

Minutes of Healthwatch Stockport Core Group Meeting  
Graylaw House, Stockport  
Thursday 6<sup>th</sup> February 2014, 10.15pm-12.45pm

**1. Present:**

**CORE MEMBERS:**

Mike Cain
John Leach
Sheelagh Peel
Peggy Hall
Margaret McCausland
Ron Catlow
David Kirk

Les Pattison
Tony Stokes
Anand Dutta
Mike Lappin
Alan Watt
David Moore

**WIDER GROUP  
MEMBERS AND STAFF**

Carol Helm
Janet Brown
Stan Prescott
Patricia Fraser
Breda Johnson
Mary Foden

Gavin Owen
Kirsty Bagnall
Michelle Sheridan

**Apologies:**

Jean Lord
Glenys Paterson
Sue Carroll

Roy Oliver
Eve Brown
Tony Johnson

Gerry Wright
Loretta Alao

David Atkinson
Nagendra Sarmah

**2. Welcome & Declarations of interest**

Members declared their interest, a list of which is available in appendix i.

John apologised for any offence caused by some of the wording used during the Personal Budgets Session in January.

**3. Agree Last Minutes**

The minutes were agreed as a true and accurate record of the meeting, with some grammatical errors corrected, and the following amendments:

**3.1 Present and Apologies [section 1 of January 2014 minutes]**

David Atkinson was missed as present.

**3.2 PLACE Assessments [section 4.2 of January 2014 minutes]**

Ron said that it is not only an obligation; it is a right for Healthwatch to be asked to take part in PLACE (Patient-Led Assessments of the Care Environment) Assessments.

**3.3 Stockport NHS Foundation Trust [section 6.1.3 of January 2014 minutes]**



For clarity, Alan Watt recommended the minutes should reflect that the 'meeting' referenced is the Stockport NHS Foundation Trust Board 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 and Gavin reported on these with input from members, which are available in appendix ii. The following matters arising were discussed in more detail:

##### **4.1 PLACE (Patient-Led Assessments of the Care Environment) Inspections [section 4.2 of January 2014 minutes]**

Gavin spoke to Laura Chatterton at the Foundation Trust, asking her to directly contact Healthwatch PLACE trained members as some members had reported that they had not been contacted. Laura offered to carry out a training session for Healthwatch members if enough expressed an interest.

**ACTION: If you are interested in taking part in training, let Gavin know and he can speak to Laura Chatterton to arrange a training session for members on PLACE.**

St Ann's Hospice and Stepping Hill Hospital have contacted us requesting PLACE assessors and Gavin will be getting in touch with interested members. **ACTION: If you are an assessor and would like to help out at St Ann's Hospice or Stepping Hill Hospital, contact Gavin.**

Ron also raised that wider group Healthwatch members may want to be PLACE trainers; as lay members of the public, it is important their voices are heard. **ACTION: Kirsty to include PLACE information in the e-bulletin and next newsletter.**

##### **4.2 Stockport Health & Wellbeing Board [section 6.1.2 of January 2014 minutes]**

Alan Watt is surprised that the Foundation Trust was given money for alcohol prevention and asked if Healthwatch could find out how the decision was made. He suggested that the funding would be more appropriate to have been offered to services nearer the front line, such as GPs. **ACTION: David Kirk to raise at the Unscheduled Care Board**

##### **4.3 Enter & View [section 7 of January 2014 minutes]**

Gavin clarified that with the theme based visits; there will be a short overview of the service. The theme will be the focus.

The majority of members have completed all of their training for Enter & View. All who attended the Enter & View training last year will have completed the Safeguarding Vulnerable Adults and Equality & Diversity training by the end of February. Following this, certificates and badges will be sent out.

Gerry Wright is currently developing a written procedure for carrying out Enter & View visits.

Gavin is going to Healthwatch England to attend training on Enter & View in February and will carry out training for any members who have not yet attended the updates training following this.

