

Minutes of Healthwatch Stockport Core Group Meeting
Graylaw House, Stockport
Monday 8th September 2014, 5.15pm-7.45pm

1. Present:

CORE MEMBERS:

Tony Stokes

Sheelagh Peel

Eve Brown

David Atkinson

Mike Cain

Mary Foden

Margaret McCausland

Ron Catlow

John Leach

Alan Watt

Maureen Harrison

David Kirk

Tony Johnson

WIDER GROUP

MEMBERS AND STAFF

Stan Prescott

Irene Harris

Helena Platt

Kirsty Bagnall

Maria Kildunne

Gavin Owen

Michelle Sheridan

Apologies:

Les Crabb

Beverley Hart

Nagendra Sarmah

David Moore

Mike Lappin

Roy Oliver

Peggy Hall

Sue Carroll

Janet Brown

Gerry Wright

2. Welcome & Declarations of interest

Members were asked to state who they were representing. A full list of declarations of interest is available in appendix i.

3. Agree Last Minutes

The minutes were agreed as a true and accurate record of the meeting with the following corrections:

3.1 Present & Apologies [section 1 of August 2014 minutes]

Staff were not listed in the attendance.

3.2 Healthier Together [section 6 of August 2014 minutes]

The minutes gave the impression that the consultation will only impact 4% of population, which is incorrect.

3.3 It's in the Drawer [section 7.4.1 of August 2014 minutes]

Mike Cain was concerned that the number of people who voted was different than stated as in attendance. Tony Stokes clarified that non-core members who raised their hands during the voting process were not counted and that the governance does not state that the Chair cannot vote, meaning that the numbers counted were correct and the vote was valid.

Alan Watt suggested that the Chair should only vote when a deciding vote was needed. It was agreed that this would be another governance issue for review.

4. Report on actions and matters arising

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

4.1 Healthier Together [section 6 of August 2014 minutes]

Mike Cain reported back on the Healthier Together meeting he had attended during the day. The general feeling at the meeting he attended was that the transport times included within the consultation information were not proven. An example journey included in the appendix, was not consistent with the information within the documentation.

Eve Brown reported that she has received feedback from a person in the High Peak who is concerned about this and passed the details onto the office.

Alan Watt said that we have also raised issues about the transport with the Clinical Commissioning Group (CCG).

Travel from Macclesfield and High Peak to Stepping Hill Hospital as part of the Southern Sector Partnership (separate to Healthier Together) was also raised during the discussion.

4.2 Stockport NHS Foundation Trust [section 7.1.2 of August 2014 minutes]

The Stockport NHS Foundation Trust Board of Directors will allow Governors to attend part 2 of the Board Quality Committee and business groups of Stockport NHS Foundation Trust.

Mary Foden asked how long the contract was for community services (which provide the district nurse service) and it was agreed to ask Judith Morris for this information. **ACTION: Tony Stokes**

Alan Watt has performance data as to when community services were commissioned by the Primary Care Trust, so we do have a base mark to compare performance if needed.

It was asked whether Healthwatch Stockport could Enter & View community services in Tameside and Glossop. It was suggested that prior to carrying Enter & View Visits, we should wait for outcomes or recommendations from the District Nurse User Group. If/when the time comes, we would liaise with Healthwatch Derbyshire,

4.3 Hayes Court Development [section 8.2 of August 2014 minutes]

In the July Healthwatch Stockport Adult social Care Report, Sheelagh Peel pointed out that Stockport Metropolitan Borough Council offered to speak to the membership about learning disability services. Sheelagh suggested hosting a Q+A Session on learning disability. **ACTION: Kirsty**

5. Healthier Together

Members reported on the lack of general awareness of Healthier Together.

Maria read out a draft briefing from the Healthier Together Task & Finish group outlining many issues with the current consultation process. The Healthier Together Task & Finish group asked the Core Group for agreement to mandate them to draft a briefing and take a presentation to the Health & Wellbeing Board about our concerns on the consultation process.

The Core Group were in agreement to accept that the Healthier Together Task & Finish Group should be mandated to draft the briefing for the Health & Wellbeing Board,

John Leach proposed this, Mike Cain seconded. **ACTION: Healthier Together Task & Finish Group**

6. Reports from Representatives (See Monthly Report)

6.1 Healthwatch Stockport Operational Team

6.1.1 Stockport NHS Foundation Trust [page 2]

David Kirk explained that there has been additional regulatory action against Stockport NHS Foundation Trust by Monitor. David suggested that Healthwatch Stockport write to the Council of Governors as to how they are holding the Trust to account to support the Governors' position. It was agreed for David Kirk, on behalf of Healthwatch Stockport to write to the governors and copy in the Board of Directors. **ACTION: David Kirk to draft**

The Governors will be meeting with Deloitte's next week to read the report.

6.1.2 Pennine Care [page 5]

The following recommendation was discussed by the Core Group:

- That the Core Group agree Chris Reeves and Irene Harris as deputy leads on the [Healthwatch Stockport] Pennine Care (mental health) Subgroup.

Mary Foden proposed this appointment, and Alan Watt seconded.

