to ensure we are full involved in the consultation process which starts on 9th October. **ACTION: Maria Greenwood to add to agenda of Children & Young People Subgroup**

Sheelagh Peel noted that the date of the next NHS Foundation Trust Board Meeting is 28<sup>th</sup> November, not 3<sup>rd</sup> December.

### 5.1.2 Pennine Care

The following recommendation was discussed by the Core Group:

- Can Healthwatch ask how Pennine connect with members - as clearly their system didn't work here, even if not members and service users have a vested interest and surely ought to be able to attend events? Pennine to be asked to include a wide range of service users, carers and voluntary organisations when planning future events.

Mary Foden said that she has passed on this feedback and that Pennine Care has learnt from the day as a pilot scheme. Janet said that she is grateful to Mary for her work on promoting the event.

### 5.1.3 Public Health

The following recommendation was agreed by the Core Group:

- Roy Oliver to be appointed as Public Health Lead on the Operational Team

## 5.2 Healthwatch Stockport Development Team

### 5.2.1 Healthwatch Stockport Reading Sub-group

The following recommendation was agreed by the Core Group:

- As Eve's deputy, it is recommended that David Atkinson take over at Lead

## 5.3 Healthwatch Stockport Representatives on other committees

### 5.3.1 Stockport Clinical Policy Committee

The following recommendation was discussed by the Core Group:

- I recommend that we ask Sue Brett, Head of Continuing Health Care and Nicole Alkemade, Older People's Joint Commissioning Manager. (The authors of the report on personal health budgets) to come to Healthwatch to discuss the matter.

Mike explained that next April, personal health budgets will be introduced. It was clarified that personal health budgets will be available for people with a continuing health need of any age. Gavin Owen said that Manchester was one of the pilots of the scheme, so we could ask them about the lessons learnt.

The group were asked if they were interested in attending the session and many showed an interest. It was agreed to turn this into a Question & Answer Session to include personal budgets from both health & social care. [Sue Brett, Nicole Alkemade, Jude Wells, somebody from Manchester and somebody from Pennine who communicates around mental health personal budgets] **ACTION: Kirsty Bagnall to arrange Question & Answer Session on Personal Budgets.**

### 5.3.2 Stockport Health & Wellbeing Scrutiny Committee

The following recommendation was agreed by the Core Group:

- That Healthwatch Stockport support the improvements made by Stockport NHS Foundation Trust to unscheduled care. **ACTION: John to send letter**

There was a discussion about the whiteboard ward rounds. This board is in addition to the formal ward rounds to support efficiency. However, it was raised that they have patient information on and could be seen by members of the public. **ACTION: Sheelagh and David Kirk to raise**

## 5.4 Healthwatch Stockport Task & Finish Groups

### 5.4.1 Healthier Together Task & Finish Group

The following recommendation was agreed by the Core Group:

- That the Core Group agree the suggestions for the Healthier Together consultation process:
  1. The consultation should take place at the weekend, evenings as well as during the day.
  2. There should be a 'drop in centre' in Town Centres where people can make their comments i.e. coffee shop, empty shop etc.
  3. Choice is going to be a problem. Have the team considered legal challenges to Choice and Competition?
  4. It must be established whether the local MPs support the plans or not.
  5. When conducting meetings only one question at a time should be dealt with.
  6. The consultation presentations should be truthful, specific, realistic, detailed, precise and costed.
  7. Facilities in the community must be seen to be in place before the hospital services are reduced.
  8. Healthwatch Stockport will co-operate with the Healthier Together consultation process to present these proposed changes to the public for their views.

There was a recommendation to add local councillors to point 4. This was agreed. **ACTION: Recommendations be sent to Nicola Onley.**

It was noted that this could be added the newsletter and a press release written. **ACTION: Kirsty Bagnall.**

#### **5.4.3 Winterbourne View - Programme of Action Stockport Task & Finish Group led by NHS Stockport**

The following recommendation was agreed by the Core Group:

- Healthwatch Stockport monitor this action plan to ensure it has been implemented by the Commissioners and providers.

This will be picked up by the Adult Social Care Subgroup and added to their action plan. **ACTION: Adult Social Care Subgroup**

## **6. Update on Grant Conditions**

Tony Stokes reminded members that Healthwatch Stockport is commissioned by Stockport Council as a champion of the local public. The Directors meet with the commissioners of the service quarterly to discuss how we are meeting our grant conditions.

Tony reported that we are meeting our responsibilities - outlining the Monthly Work Programme Report as a good example of this - but we need to be smarter on some subjects. In particular, that the membership is representative and having equality underlining everything we do.

