

Healthwatch Halton Advisory Board

18 February 2021 – 1.30pm – 3.00pm

Public Board Meeting Agenda

HW Advisory Public Board meetings include an opportunity for members of the public to feedback issues about local Health and Social Care issues at the end of the meeting.

		Item	Enclosure (Paper, Verbal etc)	Outcome (Noting, Decision etc)	Presenter
1.00pm		<i>Private session to discuss confidential staffing/ operational issues. Closed Session- not open to the public.</i>			
		Close private session and open Public HAB Meeting			
1.30pm	1	Welcome and Apologies	V		Chair
	2	Declaration of Interests	V		All
1.35pm	3	Minutes and Action log from Public Board Meeting update	V		Chair
1.40pm	4	Work Programme Project Updates <i>To update the Board and Public on the work undertaken to deliver the Work Programme including the Enter and View Programme</i>	V		Staff Team
1.55pm	5	Meeting feedback reports by HAB members <i>Meeting feedback reports and updates for the Board and Public including, feedback from the Health and Well-being Boards, Health and Social Care Overview and Scrutiny Committees, CCG/Acute Trust Board/Community services trust board, Safeguarding Board, Primary Care Commissioning Committee and other Strategic meetings and community feedback</i>	P		LHM
2.10pm	6	Intelligence/Feedback update – public issues <i>A report on the issues that are being reported to HW by the public, any feedback from partners and meetings with them and any operational meetings attended by the Manager of Healthwatch Halton</i>	V & P		LHM
2.25pm	7	Decisions to be made by the Advisory Board			
	7a	Escalation to HW England/ CQC	N/A		Chair
	7b	Publish a report/ agree a recommendation made in a report	N/A		Chair
	7c	Request information from commissioners/ providers			Chair
	7d	Which premises to Enter and View and when (Completion of the Enter and View visit checklist is required)			Chair
	7e	Decision about subcontracting/ commissioned work			Chair
	7f	Whether to report a matter concerning your activities to another person- e.g. CCG, Voluntary Sector, another Healthwatch, Advocacy services			Chair
	7g	Which health and social care services HW is looking at for priority project <i>(Completion of the Healthwatch Priority Project Decision Making Checklist is required)</i>	N/A		Chair
	7h	Refer a matter to Overview and Scrutiny committee	N/A		Chair
	7i	Breach/s of the decision-making process	N/A		Chair
2.40pm	8	Health and Social Care Issues from the public			Chair
2.50pm	9	Any other business			Chair
3.00pm	10	Date and Time of Next Meeting			

Chair – Healthwatch Advisory Board Chair

LHM – Local Healthwatch Manager

Healthwatch Halton Advisory Board

Held via Zoom on 17 December 2020, 1.30pm – 3.00pm

Public Board Meeting Minutes

In attendance: Kath Parker (KP, HAB Chair), HAB members: Sue Ellison (SE), Maureen Isherwood (MI), Diane McCormick (DMc), Dave O'Connor, Jane Pritchard (JP).

Dave Wilson (DW, Manager, Healthwatch Halton), Louise Delooze (LD, Community Outreach Lead, Healthwatch Halton), Simon Fogell (SF, Executive Director, ECS)

Apologies: Paul Cooke (PC)

Invitees: Sue Connolly (SC)

		Item
1.00pm		Private session to discuss confidential staffing/ operational issues. Closed Session- not open to the public.
		Public HAB Meeting
1.30pm	1	Welcome and Apologies KP welcomed SC to the meeting. SC is interested in becoming a HAB member and was invited to attend the meeting as a guest. SE asked if SC could give a short update on her background.
	2	Declaration of Interests
1.35pm	3	Minutes and Action log from Public Board Meeting update Two actions from last meeting: <ul style="list-style-type: none"> • HWE position on care home visits – No national position on this. All we can do is keep an eye on it <ul style="list-style-type: none"> ○ SE said it's important to that Healthwatch help protect the vulnerable • DW/KP to speak with Director Adult Social Care re the mental health project – This will be covered in main agenda. • Meeting Feedback reports – This will be picked up in main agenda. • Discuss NHS111 roll-out with HWE. – DW said HWE are planning some national work on NHS111 First which we hope to be involved with. Early days on the scheme. • Dave to provide more details on the 'Digitally excluded' project – SF gave the update. This project is delayed a bit as there are more urgent issues facing everyone at the moment
1.40pm	4	Work Programme Project Updates <i>To update the Board and Public on the work undertaken to deliver the Work Programme including the Enter and View Programme</i> KP said it was really helpful for the HAB to receive the update and very helpful. Other HAB members agreed with this and have found it really useful for knowing what is currently going on within the team. PC said it was very useful to have this info available for stakeholder meetings. GP website review - DMc thanked Louise for attending the Appleton PPG and recruiting some volunteers to help with the GP website reviews. This project is looking at GP websites to see if they meet the new accessibility standard. Report due by end of March, maybe earlier. Maternity project now live and progressing well. The HAB requested the staff were thanked for producing such a clear update report.

