

## Healthwatch Halton Advisory Board

25 November 2021, 1.00pm

### Board Meeting Agenda

### Foundry House, Widnes, or via Teams

[Click here to join the meeting](#)

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		Private session to discuss confidential staffing/ operational issues. <b>Closed Session- not open to the public.</b>			
		<b>Close private session and open Public HAB Meeting</b>			
1.15pm	1	Welcome and Apologies	V		Chair
	2	Declaration of Interests	V		All
1.20pm	3 3a	Minutes and Action log from October HAB Meeting Actions arising	V&P		Chair
1.30pm	4	<b>Work Programme Project Updates</b>	V&P		Staff Team
1.40pm	5	<b>Meeting feedback reports by HAB members</b>	P		LHM
1.50pm	5a	<b>ICS and PCN – Update on its progress</b>	V		LHM
2.00pm	6	<b>Intelligence/Feedback update – public issues</b>	V		LHM
2.40pm	7	<b>Decisions to be made by the Advisory Board</b>			
	7a	Escalation to HW England/ CQC / HWBB / QC	V		Chair
	7b	Publish a report/ agree a recommendation made in a report	V		Chair
	7c	Request information from commissioners/ providers	V		Chair
	7d	Enter and View plans - Update	V		LHM
	7e	Decision about subcontracting/ commissioned work	V		Chair
	7f	Whether to report a matter concerning your activities to another person	V		Chair
	7g	Which health and social care services HW is looking at for priority project update on future projects	V		LHM
	7h	Refer a matter to Overview and Scrutiny committee	V		Chair
	7i	Breach/s of the decision-making process	V		Chair
2.50pm	8	Health and Social Care Issues from the public	V		Chair
2.55pm	9	Any other business – None received	V		Chair
3.00pm	10	Date and Time of Next Meeting – 20 January 2022 at Foundry House, 1.00pm start			

Chair – Healthwatch Advisory Board Chair

LHM – Local Healthwatch Manager

# **Agenda Item 3**

## **Minutes and action log**

## Action Log for November 2021 meeting

### Healthwatch Halton Advisory Board (HAB) Meeting

Task Number	Agenda Item	Task Description	Assigned to	Status	HAB Meeting Date	Due Date
1	HAB06/1	DW to meet Jon Turner to discuss QF review	DW	completed	17/06/2021	Closed – Meeting Held 8/07/221
2	HAB06/2	Send bios and photographs to DW to update website	All	ongoing	17/06/2021	Check Board members have responded if not deadline 25.11
3	HAB06/3	DW to send draft annual report to Board before the end of June	DW	completed	17/06/2021	Closed
4	HAB06/4	ICS and PCNs review its progress	All	ongoing	17/06/2021	Agenda Item under 5 meeting Feedback
5	2104/04	Chase up recommendations from the Young Peoples Mental Health Report in October time	DW	ongoing	15/04/2021	Ongoing New Deadline 25.11.21
6	2104/05	Chase up the policy for missing items at Whiston hospital	JB	completed	15/04/2021	Progress DW to update under item 4
7	2106/04	Update on E&V plans to be brought to August meeting	DW	completed	17/06/2021	DW to update under agenda item 7d
8	2106/04	Signposting project - DW to create a project out line for Board to approve.	DW	ongoing	17/06/2021	DW to update deadline 25.11.21

9	2106/05	DW to share list of all the meetings attended by HWH to review.	DW	ongoing	17/06/2021	DW to update under Item 4
10	2106/06	DW to source NHS guidance on Named Nurse and how this is communicated to patients.	DW	ongoing	17/06/2021	DW to update under item 6
11	2106/06	Escalate Dentistry Issues to Health and Wellbeing Board and HW England	Chair/DW	completed	17/06/2021	Closed
11	0710/05	JB to share DMC 3 feedback reports with the Board before next meeting	JB	completed	07/10/2021	Deadline 25/11/21
12	0710/05	DW to invite Leigh Thompson to Board Meeting	DW	Ongoing	07/10/2021	Deadline 25/11/21
13	0710/05	DW to Follow up queries regarding referral process to Autism Spectrum Condition Assessment and Diagnostic Service	DW	completed	07/10/2021	Deadline 25/11/21
14	0710/05	CS to send DW details of who is in charge of new triage service at Warrington hospital	CS	Ongoing	07/10/2021	Deadline 25/11/21
15	0710/07	CS to share Oral Health in Care Homes Report	CS	Ongoing	07/10/2021	Deadline 25/11/21