It was asked if one of the Directors could take on responsibility for Equality & Diversity. Jon Burke is the Lead for Equality & Diversity on the Operational Team. As Jon Burke has a specialist interest in Equality & Diversity, they will invite him to any meetings where this will be discussed.

The relationship between Healthwatch Stockport as an independent organisation and Pebble Enterprises as the organisation commissioned to provide support staff, was clarified.

Peggy reminded the group of the need for a mid-year update for wider group members.

It was clarified that the provision of a Healthwatch is statutory but the amount of the grant given to Healthwatch is discretionary.

Service providers in Stockport have a statutory requirement to respond within 20 working days and 30 working days for difficult requests from Healthwatch Stockport.

## **7. Financial Update**

David noted that there have been some issues with those providing the monthly accounts to provide them on time. The auditor came to the director's board meeting in August and agreed that the monthly accounts are as they should be. Healthwatch Stockport are currently under-budget by £15,000. There is also an additional £14,000 of the LINKs activity budget, which will be coming back to

Healthwatch Stockport.

It was noted that any under-spend at the end of the year will not need to be given back, but it may affect the amount of grant given the next year.

Alan thanked those involved for sorting out the finances.

## 8. Any Other Business

### 8.1 Clwyd-Hart Report

The Patient Experience Team will be discussing this report at their meeting tomorrow. They suggested a piece is written for the newsletter on Clwyd-Hart Report on NHS complaints. **ACTION: Tony Stokes to work with Kirsty Bagnall**

### 8.2 Hospitals in Greater Manchester

Ron Catlow asked why Healthwatch Stockport representatives don't cover other hospitals in the area. Maria noted that this was brought up at the last Greater Manchester Healthwatch meeting and a plan is being put in place to cover feedback on all the hospitals in the area.

There was discussion around the numbers of people who use services outside of area. Mary Foden said that she can find out the figures of how many people are treated by Pennine Care. **ACTION: Mary Foden**

It is a two stage process, finding out how many people use hospitals outside of the area, then what patients are saying. This can then be discussed at a Greater Manchester level which Healthwatch will tackle issues. **ACTION: Tony Stokes to take to Patient Experience Meeting**

### 8.3 Monitor statement into the commissioning of cancer surgery services

Mike Lappin wants to know why we were not consulted on the possible changes to the commissioning of cancer surgery services in Greater Manchester and Cheshire.

Previously, we contacted Monitor and received a response and a meeting was also arranged with the Cancer Network. The Urology department at Stepping Hill Hospital responded that they wanted to wait for the Monitor Statement of Issues before making any comments.

Because Stockport is not a University Hospital, they may lose their cancer services if NHS England was to reconfigure the four cancer surgery services. David Kirk and Mike Lappin said that there is a lack of consultation on this. The group agreed to write to Monitor about the process and the lack of consultation. They will note that they will be challenging the process.

Peggy Hall suggested writing to Healthwatch England about the lack of consultation generally.

**ACTION: Peggy Hall to draft letter**

Tony Stokes, Mike Lappin, David Kirk will be meeting with NHS England to discuss this issue. Sheelagh Peel asked that as the Lead on Stockport NHS Foundation Trust, who first reported on this, she wants to be involved. **ACTION: Tony Stokes**

It was agreed for members to meet after the Patient Experience Team meeting next week to draft a letter to circulation to the Core Group for agreement. **ACTION: Kirsty to circulate letter**

## 8.4 Stepping Hill Hospital

It was asked that a letter of congratulations be sent to Stepping Hill Hospital for achieving standard 6 in their latest Care Quality Commission (CQC) report. **ACTION: Sheelagh Peel.**

## 8.5 Schizophrenia

It was asked how many beds in the mental health wards at Stepping Hill Hospital are occupied by people with Schizophrenia. **ACTION: Tony Stokes**

*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](mailto:info@healthwatchstockport.co.uk)*