		Item
1.55pm	5	<p>Meeting feedback reports by HAB members <i>Meeting feedback reports and updates for the Board and Public including, feedback from the Health and Well-being Boards, Health and Social Care Overview and Scrutiny Committees, CCG/Acute Trust Board/Community services trust board, Safeguarding Board, Primary Care Commissioning Committee and other Strategic meetings and community feedback</i></p> <p>Latest meeting feedback report was noted by the HAB. DW said that any questions regarding the feedback reports could be sent</p>
2.10pm	6	<p>Intelligence/Feedback update – public issues <i>A report on the issues that are being reported to HW by the public, any feedback from partners and meetings with them and any operational meetings attended by the Manager of Healthwatch Halton</i></p> <p>Three patient stories were highlighted in the Work programme updates (item 4). KP said it was really good to see the difference Healthwatch made through these stories.</p> <p>DW said feedback received recently had generally related to the projects that are on-going at the moment.</p> <p>DW said there had been an increase in enquiries about the lockdown rules and what was allowed or not.</p> <p>DMc highlighted issues with EMIS that lead to items dropping off repeat prescriptions if not ordered for 3 months. This may be an issue for more people.</p> <p>DMc updated the meeting that Maternity services had to allow partners to attend scans and appointments if a risk assessment had been carried out. This instruction had come from NHS England.</p> <p>KP updated the board on the mental health project. A meeting had been held with Sue Wallace-Bonner and Lyndsey (HBC) it was a very positive meeting. Mental Health Transition is viewed as how social care needs are met when they transfer from one service to another. It seems people can ‘fall off’ the agenda in terms of social needs. HBC happy to co-operate with Healthwatch to help us gain access to people who have been through a Transition process.</p> <p>JP raised a concern around the on-going issues with people trying to access the Phlebotomy Clinic at Highfield Hospital. The board discussed the problems the service seemed to be having and requested an update for the next meeting.</p> <p>Action : Contact the service provider/commissioner for an update on the service.</p> <p>SE asked if there was any news on the future plans for the Brooker Centre. DW responded to say that there were no plans, that we were aware of, to make any service change to the Brooker Centre.</p>
2.35pm	7	
	7a	Escalation to HW England/ CQC - None
	7b	<p>Publish a report/ agree a recommendation made in a report None</p>
	7c	<p>Request information from commissioners/ providers None</p>
	7d	<p>Which premises to Enter and View and when (Completion of the Enter and View visit checklist is required) No progress made as yet to the plans for visits to Care Homes</p> <p>Action – Dave to get an update on E&V Visits</p>
	7e	Decision about subcontracting/ commissioned work - None

		Item
	7f	<p>Whether to report a matter concerning your activities to another person- e.g. CCG, Voluntary Sector, another Healthwatch, Advocacy services</p> <p>Action - we will be contacting the service provider/commissioner for Phlebotomy services for an update. Dave to raise with the CCG Quality Committee as well</p>
	7g	<p>Which health and social care services HW is looking at for priority project <i>(Completion of the Healthwatch Priority Project Decision Making Checklist is required)</i></p> <p>Action - KP asked if HAB members could look at the HW campaign calendar that has been circulated to see if any local projects would align with the national campaigns.</p>
	7h	<p>Refer a matter to Overview and Scrutiny committee</p> <p>Action - Concerns over the plans for the ICS – Raise with the HBC Overview and Scrutiny Committee</p>
	7i	<p>Breach/s of the decision-making process</p> <p>None</p>
2.45pm	8	<p>Health and Social Care Issues from the public</p> <p>DMC raised a question seen on social media about the covid testing at Ditton Community Centre. Do people just turn up or is it appointment only. DW updated the HAB on the latest messaging from Halton CCG and NHS England.</p>
2.50pm	9	<p>Any other business</p> <p>Whiston Hospital – MI reported that there were issues around the processes in place, or not in place, for patients that are in hospital. From personal experience MI said it can take up to 2 hours to get through to the ward. If visitors are withdrawn then there should be a plan in place. The problem is getting through on the phone. There should be some information available to help with this. JP said there had been some attempts to solve this by the hospital but nothing Family Support Service not any use as they couldn't be contacted.</p> <p>Action – HW team to contact MI to get further details and highlight this with the Hospital trust.</p> <p>PC asked about the HW Quality Framework and the Make a difference toolkit.</p> <p>Question from a member of the public via email asking if HW Halton & HW Warrington may end up merged as both CCGs seem to be joined – DW replied that there is a statutory requirement for each LA to have its own Healthwatch so this was not something that was likely to happen currently. Both were unique to their areas.</p> <p>NHS England/ICS consultation – The HAB discussed the consultation and the local plans. KP said there should be a local model plan, which hasn't yet been produced. DW encouraged HAB members to complete the consultation if needed. DW gave details of the Cheshire & Merseyside HCP website so HAB members could gain more information on the HCP and the plans.</p> <p>DW gave details on the Age UK Community Kindness Awards – We are sponsoring one of the awards.</p> <p>DW gave details of the HWE Digital Engagement Platforms – We will be bidding to be a pilot area.</p> <p>DW gave info on the End of Life Programme Board from NHS Halton CCG – DMC and LD interested in this.</p> <p>SE thanked KP for the excellent job she has done as HAB chair. Merry Christmas!</p>
3.00pm	10	<p>Date and Time of Next Meeting: 1.00pm - 18 February 2021</p>

