

Minutes of Healthwatch Stockport Core Group Meeting  
Graylaw House, Stockport  
Thursday 13<sup>th</sup> November 2014, 10.15pm-12.45pm

**1. Present:**

<b>CORE MEMBERS:</b>	John Leach	Anand Dutta	Eve Brown
	Tony Stokes	Les Pattison	Les Crabb
	David Kirk	Mike Lappin	Gerry Wright
	Alan Watt	Ron Catlow	Tony Johnson
<b>WIDER GROUP MEMBERS AND STAFF:</b>	Kirsty Bagnall	Gavin Owen	Trish Fraser
	Maria Kildunne	Margaret McCausland	Rod Kilgore (Stockport NHS Watch)
	Michelle Sheridan	Stan Prescott	

**Apologies:**

David Moore	Peggy Hall	Alan Watt	Sue Carroll
Mike Cain	Beverley Hart	David Atkinson	Carol Helm
Maureen Harrison	Ruth Turner		

**2. Welcome & Declarations of interest**

Tony reported that within *Stockport CCG's Statement of Involvement (Report on patient and public involvement April 2013-March 2014)*, the following was highlighted:

“In particular, we would like to thank Healthwatch Stockport for their commitment and enthusiasm, not only to ask the difficult questions and challenge our decisions, but also their relentless work in involving more and more people in discussions about local health services.”

It was agreed to thank Stockport CCG for demonstrating a high level of transparency and inclusion.

**ACTION: Tony Stokes**

Under declarations of interest, Tony Johnson announced that he is now a Stockport NHS Foundation Trust Governor. A full list of declarations of interest is available in appendix i.

**3. Agree Last Minutes**

With the exception of some numbering and attendance issues, the minutes were agreed as a true and accurate record of the meeting with the following corrections:

**3.2 Stockport NHS Foundation Trust [section 7.4.1 of October 2014 minutes]**

The response from the Chair of the Council of Governors was not read out at the Council of Governors. The intention was that the question (sent 25<sup>th</sup> September) be dealt with by the Council of Governors

at their meeting. However, the response from the Chair was to circulate a written response to the governors at the meeting and not share with the Healthwatch Stockport representative attending the meeting.

#### **4. Report on actions and matters arising**

Kirsty 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 Stockport CCG [Section 7.1.2 of October 2014 minutes]**

There was an action for Tony Stokes to clarify what the criteria are for IAPT and why there is a gap in provision. Tony Johnson suggested that Stockport CCG are reducing the number of sessions, rather than following the NICE Guidelines.

**ACTION: Tony Stokes and Maria Kildunne to raise with Ranjit Gill**

##### **4.2 Children, Families & Young People [section 7.1.5 of October 2014 minutes]**

Tony Johnson asked for clarification on the numbers of referrals and actual cases of child exploitation, as he is concerned that Stockport is investigating too many potential cases, as outlined in a recent report *Real Voices: Child Sexual Exploitation in Greater Manchester* from Ann Coffey MP.

Maria said that we got reassurance from Una Hagan that they look into every referral that comes into them. It was noted that this can only be a good thing. Child exploitation is being discussed at the Children's Subgroup and one of our members sits on the Safeguarding Vulnerable Children's Board.

Maria has asked Una Hagan for a formal response and is awaiting this.

**ACTION: Maria Kildunne to chase this up**

**ACTION: Maria will also get a copy of Ann Coffey's report**

##### **4.3 Stockport Clinical Policy Committee [section 7.2.1 of October 2014 minutes]**

Gina Evans is to be asked what the waiting times are for IAPT (Improving Access to Psychological Therapies). Healthwatch Stockport will also raise this formally with Pennine Care NHS Foundation Trust.

**ACTION: Mary Foden to draft letter**

#### **5. Healthier Together**

This was covered within the actions from the previous minutes. Healthier Together will now be removed as a standing agenda item and Mike Lappin will continue to sit on the External Reference Group and report back via the Monthly Work Programme.

## 6. Core Group Member Request - Ruth Turner, Carers' Voice

Due to other responsibilities, Glenys Paterson is unable to attend meetings to represent Signpost for Carers. Glenys and Signpost will continue to work closely with Healthwatch Stockport as a Wider group member.

Ruth Turner would like to represent Carer's Voice on the Core Group. There were no objections and all agreed to vote Ruth Turner on to represent Carer's Voice. A full nomination and vote will be able to take place at the next AGM.

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

### 7.1 Healthwatch Stockport Operational Team

#### 7.1.1 Adult Social Care

The following recommendation was discussed by the Core Group:

- Healthwatch should contribute to [the targeted prevention work stream] by suggesting what is meant by prevention ie keeping people out of A&E, mental health hospitals, prison etc.