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

- Monday 4<sup>th</sup> November 10.15am-12.45pm (Graylaw House, Training Room)
- Tuesday 3<sup>rd</sup> December 10.15am-12.45pm (Graylaw House, Training Room)
- Wednesday 15<sup>th</sup> January 5.15pm-7.45pm (Graylaw House, Training Room)
- Thursday 6<sup>th</sup> February 10.15am-12.45pm (Graylaw House, Training Room)
- Friday 7<sup>th</sup> 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)	None
David Atkinson	Healthwatch Stockport Director	None
Eve Brown	Individual	Stockport NHS Foundation Trust Governor
Jon Burke	Individual	None
Mike Cain	Individual	None
Sue Carroll	Healthwatch Stockport Director	None
Ron Catlow	Individual	Soon to be Stockport NHS Foundation Trust Governor
Joyce Drummond	Individual	None
Anand Dutta	Healthwatch Stockport Director Indian Association	Stockport NHS Foundation Trust Governor
Representative	Stroke Association	None
Peggy Hall	Individual	Stockport Health and Care Forum
Beverley Hart	Stockport FLAG	None
Tony Johnson	Individual	Stockport NHS Foundation Trust Governor
David Kirk	Stockport NHS Foundation Trust Governors	None
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	None
David Moore	Healthwatch Stockport Director	Home Instead Senior Care
Roy Oliver	Individual	None
Representative	NHS Complaints Advocacy Stockport (NHSCAS)	None
Glenys Paterson	Stockport Signpost for Carers	None
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	None

George Stenson	Transport for Sick Children	None
Tony Stokes	Healthwatch Stockport Director	None
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 (October 2013)

### Operational Team [section 4.1 of October 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**

**Added to standing agenda for Operational Team.**

### Adult Social Care [section 4.2 of October 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**

**Peggy Hall hopes to attend the next Adult Social Care Subgroup meeting (Thursday 28th November) to discuss this work.**

### Stockport Older People's Committee Meeting [section 4.3 of October 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**

**These meetings do not go ahead any more. A Memorandum of Understanding was to be created with the Foundation Trust, this has not happened yet, so will need to be chased up.** David Kirk and Sheelagh Peel will pick this up as part of the Foundation Trust group.

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**

**No responses have been received from members**

### Stockport Clinical Commissioning Group [section 4.4 of October 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**

**Stockport One service was designed to provide a better service for folk with many complex needs. Marple and Werneth was selected for a pilot study. There is no doubt that this objective has been met.**

**However the cost has spiralled and become unsustainable so the pilot is being wound up. The service is being replaced with what is being called the "Marple and Werneth" demonstrator hub. Ultimately the plan is to introduce this service across Stockport. The costs will be better contained so that the improved service is able to be provided at an acceptable cost.**

**I am still intending to arrange a Core Group question and answer session in the next few months inviting speakers from the CCG and Social services to explain the way this scheme is going to work.**

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

**As the Adult Social Care Subgroup has a handle on this, when it moves on, we can then look into arranging a session.**

#### Children, Families & Young People [section 5.1.2 of October 2013 minutes]

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**

**The three key areas discussed for development as discussed at the last Core Group meeting (Prevention, Integration and Staying Safe) have been supplemented now by the Transition from children to adult services as a focus within the plan. This makes 4 key areas in the plan, to check out with the senior council team, their views and what the main focus of the plan needs to be.**

**A meeting has been scheduled with the DSC and the senior team at Stockport, on Monday 2nd December. This will ensure the proposed key areas for development in the Children and Families plan for Healthwatch support and correspond with what the LA priorities are.**

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

**The Healthwatch Stockport office holds a copy of interested members from the AGM and Away Day. A task group meeting to go through the plan and scope the work will be held following the meeting with the DCS. Suggested date of Friday 13th at 1pm - thanks to those who have already expressed a wish to get involved.**

#### Communications & Publicity Group [section 5.2.1 of October 2013 minutes]

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. **ACTION: Kirsty to work with Beverley from FLAG and Gavin from NHSCAS to write article.**

**Article drafted and will work with Beverley and NHSCAS for agreement**

#### Quality of Home Care Task & Finish [section 5.4.1 of October 2013 minutes]

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**

**Group met on 28<sup>th</sup> October 2013**

#### Winterbourne View - programme of Action Stockport Task & Finish Group led by NHS Stockport [section 5.4.3 of October 2013 minutes]

**ACTION: When a Q+A Session is suggested, Core Group to vote on who would attend before agreeing to host**

**To be voted on when suggested**

**ACTION: Change the name of Question & Answer Session to Briefing Sessions**

**Question & Answer Sessions and Briefing Sessions are different, to be discussed at Core Group meeting 4<sup>th</sup> November 2013.**

**ACTION: Kirsty to promote more widely.**

**To be promoted when organised**

**CCG Locality Council Meetings [section 6 of October 2013 minutes]**

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

**Gerry Wright agreed to Lead on four localities. Les Pattison will deputise.**

**Poster Distribution [section 7 of October 2013 minutes]**

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**

**Many comments received in on positive relationships being built.**

**Recording Core Group meetings [section 8.5 of October 2013 minutes]**

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

**It is possible to record meetings.**

**Recommendation: Minutes are taken as usual - as a summary of the meeting, with audio file being used only to solve disputes over what was said. Can we get agreement from the Core Group?**