As Chris is an employee of Stockport Council who sits on the Mental health subgroup in his own time, Alan asked for clarity as to where in the governance it says that SMBC staff can be members of Healthwatch. **ACTION: Maria**

6.4 Healthwatch Stockport Representatives on other committees

6.4.1 Stockport NHS 111 and Out of Hours [page 13]

The following recommendation was discussed by the Core Group:

- A Briefing Session is set up on the Out Patient Reform project

Alan Watt suggested that this could be held as a presentation about the Better Care Fund, including the Out Patient Reform and People Powered Health. Alan will summarise this and Kirsty will cascade the request to the rest of the Core Group to gauge interest before this recommendation is agreed.

ACTION: Alan

6.4.2 GP Bids Board [page 17]

The following recommendation was discussed by the Core Group:

- That David Kirk is agreed as the Healthwatch Stockport Representative on the GP Bids Board.

David Kirk has been approached by the Director of GP development to join a small group, on behalf of Healthwatch Stockport, to help in the consideration of bids by General Practices for additional funding to strengthen the services available in primary care that will help to reduce unplanned hospital attendance.

There is a need to reduce the numbers of avoidable admissions, attendances, referrals and the cost of prescribing. This investment is only the first stage of this transfer of resource to general practice. It is intended to support practices to achieve a reduction in the number of people accessing urgent care services and thus release further money for investment. Steps will be small initially until major funding can be moved from one part of the economy to the other.

It was questioned as to whether this was a case of the Clinical Commissioning Group giving money to GPs. Up to this point, NHS England have had the responsibility to commission GPs, to avoid conflicts of interest. Gavin explained that this is about offering more services in primary care, rather than the hospital and is connected to the Integrated Locality Hub.

9 voted for David to sit on the board with nobody against. **ACTION: David to sit on this board.**

7. Any Other Business

7.1 Care.Data

Gavin circulated Care.Data Briefing from Healthwatch Tameside and Healthwatch Oldham. The full document is available in Appendix iv.

7.2 Mastercall Dignity in Care Award

In February 2012, Stockport LINK carried out an Enter & View Visit to Mastercall Healthcare. During the visit, and in the following report, representatives recommended that Mastercall Healthcare follow the Dignity in Care Programme.

Since then, Mastercall Healthcare have been working on achieving this accreditation and have recently reached their goal. To celebrate achieving the Dignity in Care Accreditation, they held a Celebration and Presentation to Mastercall by Daisy Accreditation of their plaque and award for the Dignity in Care Challenge 2014 on Wednesday 3rd September at 6.00pm at Robinsons Brewery Visitor Centre in Stockport.

During this presentation, Healthwatch Stockport were praised for their input in this work.

7.3 Safeguarding Children's' Board

Mike Cain asked how Healthwatch Stockport are getting involved in safeguarding children, particularly

following recent press. Healthwatch Stockport are discussing these issues with Una Hagan, Performance and Development Manager at Stockport Safeguarding Children Board.

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:

- Tuesday 7th October 2014 - 10.15-12.45 (Graylaw House, Training Room)
- Thursday 13th November 2014 - 10.15-12.45 (Graylaw House, Training Room)
- Thursday 11th December 2014 - 10.15-12.45 (Graylaw House, Training Room)

Other upcoming meetings for Healthwatch Stockport:

- **Learning Disability Q+A Session** - Wednesday 29th October, 10am - 12pm (Graylaw House, Training Room)

Question and Answer Session on learning disability services in Stockport. We will be joined by commissioners and providers of learning disability services in Stockport, who will provide a summary of what is currently happening in the area of mental health and answer your questions.

Appendix i: Members representing and Declarations of interest

Member	Representing	Declarations of interest
David Atkinson	Healthwatch Stockport Director	None
Eve Brown	Individual	Stockport NHS Foundation Trust Governor CCG Patient Panel
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
Mary Foden	Individual	Pennine Care NHS Foundation Trust Governor
Representative	Stroke Association	None
Peggy Hall	Individual	Stockport Health and Care Forum
Maureen Harrison	Individual	Stockport NHS Foundation Trust Governor Expert by Experience for CQC CCG Patient Panel
Beverley Hart	Stockport FLAG	None
Tony Johnson	Individual	None
David Kirk	Individual	None
Mike Lappin	Individual	Stockport Health and Care Forum Chair
John Leach	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)	Stockport Mind
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
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 (August 2014)

Healthier Together [section 6 of August 2014 minutes]

Mike Cain has put together a very complex piece of work mapping the travel times for travelling from Stockport to the suggested specialist hospitals. Several members volunteered to support by travelling these distances. **ACTION: Maria and Mike to co-ordinate**

We waited on actioning this before Mike Cain has attended a travel meeting, which he attended today.

Stockport NHS Foundation Trust [section 7.1.2 of August 2014 minutes]

David Kirk wants confirmation that what is discussed in Part 2 is actually relevant for Part 2. **ACTION: David Kirk to draft [letter to Stockport NHS Foundation Trust regarding Part 2 of the meetings]**

David Kirk is currently researching this and will draft a letter.