##### **4.4 Occupancy of Beds in mental health [section 8.2 of January 2014 minutes]**

Mary Foden reported that she will be requesting more information on bed occupancy in mental health

from Pennine Care.

Specialist mental health services are commissioned by NHS England and acute wards are commissioned locally. Nationally, mental health specialist services have been cut up 1.8%, compared to a 1.5% cut for non-mental health medical services, a gap of 0.3%

The January 2014 paper “*Closing the Gap: Priorities: for essential change in mental health*” should mean that mental health and physical health receive proportionally equal support, but it appears that the gap has widened.

Tony Stokes reported that during the Clinical Commissioning Group (CCG) Board meeting, it was discussed that there are cuts to the centrally funded Bevan House (a step-down service at Stepping Hill providing a specialist service for older adults with severe mental health problems). He raised a concern that as services become more integrated, more issues may arise.

It was noted that the Healthwatch Stockport Children & Young People’s Subgroup will discuss issues for children with mental health problems. It was noted that one of the representatives on the Healthwatch Mental Health Subgroup also sits on the Child and Adolescent Mental Health Services (CAMHS) project group representing Parents in Partnership Stockport (PIPS).

It was felt that a document was needed for members to further understand mental health services, including funding and how mental health services are commissioned. It was agreed that the mental health subgroup would focus on creating this. **ACTION: Mental Health Subgroup**

It was also noted that today is Time to Talk Day today. Time to Talk Day is a project of Time To Change which encourages people to start conversations about mental health.

#### **4.4 Do Not Attends (DNA’s) [section 4.2 of December 2013 minutes]**

It was raised that if you are struck off a GP list for not attending, you can find another GP without much trouble. However, if you are struck off your dentist’s list, it is difficult to find another dentist.

Tony Stokes said that his issue with DNAs is when patients try to cancel their DNAs and are unable to leading to their record being marked.

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

### **5.1 Healthwatch Stockport Operational Team**

#### **5.1.1 Operational Team Meeting**

The following recommendations were discussed by the Core Group:

- Core Group to forward comments on information sharing protocol [between Healthwatch Derbyshire and Healthwatch Stockport] for agreement at the February Core Group

It was raised that we should only share information with sources outside our office on the basis we would be happy that this information is backed up with data and that we would be happy for it to be in the public domain.

Alan agrees with the principle of the idea, but is suspicious of a formal, legal document.

Gavin is meeting with Beverley to possibly piggyback on this document to agree an information sharing protocol with FLAG and Healthwatch. Alan recommends holding on this until we have feedback from Sarah Newsam at Stockport Council on the relationship between Healthwatch and FLAG.

**ACTION: Gavin to meet with Beverley Hart at FLAG**

It was clarified that adding feedback to the Healthwatch England Hub will be starting point and this document would then back up any further work. The Patient Experience Team are looking for evidence to identify themes and issues. This document would support working with Healthwatch Derbyshire to identify themes and issues for patients who cross boundaries.

Tony said that this is about identifying soft intelligence to identify trends.

The next recommendation discussed was:

- Core Group to forward comments on Waiting for Outpatient Clinics draft Expectation Policy for agreement at the February Core Group

Mike Lappin is the lead on the Elective Care Board, supported by Alan Watt. Both representatives wanted Healthwatch Stockport views on the topic to be able to make decisions as representatives on the board.

All agreed with none against.

**ACTION: Kirsty to circulate final document to members for Core Group files**

- Core Group to forward comments on Competition and the NHS Today request for agreement at the February Core Group

There was discussion around private providers delivering NHS services and a concern raised around requesting information from private providers. Alan said that the commissioners are responsible for the service provided by those contracted to deliver it and we have to hold them to account regardless of whether the service is delivered by a private provider.

It was recommended that once the document is agreed, these views are put to the press.

There was no agreement on the document at the moment and it was agreed for Mike and Alan to meet to discuss and develop a Competition and the NHS Today document. Any members interested in helping support this to contact the office.