There was discussion around the group about what prevention means to members. Many members felt that prevention should be based on prioritisation or where people need support to avoid ending up costing more. Many members felt that it comes down to cost benefit.

It was suggested that the Public Health Team can meet to discuss this and form a view on this topic.

**ACTION: Roy Oliver (As Lead on the Public Health Team)**

Sheelagh said that other Core group members should speak to Roy if they want to support. Kirsty will send out an email to members asking if they want to join the Public Health Team.

**ACTION: Kirsty**

Tony Johnson asked for an explanation of why 80 bodies have been decommissioned, as reported in the Targeted Prevention Steering Group report. It was clarified that these services are not necessarily being decommissioned, but this is referring to a letter sent out to all voluntary sector organisations regarding their future funding. The three options are that services will either: 1) be decommissioned, 2) move to working with other organisations or 3) receive a funding reduction. [*Note: This is further discussed within 8.2 Future Funding*]

Within the Adult Social Care report, there is mention of a shortfall in money. This is the CCG, which was flagged up by Terry Dafter. Gavin said that he has discussed this with June yesterday.

**ACTION: Tony Stokes to speak to June about this shortfall and raise at the CCG**

There are some concerns raised about the Southern Sector Partnership. Macclesfield is not currently a

Foundation Trust. It was mentioned that we can raise this informally with Healthwatch Cheshire East.

**ACTION: Gavin**

### 7.1.2 Discharge Subgroup

The following recommendation was discussed by the Core Group:

- That Mike Bailey (Discharge Task & Finish Group member) is voted in as deputy to this group by the Core Group.

The Core Group agreed. Many members complimented Mike on his presentation given during the Learning Disability Q+A Session and the work he has supported in so far with Healthwatch Stockport.

## 7.2 Healthwatch Stockport Task & Finish groups

### 7.2.1 Enter & View

Gerry said that he wants to increase the number of Enter & View visits the organisation carries out.

Maria responded that Enter & View visits must be evidence based, which in most cases is to support the Healthwatch Stockport Work Programme.

Where the Enter & View visits are carried out is decided by requests from Task & Finish Groups, or subgroups to support the work they are doing. For example, when the discharge group next meeting, they may have requests for Enter & View visits to support their work plan.

Enter & View visits may also arise from trends identified by feedback into Healthwatch Stockport (via the Patient & Public Experience Team).

It was asked for clarification how feedback that is received by Healthwatch Stockport is fed into the work we do. Feedback goes to the Patient & Public Experience Team, who identify trends, themes and issues and make suggestions to either current Healthwatch Stockport groups or suggest creating new Task & Finish Groups. These groups can then request Enter & View activity to support them in their work if appropriate.

Alan proposed that in light of the issues raised, that two members of the Core Group work with Gerry to sort out the issues to make a recommendation to the Core as to how to go forward. There was further discussion around the current Enter & View process and clarification was sought.

**ACTION: Kirsty to forward process to Core Group**

## 7.3 Healthwatch Stockport Representatives on other committees

### 7.3.1 Stockport Clinical Policy Committee

Mike forwarded the Cancer Drug Fund consultation to the Healthwatch Stockport office. This was circulated onto Anand Dutta as the Lead on Cancer for Healthwatch Stockport. We are not formally responding at the moment and Anand will look at this.

**ACTION: Anand Dutta**

### 7.3.2 The Integrated Care Record

The following recommendation was discussed by the Core Group:

- That a deputy is voted in by the Core Group to support David in this and the HSCI role.

No members put themselves forward for this deputy role.

### 7.3.4 End of Life Care Programme Board

Gerry Wright verbally reported that the End of Life Programme Board will now be responsible to the CCG. As the Liverpool Care Pathway has now been withdrawn and they are unable to train all the staff to meet the launch date, this will be put back. The funding for the new system will also be lower.

Sheelagh said that Stepping Hill Hospital will be given funds for Macmillan nurses to give support to the new pathway. Tony Stokes said he will raise this reduction in funding and how it may impact on the implementation of the new system at the next Quality Provider meeting.

**ACTION: Tony Stokes**

### 7.3.5 Stockport Safeguarding Adults Board

The following recommendation was discussed and agreed by the Core Group:

- Healthwatch Stockport should keep [the new roles, responsibilities and accountability of the Safeguarding Boards] under review in relation to future membership of the boards as it is not appropriate for representatives to be held accountable for operational matters & the safeguarding of individuals.

**ACTION: June Westley**

### 7.3.6 System Resilience Group

David Kirk verbally updated on this.