Stockport NHS Foundation Trust [section 7.1.2 of August 2014 minutes]

The Trust would welcome any additional feedback [that District nurse were under severe pressures and it had been noted that there seemed to be a growing number of Serious Adverse Events relating to community services.].

ACTION: Carol/Tony Stokes

Tony is back in contact with Tina Aspin and will be progressing this during the week.

Adult Social Care [section 7.1.3 of August 2014 minutes]

The group agreed [to representation on the Integrated Programme Board] and we will go back to the Adult Social Care Subgroup to ask for a representative. **ACTION: Maria**

On the agenda

Pennine Care [section 7.1.4 of August 2014 minutes]

[A series of questions about funding for mental health services] Mary Foden said that she can pick up these issues on behalf of Healthwatch Stockport and we could also raise these at the Q+A Session.

ACTION: Mary Foden/Kirsty.

Circulated to Gina Evans et al to answer to the Q+A Session. Mary Foden said that Neil Jones (service manager at The Meadows) from Pennine Care will also attend the Session.

Stockport Clinical Policy Committee [section 7.3.1 of August 2014 minutes]

Sue asked Anand to put together a few lines to create an expectation policy [on cosmetic surgery].

ACTION: Anand Dutta

Maria circulated Anand's document to everyone and only two people replied. The majority of people were happy with the document and some had some minor comments.

Stockport End of Life Care Programme Board [section 7.3.2 of August 2014 minutes]

Healthwatch Stockport have a representative sitting on [the Strategic Clinical Network Palliative End of Life Education and Training Special Interest Group] board. **ACTION: Gerry Wright**

This position will cover Greater Manchester, Lancashire and Cumbria. Gerry has been advised that a date in October will be forthcoming for a meeting in Warrington. He will advise on progress after October.

It's in the Drawer [section 7.4.1 of August 2014 minutes]

Healthwatch Stockport contact Mark Chidgey to look to setting up a Masterclass to GPs from Stockport NHS Foundation Trust, Specsavers and Healthwatch Stockport. **ACTION: Tony and Clem to arrange.**

Not yet arranged, ongoing.

Core Group Meetings [section 8.1 of August 2014 minutes]

Tony Stokes suggested that we do not have a Core Group meeting in January due to timings over Christmas. Alternatives were suggested. **ACTION: Maria**

Will put something together for January.

Appendix iii: Actions and matters arising from July 2014 meeting

Stockport Safeguarding Adults Board [section 7.3.2 of July 2014 minutes]

Within the report from this board, there was mention of a major incident. It was noted that this would be sensitive information and could be confidential to protect the vulnerable person involved. **ACTION: Tony Stokes to speak to June Westley**

June works with the safeguarding officers to ensure that the information she shares with HWS is sensitive to the vulnerable people involved.

Neurology Services [section 8.8 of July 2014 minutes]

The questions were agreed. Tony Stokes will raise at Stockport CCG and Mike Lappin at the next Clinical Policy Committee.

ACTION: Tony Stokes and Mike Lappin

Mike Lappin raised with Mark Chidgey and this is the response:

Fundamentally the change is a minimal one and patients should notice no difference between the old system and the new one. What used to happen was that Stockport Foundation Trust commissioned neurology consultant time from Salford. Stockport Foundation Trust counted the activity and charged the CCG accordingly. What has changed is that Salford Foundation Trust are now counting the activity and charging the commissioner (now NHS England).

So from a patient perspective they used to see Salford consultants at Stepping Hill and are still seeing Salford consultants at Stepping Hill.



An NHS initiative called care.data was put on hold for 6 months in February 2014. Healthwatch Oldham and Healthwatch Tameside were represented at a care.data Advisory Group meeting on 6 September 2014 (as were a number of local Healthwatch organisations including Healthwatch Bolton). This paper provides an update from that meeting.

At the moment the NHS collects every patient's hospital data and uses this to check the quality of services and for research purposes. They don't do this for people's GP records and this means that they have some gaps in their data. They say that if they added GP records as well, the medical research community would be able to find more and better ways to help us to be fitter and healthier.

The care.data aims to provide this missing data.

The project was put on hold at the beginning of 2014 because people were worried about the security of the data and how easy they might be to be identified by researchers. They were also worried that the data might be sold to insurance companies etc. and concerned that this could mean some people have to pay more for insurance. It was also clear that the information about how to opt out of care.data had not reached the public in the way it was intended to - many people didn't know what was being proposed or how to opt out.

What the NHS has decided to do is to keep the project on hold for most of the country. They will run the project as a trial in between 2 and 4 'Pathfinder' areas. If you are not in one of these Pathfinders the project is still on hold.

Pathfinder areas will be notified through their local clinical commissioning group and Healthwatch England will be working with the local Healthwatch organisation in that area too.

The aim of the Pathfinders is to try out some different approaches to informing people about care.data and to see how the public can make an informed choice about their data. The Pathfinders will be evaluated and only then will care.data be rolled out to the rest of England.

Update prepared by P Denton, 8 Sept 2014.