## Healthwatch Halton Advisory Board

### Public Board Meeting Minutes 7<sup>th</sup> October 2021

In attendance: Kath Parker (KP) HAB Chair  
Dave Wilson (DW, Manager, Healthwatch Halton),  
Elizabeth Learoyd) ECS Director

HAB members: Paul Cooke (PC)  
Diane McCormick (DMc)  
Sue Connolly (SC)  
Louise Delooze (LD, Community Outreach Lead, Healthwatch Halton),  
Irene Bramwell (community outreach lead)  
Clare Screeton (minute clerk)

Apologies: Dave O Conner (DOC), Jane Pritchard (JP), Jude Burrows (Engagement and Information lead Healthwatch Halton, Maureen Isherwood (MI)

		Item
<b>1.00pm</b>		<i>On this occasion there was a Board Development day therefore all operational items were discussed. <b>Closed Session- not open to the public.</b></i>
<b>Public HAB Meeting</b>		
<b>1.30pm</b>	1	The Chair welcomed the Board Apologies were received from JB, MI, JB, and DOC
	2	<b>Declaration of Interests</b> – None noted IB asked of the Board if her work as a Councillor was a conflict with her HWWH work. DW consulted with EL and it was agreed that as long as she was transparent and signposted to HWWH with any Health and Social Care feedback or issues.
<b>1.35pm</b>	3	<b>Minutes and Action log from Public Board Meeting update</b> The minutes were agreed as a true reflection. Action Log - Attached
<b>1.40pm</b>	4	<b>Work Programme Project Updates</b> DW updated the Board and forwarded a breakdown of all community outreach and project work this included 2 e-bulletins sent out and 18 news items added to our website. There were 5868 visits to the site in September. Visits between April and September are up 158% on the same period last year. During September the team have been checking through the website and updating information on our A-Z section following the recent website upgrade, which has caused more problems than it solved. 139 messages were sent out through social media, which were viewed more than 22,000 times. Issues covered included <ul style="list-style-type: none"> <li>• Self Care</li> <li>• Delays to Hospital Care – HWE survey</li> <li>• Awareness Days in September</li> <li>• Covid vaccinations and booster campaign</li> <li>• Pharmacy advice and access to MH Services</li> <li>• A&amp;E and Urgent Treatment Centre waiting time</li> </ul> <p>The team will be continuing with the ‘Tuesday Chat’ online sessions in the coming months, these have proved very popular with organisations who’ve taken part. The sessions have been useful in building links between organisations and making them aware of what else is happening locally. This</p>