Team update – February 2021

Engagement

Zoom Sessions

Since the last HAB meeting we have arranged and confirmed several new zoom sessions, under the 'Tuesday Chat' banner, with guest speakers, including:

- Mind (completed)
- Age UK Mid Mersey (completed)
- NightStop
- Parents in Mind
- Health Improvement Team
- Government Census
- Halton Health Hub
- Medicines Management
- End of Life / Palliative Care

The feedback on these sessions has been overwhelmingly positive.

Social media

Vaccine information has been very important on social media in recent months. Our COVID-19 survey has been well promoted across all platforms.

Information has been added local vaccine updates as they happen to our platforms as well as the usual health and covid info such as Children's mental health week, Tinnitus week and cervical cancer awareness etc.

In the last 28 days we have reached over 10,000 people on Facebook.

Website/ e bulletin

E-Bulletins were sent during Dec, Jan and this week. Jude is still intending to send more regular bulletins as and when needed. There is so much information to share! Our e-bulletin subscribers have now reached 408, up by 38 since December.

We aim to add 3 stories to website each week, usually more. (35 since the last update). We continue to send out any important local updates asap and link from our social media. All CCG vaccine updates are on our webpage and we made a separate story to highlight the call for all over 70's and clinically extremely vulnerable people to now contact the NHS to book a vaccine.

There have been more than 18000 visitors to the website since the HAB meeting, with more than 30000 page views, including almost 10000 views of our Covid-19 information.

#Becauseweallcare campaign

Continue to promote this campaign with regular reminder posts on social media and website. In January the focus was on getting carers to feedback. Whiston hospital have agreed to share our #Becauseweallcare whilst I can't attend face to face outreach sessions.

The uptake has been slightly low on this campaign despite quite a bit of promotion. We've gathered 95 comments through our survey since the launch in July 2020 and gained a further 13 through the HWE survey link.

Networks

Our staff team have attend the regular ECS team meetings and to share ideas and projects with the other ECS Healthwatch staff teams.

Jude attended the HWE Engagement meeting in January. This highlighted the use of QR codes to encourage feedback. New network training sessions and a Research forum were discussed.

Jude fed back to the Whiston and St. Helens Hospitals quarterly Healthwatch meeting in January. The lost property policy that is still being updated by the Trust. All improvements to A&E are now complete. The Trust are looking into the unsafe transport complaint we received. We highlighted the blood clinic issues and changes have been made to address these. We questioned if Halton residents can use the St. Helens stadium mass vaccine centre and after checking they confirmed anyone living within 45 minutes' drive can access this centre.

Volunteers

We have received a few enquiries for the Healthwatch Halton Champion and Advisory Board member roles via the Halton Volunteer Centre portal. Jude replies to these right away with more information and the link to HWE induction on what HW's role is. These roles have also been promoted in the e bulletin.

We are currently looking to recruit for the new HW Halton Champion role.

Examples of recent signposting and information support given:

Housebound needing a vaccination

Query from a lady who was concerned as her mother, who is over 80 and housebound had not been offered a vaccine. This was at the end of January when the vaccine programme stated it was immunising all over 80's, as a priority group. The mother's GP surgery said they were not vaccinating housebound over 80's as they do not come in to contact with many people. It seemed that carers entering was not taken into account and the daughter found this unfair and immoral.

We were able to send this lady the latest information on the local vaccine programme at the time and highlighted the housebound question.