### 7.3.7 Health & Social Care Informatics Board

The recommendation from this section of the report was covered previously (in 7.2.2).

### 7.3.8 Strengthening of GP Services

The following recommendation was discussed by the Core Group:

- That a deputy is voted in by the Core Group to support David in this role.

No members expressed an interest in this role, however David Kirk reported that this is drawing to an end anyway. Gavin reported that he met with NHS England who were questioning the suitability of the CCG commissioning GPs. This was additional funding given to the CCG to give to GPs regarding preventative services.

## 8. Any Other Business

## 8.1 Committees in Common Commissioning

Maria reported that representatives from Healthwatch Stockport met with Alex Heritage, who supports the Committees in Common to discuss how they can work together. This is about how the Healthwatch from all the areas work when things are working in a regional way. The legislation has changed so the that Committees in Common must involve Healthwatch.

## 8.2 Future Funding

Maria clarified that at the beginning of October, all voluntary and community groups who receive grant and contract funding (approximately 60 organisations in all) received notification from Stockport Council regarding the future funding from April 2015. The council has to make a 40% saving across some of its services from 5 Million to 3 million over the next 2 years.

Some organisations will lose their funding, some will have reduced funding and some will be able to renegotiate their funding depending on their service specification. Healthwatch Stockport will fall into the reduced funding pool. The Council have confirmed Healthwatch Stockport will continue but it will be at a reduced budget. They have not yet given us the reduced budget figure. Healthwatch Stockport are a statutory function, the Local Authority must have us under legislation.

Stockport FLAG deliver the signposting function of Healthwatch. As FLAG and NHSCAS already work closely and effectively, we will explore how this relationship could and should be strengthened.

It was suggested that Healthwatch Stockport should also be able to comment on the future funding of other Stockport Council funded organisations. Tony Shield from Anchorpoint Stockport is leading discussions with Greater Manchester Centre for Voluntary Organisations (GMCVO), who are supporting the voluntary sector as a whole. The Chief Officer Group from the voluntary sector, of which Healthwatch Stockport is a member, has written jointly to Stockport Council on this issue. Jeremy Hunt and local MPs are also being made aware of this. Healthwatch Stockport are also applying to be a member of the reference group that will examine the commissioning process.

Maria reported that she has been working hard behind the scenes in preparation for this, there are other grants available to bid for, as well as other income generation ideas.

## 8.3 Reforming outpatient services

The Reforming Outpatient Services has come to a halt as there is an end to the funding. It was suggested that outpatient services would be reformed anyway under the Healthier Together plans.

## 8.4 Care Quality Commission (CQC)

Gavin has been chasing up the CQC to meet with Healthwatch Stockport but has not received a response. It was suggested that as Lead for the CQC, Ron should take up the responsibility of chasing up the CQC, however, he said he would think about it.

**ACTION: Gavin to chase the CQC for a response**

## 8.5 Healthwatch Stockport Survey

Maria reported that she is working on a survey to scope the range of activities, responsibilities and

input of the Core Group. This will be circulated shortly.

#### **8.6 STAMP / Clinical Policy Committee Information**

Mike reported that he has stopped receiving the minutes from STAMP and the Clinical Policy Committee.

**ACTION: Kirsty to contact STAMP and CPC to ask them to continue to send the information to Mike**

#### **8.7 One-to-One midwives**

It was asked if anybody had heard of the service One-to-One midwives. They have a contract with CCGs in the Wirral, do not have a contract in Stockport, but are marketing within Stockport. It was suggested that Tony Stokes raise this at Stockport CCG.

**ACTION: Tony Stokes to raise at CCG**

#### **8.8 One Year On Review**

Discussion on this will be added to the next agenda.

#### **8.9 PLACE Inspections**

Laura Chatterton has contacted the office to ask if we are still interested in taking part in PLACE next year. They will forward on the information to those members who are PLACE representatives.

#### **8.10 Pennine Care Transformation of Services**

Pennine Care staff are having a HR consultation on the Transformation of Services, they are replying to a letter we sent asking why there has not been a formal consultation on the changes previously.

We have also asked questions about the discharge process, number and the suicide rate in Stockport.

#### **8.11 Minutes from Mastercall Briefing Session and Mental Health Q+A**

Minutes are now available from the Mastercall Briefing Session and Mental Health Q+A.

#### **8.12 Tweeting**

Tony Stokes reported that many Councillors at the Health & Wellbeing Board said that they get a lot of information about Healthwatch Stockport from our tweets, which is a positive.