**ACTION: Mike and Alan will report back on this.**

**ACTION: Any interested members to contact the office.**

### 5.1.2 Stockport NHS Foundation Trust

The following recommendations were discussed by the Core Group:

- That the Stockport Foundation Trust sub group continues to monitor and discusses with the

Trust the Boards metrics in respect of the patient experience, particularly matters of avoidable harm.

- 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.

All agreed all above (with the exception of point 3) with none against.

Alan said that at the Elective Care Board, they fed back some figures on Orthopaedics and Ophthalmology. He reported that they had been having issues with staffing. Some positions have now been filled.

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

The Patient's Association are currently carrying out a survey on this, so this recommendation is no longer relevant. Instead, David Kirk asked that Healthwatch Stockport to support promotion of the NHS Constitution.

- That the following questions are put to the CCG Governing body meeting on 12th February 2014:
  - Can the Governing body confirm that providers of orthopaedic services have been reduced and this is putting additional pressure on Stepping Hill Hospital?
  - 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)

**ACTION: Tony Stokes to add list of questions to the Clinical Commissioning Group**

Ron said that patients should be able to choose their consultants. David Kirk said that the Healthwatch Stockport role is to ensure that members of the public are informed of their rights.

All agreed all above with none against.

**ACTION: Kirsty to add piece about NHS Constitution to the e-bulletin and newsletter**

### 5.1.3 Stockport NHS Foundation Trust

Trish Fraser (as the Healthwatch Stockport PLACE representative) reported that the Mini-PLACE

Assessments are carried out internally by the Trust to ensure that services are provided as they should be. Due to originally not having a patient representative, Trish volunteered to speak to patients at the end of this inspection.

Ron said that he wants the Mini-PLACE Inspections to be a 50/50 split of professionals and patients and is not happy with the hospital carrying out their own pre-assessments before the main PLACE assessments. Trish responded that these mini-inspections help to improve the services as they are and other members supported the mini-inspections, particularly that it helps the staffing team have a more positive attitude towards inspection.

## 5.2 Healthwatch Stockport Development Team

### 5.2.1 Patient Experience and Feedback/Evidence Gathering

The following recommendations were discussed by the Core Group:

- Healthwatch Stockport Core Group to agree Patient & Public Experience Team Terms of Reference

Agreed, none against.

## 5.3 Healthwatch Stockport Representatives on other committees

### 5.3.1 Stockport Cancer Programme Board

David Kirk said that the survey results and the cancer targets noted in this report were also discussed at the boards he attends. He said that this highlights the importance of everybody keeping on touch with this.

### 5.3.2 Stockport Safeguarding Vulnerable Adults

The following recommendations were discussed by the Core Group:

- Sheelagh Peel has never been to one of these meetings. Can this please be discussed at the Core Group to get some clarity?

Gavin said that he (or June Westley) will check with Stockport Council **ACTION: Gavin Owen**

### 5.3.2 Stockport Children's Trust Board

Finding a representative for the Stockport Children's Trust Board is an action for the Children & Young people's subgroup. **ACTION: Kirsty to add information about the board in the next e-bulletin**

## 6. Care Data Programme

All residents should have received the '*Better Information Means Better Care*' leaflet. The leaflet explains the benefits of sharing information about the care they have received. Patients have the right to object to their data being used for purposes other than their direct care. There are many positive

attributes of sharing to identify need, promote drug development and improve services.

Alan Watt drafted a summary document on what he understands the position to be which was circulated to Core Group members. Alan was thanked for his contribution.

Healthwatch England have asked for a postponement on the implementation of the scheme as they feel people do not know enough.

The Health & Social Care Information Centre (HSCIC) will hold the data and there will be an advisory board who will decide on who to share the information with. Some concerns that are arising from the sharing of data include:

- Sharing with private businesses.
- Anonymised information (eg. living on the same street).
- What if there is wrong information that cannot be corrected?
- NHS England can change the rules when they want to.

It was noted that this different to the Summary Care Record. Patients will have to opt out of each separately. Alan's document clearly outlines this difference.