- **Q. I'm housebound so can't get to a vaccination clinic – how will I get my vaccination?**
- **A. Following recent updated guidance from NHS England, GP practices will be in contact with housebound patients in priority groups in the coming weeks about getting their vaccine.**

In a recent update (from 19th January) Halton CCG also stated that, *'We are continuing to vaccinate all residents over 80. If you or a loved one is over 80 and has still not been contacted about a vaccination appointment, please let your practice know and they will make sure that an appointment slot is arranged for you.'*

Housebound patients can be vaccinated without them having to leave the car, if they are able to get to centres this way. This has been offered at Widnes Stadium. You will need an appointment to attend.'

However, this lady was unable to leave the house at all. On getting in touch with the Widnes GP Federation they explained that mobile teams have been set up to vaccinate housebound patients. They confirmed that these housebound visits had started and the GP should be in touch soon.

We shared this information with the daughter, and she felt reassured by this. We later discovered that the CCG were asking housebound people to now make contact with their GP and to not wait for a call. We got back in touch with the daughter to pass on this vital information for getting her mum immunised. She was very grateful.

Dental query

Telephone call from Widnes resident enquiring if we had a list of dentists locally who are currently taking on patients as he wished to have his teeth cleaned. We explained that in the current situation we are not receiving updates from dental practices regarding new patients. We provided the caller with the emergency dental treatment telephone number should he need emergency dental treatment.

During the call we informed the caller of the role and function of Healthwatch locally and nationally and caller agreed to receive our E-Bulletin. The caller explained that he has a 'Bric a Brac' shop in Widnes which has a large footfall including a Dementia Support Group. He said he would be happy to raise awareness and give customers leaflets and signpost to Healthwatch Halton.

Vaccine choice

Tel call from Halton resident requesting if her 53-year-old daughter who resides in Knowsley and has been diagnosed with serious underlying health conditions can choose which COVID 19 Vaccination to have, as daughter's GP has told her patients cannot choose.

Caller explained that her daughter is not happy with GP response. We explained to caller that her daughter could contact Healthwatch Knowsley or we could request a Healthwatch Knowsley team member to contact as caller was she was in the middle an appointment at Halton Hospital at point of call. We also discussed role of Healthwatch locally and nationally with caller during call and she is happy to receive our E-Bulletin. We contacted Healthwatch Knowsley and who has contacted caller regarding her daughters concerns with regards to choice of vaccine.

Vaccine for care workers

Enquiry from a care organisation who have 9 members of staff caring for clinically vulnerable clients in Halton who need the COVID 19 vaccination to protect patient and themselves.

We contacted Alison Aspinall at Warrington Hospital to discuss this and Alison agreed to discuss the protocol with the caller.

Phlebotomy Clinic 1

Telephone call from Widnes resident regarding opening times of Highfield Hospital Phlebotomy services as he was unable to locate the service and opening times on internet. Caller explained that Beaconsfield GP Practice had suspended their phlebotomy services and he was told by practice nurse to attend Highfield Hospital but not provided opening times. We contacted the provider and were given the opening times. We contacted the caller to update them on the opening hours.

(We have received 3 further requests for details of the Phlebotomy Clinic opening times in the past two months). This may be due to the fact we appear top of the list in a google search, plus the NHS website doesn't have opening times.

Phlebotomy Clinic 2

Telephone call from Halton resident to complain that patients are queuing outside of Highfield Hospital blood clinic in bad weather waiting for blood tests, caller maintained that there was plenty of room inside the hospital that people could be allowed to use. The complaint was forwarded to Pauline Delamar Midlands Lancashire Commissioning Support Unit.

Advocacy referrals

The team has dealt with a number of phone calls received requesting Advocacy support – These have been passed on to the Advocacy Team.

Signposting

Telephone call from an Occupational Health Therapist requesting information with regards to a 46-year-old Widnes man in need of support and living alone requesting any activities he could be engaged in to improve his wellbeing.

We signposted the caller to Wellbeing Enterprises.

General Feedback /Signposting/ information

Some feedback has started to come through again via our feedback centre on the website and all of this has been approved or responded to.

We are starting to notice more enquiries coming into our Facebook inbox. There have been a number of questions on vaccine priority.

Reports /Projects

Maternity Project

The team have spoken to 12 mums as part of the Maternity project and completed their patient stories. A large variety of experiences have been captured but all affected in different ways by the pandemic.

A zoom session by Parents in Mind is to run alongside this project and may aid women who have struggled or are currently struggling.

Thrive project

The Thrive survey will be completed by Halton Speak Up groups during half term, before closing. Also discussed and shared with the Youth Programme Manager from Halton BC as well as the many other organisations mentioned last time.

GP Survey

We have completed the first part of the GP Website Audit and I am in the process of collating, verifying and writing the draft report.