		Item
		<p>month DW has been in touch with both Urgent Treatment Centres to discuss starting up regular outreach sessions at the centres again.</p> <p>The team also attended the Ignite your life event to support Merseycare they heard some great stories from people. DW tweeted about the event and the tweet was viewed over 3000 times and he noted that the website viewing figures are up by 1000% on last year.</p> <p>JB attended the long waiters meeting and shared with them about the health inequalities in Halton for the less affluent areas. HWH have agreed to assist with comms.</p> <p>HWH team are planning more physical engagement in the community.</p> <p>The Chair said that she was happy to approve the engagement plan but if any of the Board had any issues to contact DW. She said that it's a very useful document for the Board to see what the team are doing operationally. The chair also thanked the team on behalf of the Board for all of their hard work and commitment during the pandemic.</p>
1.55pm	5	<p><b>Meeting feedback reports by HAB members</b></p> <p>The Chair has asked that all feedback reports go out at the end of each moth so that members have to time to read.</p> <p>At the Whiston Cancer Experience Meeting DMC raised the question if there is a diagnosis meeting are you allowed to bring a friend or relative to be with you. They said that this was allowed. She reported back that the staff shortage issues at the lilac centre have now been resolved.</p> <p>PC said that there was a new triage tool to be implemented at Warrington hospital. He said that it may be useful to gather feedback from patients that have accessed this. He suggested doing in partnership HW Warrington DW said he would speak to the CEO Lydia Thompson and see if they would be interested.</p> <p>PC also expressed his concerns for the PCNs and their lack of public engagement. They have clinical directors but no Managers so there are no clear messages coming through. They have not had representation at meetings. He also stated that this was not a criticism of them and all the hard work they are doing with the booster injections, simply that they need more support and funding for engagement. The Chair asked CS about the PCN work that she recently carried out in Warrington. It was the alignment of the PCNs in the Care Homes so that they all shared the same PCNs in each area. CS will share the report with the Board. DW asked EL if she has similar feedback from other areas about their PCNs she said that it had been very quiet, and she had not heard too much but that all the areas had different experiences with their PCNs</p> <p>The Chair and DW are going to formally write to them and offer them support and for more engagement with HW.</p>
2.10pm	6	<p><b>Intelligence/Feedback update – public issues</b></p> <p>IB brought to the Board intelligence that she had collected from residents that have been having issues accessing NHS dental care. She was also concerned for residents' oral health in care homes. Are the dentists still seeing residents? EL said that HW W had done an Oral Health in Care Homes report a few years ago on NICE guidelines CS agreed to share with the Board.</p> <p>DMC said that patients were being removed from their dental practice for not attending in 18 months. Even though they could not attend due to the pandemic.</p> <p>DMC has agreed to share the dental survey on social media to encourage people to feedback and make a difference. There is a £25 gift voucher than can be won for completing. It has only been open since Monday and there is already 40 responses so it is definitely an issue.</p>

		Item
		<p>Digital exclusion has been promoted but has proven difficult to get volunteers. HWW did get 3 volunteers which is more than some other areas were able to get. The chair said that if we get the final report from ECS then we can see what we can do further to assist.</p> <p>The Carehome Guide with the most up to date CQC ratings is currently being produced and will be available both on the website and a paper version. This will be regularly updated so that the information is relevant.</p>
<b>2.35pm</b>	<b>7</b>	
	7a	Escalation to HW England/ CQC and HWBB – Dentistry
	7b	<b>Publish a report/ agree a recommendation made in a report - No</b>
	7c	<b>Request information from commissioners/ providers - No</b>
	7d	<p><b>Which premises to Enter and View and when (Completion of the Enter and View visit checklist is required)</b></p> <p>No progress made as yet to the plans for visits to Care Homes face to face although the advocates do feedback to HWH if there are any issues so there is still contact within the Care Homes with residents.</p> <p>The family and residents’ meetings will be starting again and IB will attend on behalf of HWH.</p>
	7e	<b>Decision about subcontracting/ commissioned work – No</b>
	7f	<b>Whether to report a matter concerning your activities to another person- e.g. CCG, Voluntary Sector, another Healthwatch, Advocacy services - No</b>
	7g	<p><b>Which health and social care services HW is looking at for priority project</b></p> <p>Board will read the HWH signposting project for agreement.</p>
	7h	<b>Refer a matter to Overview and Scrutiny committee - Dentistry</b>
	7i	<b>Breach/s of the decision-making process – No</b>
2.45pm	8	<b>Health and Social Care Issues from the public – No</b>
2.50pm	9	<p><b>Any other business</b></p> <p>The Eastern Sector Cancer Hub group are starting again and the preference for the site so is ST Helens. There will be consultation and engagement for transparency all the HW covered will be involved and support with this.</p> <p>Imelda Redmond CBE the National Director is stepping down and we expect to hear who the new Director is in the coming weeks.</p> <p>HW England are rebranding to make it more personal HWH will not be rebranding.</p>
3.00pm	10	<b>Date and Time of Next Meeting Thursday 25<sup>th</sup> November 2021 1pm HWHalton Offices</b>

# **Agenda Item 4**

## **Work programme update**





# October 2021 overview

## Engagement Strategy outcomes

Monthly workplan to be updated and published on the website

### Year 1 – 2021 outcomes

1. To have set up and established effective engagement working practices, including a toolkit, and having successfully taken part in the Engagement HQ digital platform trial.
2. To be effectively represented on relevant stakeholder groups and boards across Halton, to ensure good stakeholder relationships
3. To be working in co-production with other voluntary sector or other organisations on key health and wellbeing projects
4. To be building on our network of community and patient group connections through our engagement plan.
5. To be raising our profile across Halton.