*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)*

**PLEASE NOTE: THERE WILL BE NO CORE GROUP MEETING IN JANUARY 2015**

## 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	Stockport NHS Foundation Trust Governor
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 from Core Group minutes October 2014**

Section		Action		Report	Status
7.1.2	Stockport CCG	Tony Stokes to clarify what the criteria are for IAPT and why there is a gap in provision	Tony Stokes	Discussed yesterday afternoon at the Stockport CCG Committee. Will report back in the next Monthly Work Programme Report.	Ongoing
7.1.3	Stockport NHS Foundation Trust	The Core Group unanimously reaffirmed that David Kirk, Tony Stokes and Maria will work on a response to the letter.	David Kirk, Tony Stokes & Maria Kildunne	Letter sent 23 <sup>rd</sup> October 2014, no response yet. David Kirk said that Ann Barnes (Executive team) requested to resume the customer review meeting. A reminder will be sent.	Complete
7.1.3	Stockport NHS Foundation Trust	It was agreed to ask Public Health for an article on [Carbapenemase-Producing Enterobacteriaceae] for the newsletter.	Kirsty Bagnall	Article will be included in December/January edition of Healthwatch News	Complete
7.1.3	Stockport NHS Foundation Trust	It was agreed that Roy Oliver, as the Lead for Public Health will look into [appropriate personnel's (eg GPs) awareness of [the existence of Carbapenemase-Producing Enterobacteriaceae (CPE)] and Tony Stokes, as Lead on the CCG will raise at the CCG Board.	Roy Oliver and Tony Stokes	Roy is still awaiting an answer on this, Eleanor Bannister has been on Holiday but he will send an email today to remind her.  Tony Stokes reported that it is well recognised by the GPS.	Ongoing
7.1.3	Stockport NHS Foundation Trust	Kirsty to forward HWS Access Expectation Policy to David Kirk	Kirsty Bagnall	This isn't an expectation policy, but our Response to the Stockport NHS Foundation Trust Access Policy was forwarded to David Kirk 7 <sup>th</sup> November.	Complete
7.1.3	Stockport NHS Foundation Trust	Healthwatch Stockport seeks feedback from the public on their experience of waiting for treatment at the Trust	David Kirk	Foundation Trust Subgroup not yet met. The issue was Referral to treatment issues. This is a problem across the country and NHS England allowed providers to rectify this situation by the end of December.	Ongoing
7.2.1	Stockport Clinical Policy Committee	Gina Evans is to be asked what the waiting times are for IAPT, the meeting understanding	Mary Foden	Response received from Gina Evans: Waiting times for IAPT are separated into	Ongoing

		is that there are no other problems. Healthwatch to check with the users to see if this is the case		three modalities Step 1 - interventions (cCBT, low intensity treatments provided by Psychological well-being practitioners ) Step 2 - CBT therapists and high intensity therapists Step 3 - Counselling  They now measure waiting times on the proportion of people who access services in a given time period. When Gina receives information for October, she will send this on.	
7.2.1	Stockport Clinical Policy Committee	Mike Lappin to draft letter [for the office to send] to NHS England [to ask] if they plan to make any changes to neurological services	Mike Lappin	Letter drafted and received by office 12/11/14	Ongoing
7.2.2 6.2.2	Stockport (Community) Falls Prevention Group	Contact the Foundation Trust Subgroup to ask if they want to represent Healthwatch Stockport on this board.	Kirsty Bagnall	Issue with emails, will be sent once back up and running. The next meeting is next week and Sheelagh will attend.	Ongoing
7.2.3 6.2.3	Stockport NHS 111 and Out of Hours	Alan suggested we ask for specifications for the [Stockport NHS 111] contract.	Maria Kildunne	Being discussed right now at Stockport CCG, as of February NHS 111 will be properly ran.	Complete
7.2.5 6.2.5	Local Pharmacy Committee	Sue and Maria to discuss the use of community pharmacies to hold a community flu vaccination service.	Maria Kildunne and Sue Carroll	Maria and Sue have not yet met.	Ongoing
7.3.1	Healthier Together	Suggest to the Committee in Common that a review is carried out in five years' time to see what has actually been put in place.	Mike Lappin	Mike will raise this at the next External reference Group.	Ongoing
9.3	Industrial Action	Seek assurance from the CCG about the industrial action taking place.	Tony Stokes	Taken precautions, as per their resilience group, particularly where ambulances are concerned.	Complete

Appendix iii - Actions from Core Group minutes September 2014					
Section		Action		Report	Status
4.2	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.	Tony Stokes	Tony asked and will forward this on.	Ongoing
6.3.1	Stockport NHS 111 and Out of Hours	Alan Watt suggested that [the Out Patient Reform project] 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	Alan Watt	Paper from Alan circulated around Core Group with a low interest response rate (only 5 members showed an interest).	Ongoing