Staff training and development

Sessions attended include:

- CRM database - navigation training
- CRM Training Introduction
- CRM Training Signposting and Feedback
- Healthwatch Brand Awareness
- Trans equality session, from NHS, during LGBT history month.
- NHS 111 HWE training
- HWE Engagement platform pilot briefing
- Kooth (Young peoples wellbeing) webinar on service and new comms campaign
- Webinars
 - Social Care Reform
 - How the NHS111 is changing
 - The Missing Link : Campaigning on a national level

Healthwatch Rep feedback report – February 2021 HAB (covering meetings from 11/12/2020)

Date	Meeting	Rep name	Notes /Actions
11-12-2020	Attendance at Local VCFSE Zoom Meeting	Louise Delooze	Attendance at Local VCFSE Zoom Meeting - Matt Roberts Update from Mike Amesbury MP Update on Testing/Vaccines/Other Covid Issues- David Parr Reimagining Care for Older Adults across Halton - Philip Hill (Capacity Lab) Various updates from groups in attendance
15-12-2020	Halton & Warrington Health Protection Board	Dave Wilson	Joint meeting of Warrington & Halton Health Protection Board ñ Cheshire and Merseyside Sitrep There is a decline in prevalence of cases across all age groups and are now in line with the North West and England averages. There has been a slight decline
17-12-2020	HWE engagement platform briefing	Jude Burrows	Attended the briefing on the application to test feedback hubs for HWE. They are particularly interested in smaller HW testing. Engagements tools to be tested are Citizen Lab and Engagement HQ. They will be off the shelf platforms but branded with own HW I
17-12-2020	Halton people Health forum	Jude Burrows	Attended online HPHF.. Talk about NHS 111 and session on local UCC.
23-12-2020	Quality Committee December 2020	Dave Wilson	December meeting called to look at outstanding items on the risk register A number of updates given at the meeting: <ul style="list-style-type: none"> • No. 1 Update from the Pan Mersey Prescribing Committee. Approved • No. 2 QIA Enhanced care home support • No.3 ADHD Service update • No. 4 North West Boroughs update • No.5 Bridgewater update Review of Spinal Services across C&M discussed - Single referral pathway focussed on one site

Healthwatch Rep feedback report – February 2021 HAB (covering meetings from 11/12/2020)

			<p>Action points from meeting: Offered Lucy Reid, medicine management, the opportunity to join in our public Zoom sessions to give an update on self-care issues</p> <p>Concerns: Raised issues regarding NWBH complaints handling (Arrange meeting with Denise Roberts to follow up)</p>
8-1-2021	HBC Adult Safeguarding Partnership Forum	Irene Bramwell	<p>The Safeguarding Forum has recently been reviewed via a sent to all attendees of various organisations, the purpose of the meeting was to refocus its aims discuss the findings from the survey and procedure for appointment of a vice chair</p> <p>Main Issues:</p> <p>No. 1 How the forum will move forward Discussion about Action Log group to meet to discuss outstanding actions which actions need to be kept Purge current action plan to see which need to be kept and refocus with deadline Reforming and identifying a vice chair Sue Wallace Bonner will be interviewing potential candidates for vice chair role Vice Chair Role involves a little more than simply attending meetings</p> <p>No.3 Safeguarding Audit training provided by Dean Tierney Areas suggested COVID 19, Self Neglect, DOLS, CQC Regulated Services Themes Mental health Domestic Violence Financial Abuse, Health and Social Care Staffing Issues impacting on Service Delivery, Develop a Better Pathway for Mental Health Services</p> <p>No. 4 Pauline Ruth raised concerns with regards to Asylum Seekers Mental Health referred to GP using questionnaires and a depression scale maintained that trauma experienced by refugees and asylum Seekers not being taken into account and has been reported a few times differences such as body language are not being taken into consideration literacy skills a barrier on line communication will report to Healthwatch.</p> <p>No. 5 New Provider in Halton for refuge it is a whole family service the current refuge is fully occupied development of alternative accommodation through the private rented route. Rape service reporting increase in abuse and domestic abuse referrals. Older people tend not to want to leave their partner,</p>

Healthwatch Rep feedback report – February 2021 HAB (covering meetings from 11/12/2020)