This will be brought back to the next Core Group to develop a Healthwatch Stockport stance. **ACTION: Gavin Owen to include Healthwatch England statement when available to Alan's document**

## 7. Any Other Business

### 8.1 Mid Year Review

Alan Watt asked if 'learning from the Mid Year Review for our Annual General Meeting' could be added to the agenda for the next Core Group. **ACTION: Gavin Owen**

### 8.2 Monitor Investigated into Cancer Services

We have previously contacted Monitor about the lack of consultation in the reconfiguration of Cancer Services and received a response this week, noting that our letter was very balanced.

Monitor have stopped their investigation into this reconfiguration as NHS England have changed their commissioning decisions.

Monitor have written recommendations to NHS England and it was suggested that Healthwatch Stockport write to NHS England to ask how they will involve patient voice now. **ACTION: Gavin Owen to work with Tony Stokes to write to Mike Burrows**

### 8.3 Making Complaints

Ron reported that during his PLACE inspection training, he was shown an area within a ward where you can make a complaint. He raised concerns that people may not make complaints.

Kirsty said that we are working on reprinting our document about making a comment, compliment and complaint leaflet. There was discussion about pressing it to the service providers that the opportunity to feedback should be higher.

Healthwatch England are launching a survey on the complaints process as are the Patients Association. David Kirk said that we can piggyback onto these issues.

Peggy reminded members that we don't take on individual complaints.

#### 8.4 Patient Transport Service

NWAS were decommissioned for non-emergency transport, and Arriva took over. We have received a lot of negative feedback already.

Breda is from Stockport Car Schemes, and they have received a lot of feedback as well.

The survey has been written looking at the contract between the CCG and the service. Feedback from this survey can then be used to challenge the contract agreement and ultimately lead to an improvement of the service.

#### 8.5 Age Discrimination in operations

At the launch of the Health & Wellbeing Board in Autumn 2012, somebody asked if there was an age limit to accessing services and it was responded that there is. **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:

- Friday 7<sup>th</sup> March 10.15am-12.45pm (Graylaw House, Training Room)

Other upcoming Healthwatch Stockport events:

- Tuesday 18<sup>th</sup> February, 10.15-12.30pm: Meeting the Public: Community Champions Training (Graylaw House, Training Room) [*this is the first of two training sessions to become a Community Champion, the second is Equality & Diversity training*]
- Monday 10<sup>th</sup> March 2014, 1pm-2.30pm : CCG Consultation on possible changes to the angiography service in Stockport (Graylaw House, Training Room)

- Thursday 20th March 2014, 1pm-3pm: CCG Consultation on their future plans (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	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	Individual	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
Les Crabb	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 Medicine, 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 (January 2014)

### PLACE Inspections [section 4.2 of January 2014 minutes]

Discussion took place around PLACE (Patient-led assessments of the care environment) and Ron noted that refresher training is taking place next week. The Foundation Trust has an obligation to have a block of Healthwatch Stockport assessors. Other assessors noted they had not received the letter regarding the refresher training as Ron had done.

**ACTION: Kirsty to request details of PLACE training from Stockport NHS Foundation Trust to circulate.**

**Gavin speaking to Laura Chatterton at the Foundation Trust to directly contact Healthwatch PLACE trained members. St Ann's and Stepping Hill Hospital have contacted us about PLACE assessors and Gavin will be getting in touch with interested members.**

### Stockport Health & Wellbeing Board [section 6.1.2 of January 2014 minutes]

On the topic of alcohol, it was reported that £50,000 of funding for alcohol intervention has been given to the Stockport NHS Foundation Trust by the CCG. Sheelagh Peel said that she can ask on A12 what preventative measures are in place around alcohol.

**ACTION: Sheelagh Peel**

**Did go into A12 and the sister hadn't heard about the £50,000. As far as Sheelagh is concerned, she will take it to the Patient Representative Group to raise with the alcohol nurse. David Kirk will also**

### Stockport Health & Wellbeing Board [section 6.1.2 of January 2014 minutes]

Sheelagh asked if the introduction of Heys Court (a new supported housing tenancy for people with special needs) will impact on the integrated care model, as they would be coming from all areas.