			<p>change of ethos focus to be on perpetrator whole family approach, message needs to be clear its OK to leave abusive relationships.</p> <p>No. 6 DWP closed but have increased staffing levels supporting vulnerable people to make claims. All calls are scanned to identify threats of suicidal threats.</p> <p>Action points from meeting:</p> <ul style="list-style-type: none"> • Right to family life a real issue in Care Homes, it should not be blanket assessment but individual risk assessments with each residents. Adaptations in the care home to enable visits such as pods, screens and areas for visitors to access residents and the care home, if residents cannot sustain relationships it is regarded as a Care/ Safeguarding Concern Dean Tierney has requested that we make him aware if this comes to our attention. • Contact Pauline Ruth with regards to feedback of issues faced by Asylum Seekers in need of Mental Health support and services.
13-01-2021	Joint Warrington/Halton Commissioning and Service Development Group Meeting	Paul Cooke	<p>Joint Warrington/Halton Commissioning and Service Development Group Meeting chaired by Andy Davis. Unfortunately I did not receive the agenda.</p> <p>Main Issues:</p> <p>No. 1 Discussed distribution of BP Monitors for patients at risk with hypertension in Warrington Practices. Loan arrangements to be investigated. Oximeters were also discussed.</p> <p>No. 2 Extended Access was being carried out by CCGs using Bridgewater during a 12-month transition to PCNs in Warrington.</p> <p>No.3 Virtual Wards were referred to in discussions. Not sure what this is about.</p> <p>No. 4 A "Living with Frailty" Project was outlined to help people live independently. Integrated Community Teams (ICTs) would be trained in 8 fundamental indicators to monitor and assist frail patients. A Ryalto App (similar to WhatsApp) was approved to enable the ICTs to communicate and feedback.</p> <p>Action points from meeting: Check out possible parallel actions in Halton CCG.</p> <p>Concerns: Find out about virtual wards.</p>

Healthwatch Rep feedback report – February 2021 HAB (covering meetings from 11/12/2020)

15-01-2021	VCFSE	Louise Delooze	<p>Zoom meeting for all local third sector organisations including additional guests today Warrington CCG and Halton Council</p> <ul style="list-style-type: none"> • Update from all local third sectors on how they are communicating with the people they support • during most recent lockdown • Update from Halton council on the current COVID infection figures • Update from Warrington CCG on End of Life Palliative Care • Connected with local Mens only over 50's group which have been hard to reach over the telephone / email <p>Action: Item raised by Pauline Ruth (Faith Sector) regarding the struggles asylum seekers and refugees have accessing COVID Testing and the language barriers they have encountered. The only option for another language is option 6 and they rarely have an email address which is also required to book tests.</p> <p>Other comments: It was highlighted that Dave Wilson from Halton Healthwatch was now aware of these frustrating restrictions and was raising the concern at a national level. We were hailed as good supporters and helpers of local causes.</p>
13-01-2021	CCG Governing Body	Kath Parker	<p>GB Development Session to discuss NHS changes to ICS.</p> <p>The meeting was centred around open discussion and comments on the proposed Memorandum of Understanding for the transition to ICS and the other structures proposed to take us through to full ICS status.</p> <p>Main Issues: Many of the concerns around the patient voice being integral to the ICS structure were raised by CCG governors. Particularly how the patient input will be fed up through the system at all levels.</p> <p>The timescale for the change was again raised as an issue to be fed back as the pandemic has resulted in managing that whole process and the concern about the ability for staff to focus on the change in such a short period of time.</p> <p>Comments were made about the proposal to have a joint Committee of CCGs to deal with transition to ICS. These were focused in the main on the number of people this would involve and what that meant</p>

Healthwatch Rep feedback report – February 2021 HAB (covering meetings from 11/12/2020)

			<p>for gaining consensus. Absence of some key people such as GPs whilst too many of other CEO level. Again Absence of Patient voice in this temporary structure</p> <p>Actions: The need for Healthwatch to continue pressing home that there is a need for a clear patient voice structure at every level of the ICS organisation. Continue to question the timescale and how this might impact on the success of these new organisations.</p>
13-01-2021	HWE Engagement Meeting	Jude Burrows	<p>Attended the HWE Engagement meeting. Told about Research HWE network meeting starting in Feb. research@healthwatch.co.uk Offered to test engaging with people not online training. Send vaccine info to cv19enquiries@healthwatch.co.uk</p> <p>Black staff group being set up. Discussed working with local groups doing similar surveys. HWE Comms sending out a year long plan after request to be quicker with materials for campaigns.</p> <p>HWE Comms sending out a year long plan after request to be quicker with materials for campaigns.</p>
15-01-2021	HWE Network meeting	Kath Parker	<p>The meeting discussed a number of issues that are relevant to local Healthwatch.</p> <p>Main Issues: The problems with accessing dentistry were highlighted and in the main the issues seemed to be patients who are shielding not able to get a dentist. Private dentistry being offered and dentists not willing to take on NHS patients.</p> <p>Children do not seem to be encountering problems but not sure if this is an issue in Halton? Care home Access was mentioned and again not sure if we have an issue in Halton.</p> <p>Actions: Can local Healthwatch access a Local Dental Committee Member and check any access issues we have?</p> <p>Concerns: Monitor the feedback we are getting about dental access. Check how 111 First looks in relation to Urgent Dental Care. Monitor any specific practice feedback.</p>

Healthwatch Rep feedback report – February 2021 HAB (covering meetings from 11/12/2020)

20-01-2021	HBC Health and Wellbeing Board	Kath Parker	<p>Usual HWBB Meeting to look at Health matters across the Borough.</p> <p>Main Issues:</p> <p>COVID 19 update. Figures presented and they remain high. Testing sites remain in operation in both Runcorn and Widnes. Vaccination programme progressing well and patients in over 70 age group now being contacted. All involved congratulated for the effort and work involved in getting this off the ground. I asked about housebound patients and they will be visited at home in the near future.</p> <p>Paper on Adult Social Care presented. I questioned the use of Lilley Cross and if this was to continue to support discharge of COVID+ Patients and it was confirmed the contact was being extended for a further 12 months. Access to PPE for Nursing homes was said to be fine at present. Systems were in place in individual homes for visiting arrangements. Staff movement and redeployment is being monitored.</p> <p>Children and Young Peoples Plan was presented and noted. No issues raised on this item as we are kept up to date.</p> <p>No clarity given on the operating model of the UCC to UTC just that the collaboration is ongoing to develop the service.</p> <p>Raised the issue of engagement in relation to development of the ICS.</p> <p>Actions: Continue to monitor the arrangements for Collaborative working and how they are going to develop through the new ICS Structure.</p> <p>Concerns: Monitor Vaccine levels and COVID incidence as usual. Continue to communicate new messages to the public.</p>
20-01-2021	End of Life Steering Group	Dave Wilson	<p>Main issues:</p> <p>Agenda 1 Welcome and Introductions - Megan Bretherton</p> <p>2 Conflicts of Interest and Terms of Reference Megan Bretherton</p> <p>3 Action Log Megan Bretherton</p> <p>4 Project Milestones Diane Evans</p>

Healthwatch Rep feedback report – February 2021 HAB (covering meetings from 11/12/2020)

			<p>5 Engagement Process: Evidence Based Design Katie Horan</p> <p>6 Stakeholder Mapping Megan Bretherton</p> <p>7 EPaCCs Update Jacqui Tudor</p> <p>8 Any other business Megan Bretherton</p> <p>How can Healthwatch help? - Hard to say yet. There may be opportunities to involve the general public in some of the engagement plans as it moves on. Katie Horan gave a presentation and I've offered support from Healthwatch to promote the engagement</p> <p>Action: Discuss the engagement with Katie Horan</p>
21-01-2021	STHK Healthwatch Quarterly Engagement meeting	Jude Burrows	<p>Hospital feedback on COVID-19 vaccine programme, A and E and Discharge lounge works. Feedback local issues on discharge, Highfield blood test clinic and maternity.</p> <p>Main Issues:</p> <p>Questioned if Halton residents can attend Saints stadium mass vaccine sight? They will feedback to me.</p> <p>Asked to promote our #Becauseweallcare survey especially as we are unable to visit the hospital at this time. Sent social media info for Trust to share.</p> <p>Shared a very positive maternity story we had received, praising the whole department. The Trust were very happy to get this.</p> <p>Issues around over crowding in St. Helens blood and Pharmacy area discussed. Also issues with Whiston blood clinic around sharing pens and social distancing.</p> <p>All work on A and E from report we contributed to is now complete. Transfer lounge work is due to finish in March 2021. A PALS area will be included and a user group has been set up to support with this. Possible delays on materials / labour due to COVID-19.</p> <p>Put in 2 feedback stories that would of become formal complaints. One on cancellation of blood clinic and one of a possible unsafe discharge transportation. Trust will respond to me.</p> <p>Action:</p>

Healthwatch Rep feedback report – February 2021 HAB (covering meetings from 11/12/2020)