**ACTION: June Westley to raise this question at the Winterbourne Review Meetings**

**June is working with Sheelagh to clarify this request.**

### Stockport Cancer Programme Board [section 6.3.1 of January 2014 minutes]

It was suggested that Healthwatch Stockport can publicise the Expert Patient Programme and if anybody had feedback on using the service, could they forward to the office for Anand.

**ACTION: Publicise to our membership via e-bulletin/newsletter**

**Article included in February/March Newsletter.**

### Stockport Cancer Programme Board [section 6.3.1 of January 2014 minutes]

It was suggested that Healthwatch Stockport can publicise the Expert Patient Programme and if anybody had feedback on using the service, could they forward to the office for Anand.

**ACTION: Members to feedback any experiences on the Expect Patient Programme to Healthwatch Stockport**

**Feedback received.**

### Health & Wellbeing Scrutiny Committee (Flu Jabs) [section 6.3.2 of January 2014 minutes]

Sue Carroll reported that there appears to be ill feeling from some GPs who do not want to give [flu jabs for vulnerable people aged 18-64] for free, as they could be provided by the pharmacists.

**ACTION: Tony Stokes to bring up with the CCG for information only**

**There is some friction between pharmacists and GPs over this issue. The GPs would prefer to perform this service themselves. The pharmacist does charge circa £10.**

### Mental Health Strategic Carers Group [section 8.1 of January 2014 minutes]

The Mental Health Strategic Carers Group has now been set up to give a view on services. There will be two carers elected to join the co-design forum, which will advise the CCG.

**ACTION: Janet and Margaret to feed back to Healthwatch Stockport on the Mental Health Strategic Carers Group**

**The Mental Health Strategic Group has only met for the first time and won't be meeting again for few months so there is nothing to report since then.**

### Mental Health Strategic Carers Group [section 8.1 of January 2014 minutes]

Mary Foden said that the Healthwatch Stockport Mental Health Subgroup has been set up and invited Janet and Margaret to join. **ACTION: Janet and Margaret to attend the Healthwatch Stockport Pennine Care Subgroup**

**Mary Foden is going to get in touch when the sub group is up and running.**

### Occupancy of Beds in mental health [section 8.2 of January 2014 minutes]

Mary Foden has information on bed occupancy and she will share this information with Gavin to discuss. **ACTION: Gavin Owen to share with Janet Brown**

The data provided by Pennine Care was not well presented, so going to sit down with Mary Foden to look at this. Some Trusts are doing different things, so it is difficult to assess. Mary has also asked for bed occupancy outside of Stockport.

#### Acronyms [section 8.3 of January 2014 minutes]

There is also a 'Jargon Buster' that will form part of the Welcome Pack. **ACTION: Kirsty to send Jargon Buster to Alan Watt**

**Sent to Alan Watt 21<sup>st</sup> January 2014**

#### Appendix iii: Actions and matters arising from meeting December 2013

##### Do Not Attends (DNA's) [section 4.2 of December 2013 minutes]

**ACTION: All members to contact their GP Practices to ask for DNA figures and their procedures for cataloguing DNAs.**

**Feedback from Peggy - My surgery has 4 GPs, 2 part time Practice nurses and 1 Health Care Assistant. The average number of DNAs per month, recently, has been just over 200 split between the relevant staff. The current policy is to send a maximum of two letters with the possibility of being struck off the register if no response.**

##### Stockport NHS Foundation Trust [section 5.1.3 of December 2013 minutes]

It was noted that if a person does not have capacity to make decisions for themselves, they should have an Independent Mental Capacity Advocate (IMCA) appointed and a questions was raised around how many requested there had been for IMCAs in the last year.

**ACTION: Eve Brown**

**I have got this item on the Patient Safety Meeting on the 6th February.**