			<p>Share responses to feedback when received from Trust. Share Trusts call for feedback again, 'Every experience Matters' and any NHS 111 feedback we get. Send #Becaseweallcare info Send full Maternity story Send transport complaint Send blood clinic issue</p> <p>Concerns:</p> <p>Still concerns around Highfield blood clinic being raised. Trust are sending ideas to improve this from my suggestions and feedback received. Told about our Maternity survey, will share report when ready. Trust have vaccinated 5500 staff in 3 weeks. Doing all staff including office staff unlike some Trusts who are just doing front line staff. No clear face masks to help hard of hearing people have passed safety standards as yet. Cheryl continues to look into this.</p> <p>Other:</p> <p>Asked about cancer procedures. Trust said no delays at the moment. All care going ahead.</p>
22-01-2021	HBC Adult Safeguarding Board	Dave Wilson	<p>January 2021 Meeting of the Safeguarding Adults Board</p> <ul style="list-style-type: none"> • Updates from previous meetings • Review of sub groups and structure of SAB LEDER review update
29-01-2021	VCFSE meeting	Louise Delooze	<p>Various updates form Voluntary Sector Organisations:</p> <p>1) Pauline Ruth – Halton Safeguarding Faith Forum Refugees and asylum seekers have encountered problems with getting a Covid 19 test (when they already have symptoms) as they are required to have an email address or be online. In the previous Minutes it was suggested this problem referred to the MAST Community Testing Centres (which are for residents without symptoms).</p> <p>2) Census 2021 – Graham Povey (Office for National Statistics) A presentation was delivered by Graham Povey from ONS who is the Census Engagement Manager for Cheshire West, Chester and Halton, to talk about the Census day taking place on 21 March 2021 and how it will work. From 6th February there will be a national campaign widely advertising this. The data from the census is important as it drives policy & funding priorities to make sure that it is allocated in the most appropriate and effective ways for local authorities and is also important for the VCFSE sector who can use the information to support funding bids.</p>

Healthwatch Rep feedback report – February 2021 HAB (covering meetings from 11/12/2020)

			<p>Graham P would appreciate the help of the sector to promote and to encourage their beneficiaries to participate in the census. Graham P can be contacted to offer support with promoting this. If you have any questions about the Census, please e-mail graham.povey09@field.census.gov.uk</p> <p>3) Explore Healthcare careers Programme – Dr Hinnah Rafique (Generation Medics) Dr Hinnah Rafique from Generation Medics gave a presentation on how residents in some Runcorn areas (Halton Lea, Halton Lodge, Hallwood Park, Palacefields, Beechwood, Halton Village & Brookvale) can be supported to access medical careers.</p> <p>4) Tony Collacott – Wat Phra Singh UK Tony C gave some background on the Buddhist temple which was established 8 years ago in Runcorn Old Town with support from Halton Borough Council. Julie Duffy – Nightstop Communities North West - Julie D is the new Accommodations Manager.</p> <p>Eddie Thompson MBE - Runcorn and District Foodbank (Matt R read out to the meeting) Eddie T is the new Manager at Runcorn & District Foodbank.</p> <p>Sarah Davidson - Deafness Resource Centre Sarah wanted to raise awareness that from 1st to 7th February it is Tinnitus Awareness Week Colleagues can contact Sarah D via e-mail on Sarah.Davidson@deafnessresourcecentre.org</p>
01-02-2021	Widnes & Runcorn Cancer Support Centre	Louise Delooze /Irene Bramwell	<p>We met with Team members of Widnes and Runcorn Cancer Support Centre. The aim of the meeting was to publicise and promote the role of Healthwatch.</p> <p>We received very relevant feedback from attendees regarding differing experiences of Covid-19 vaccinations. Differing thoughts and comments - both good and reflecting room for improvement.</p> <p>We received very relevant feedback from attendees regarding differing experiences of Covid-19 vaccinations. Differing thoughts and comments - both good and reflecting room for improvement.</p> <p>Asked attendees from the meeting posted their feedback onto the Halton Healthwatch Website</p>

Healthwatch Rep feedback report – February 2021 HAB (covering meetings from 11/12/2020)

05-02-2021	NWBH CAMHS Transition	Louise Delooze /Irene Bramwell	<p>The meeting was very positive. There are a number of changes coming within the service. Wigan will now be feeding into Greater Manchester Health and St Helens/Knowsley- /Warrington will all come under "MerseyCare". It was discussed this would start 01/04/21 and come into effect from 1st July after the interim period.</p> <p>Main Issues: Updates from all areas regarding transition. Wigan reported staffing issues across management. Asked for clarification, was this due to Covid absence or attrition - concern how this would affect young people transitioning, if staff to support is low.</p> <p>A new e-learning package is being prepared to assist staff with suicide knowledge. The Transition Action plan folder has not yet been finalised or in production yet.</p> <p>Other: It was a very positive meeting with lots of cases studies discussed (CAMHS ensuring complete anonymity re clients). There seem to be lots of changes coming and this appears to have created a positive impact. Minutes from last meeting were not discussed or available for the meeting.</p>
12-02-2021	VCSFE meeting	Louise Delooze	<p>Meeting with other local Voluntary Sector Organisations New contacts/Connections for Healthwatch Halton Future Zoom Sessions from End Of Life/ Palliative Care presentation from Warrington / Macmillian</p>