Some of the work we've carried out in October is highlighted below. I hope this also highlights how we're meeting this year's outcomes as listed above.

## October – Team Highlights

### Communications

Another busy month with 2 e-bulletins sent out and 17 news items added to our website.

There were 6340 visitors to the website in October. Visitor figures are currently up 93% on last year. 81,321 website pages have been viewed this year, an increase of 75% on 2020.

During September we've been checking through our website and updating information in our A-Z section following the recent website upgrade, which seems to have caused as many problems as it solved.

139 messages were sent out through social media in October, which were viewed more than 22,000 times.

Issues covered include:

- Self Care
- Delays to Hospital Care – HWE survey
- Awareness Days in September
- Covid vaccinations and booster campaign
- Pharmacy advice
- A&E and Urgent Treatment Centre waiting times
- Mental Health support

### **Training sessions**

More online training sessions have been completed by the team, including:

- Cyber security awareness
- Communication skills
- First Aid and RIDDOR
- Safeguarding Children – Level 2

### **Meetings**

We covered 18 statutory and local stakeholder meetings this month including:

- Health and Wellbeing Board
- CCG governing body
- Quarterly Healthwatch meeting –STHK NHS
- WHH Patient Experience Committee meeting
- STHK Phlebotomy Booking System project group x 2
- C&M Long Waiters task & finish group
- Mental Health Steering Group (school programme)
- HAB Development Team Meeting
- Adult Safeguarding Forum
- Safeguarding Adults Board
- Halton & St Helens VCA VCFSE meeting
- National Safeguarding Week task and finish group
- CCG Primary Care Commissioning
- Primary Care Network Leads meeting

## Engagement and outreach



**Outreach sessions held during the month – 4**

**People engaged with – 158**

The team have taken first steps to start-up outreach and engagement sessions. It has been a struggle to resume outreach and engagement to pre covid levels it appears that many voluntary sector organisations are reluctant to restart outreach sessions and support groups, or there are simply not the members of public confidently returning, hopefully this will improve over the coming weeks.

We went along to a “Eat@TheHeath” session at The Heath Business Park, which was a great opportunity for us to chat to members of the public and gather some feedback on local services. In addition we met the local PCSO who stated that things are very slow to return to pre-lockdown levels and very little had reopened. We’ve also been invited back to the ‘Coffee and Cake’ group sessions at the Heath.

We visited Widnes Library, and issued many of the GP access cards. They have many people, who English is not their first language, attending the library hoping for assistance.

We also attended Ditton Library, where we made contact with the local PCSO and told her about Healthwatch and our role. She also took GP access cards and leaflets. We also connected her and Eileen Miller from The Heath Business Park so that its over 50’s age group facilities could be promoted to a wider group.

We joined Wellbeing Enterprises Team Meeting virtually to promote our role and work.

We have been in contact with Age UK Mid Mersey to ask if we can attend a team meeting virtually, we are awaiting confirmation of a date.

We have signposted Age UK Mid Mersey, Halton Carers, Widnes and Runcorn Cancer Support Centre, Sensory Services, Wellbeing Enterprises to Eat@The Heath to help the people they support.

We have held another successful 'Tuesday Chat' zoom session during October where we heard all about the work of Arthritis Support

Our next Tuesday Chat will be by Halton Speak Out on Tuesday 23rd November. We have contacted Halton Sensory Services, Cheshire Asbestos Victims Support Group, and The Women's Centre, Runcorn, to invite them to speak at upcoming Tuesday Chats.

We have arranged to give a presentation to Halton Open Committee on Thursday 11th November.

We are still (with great difficulty and frustration) trying to establish dates where we can join the Public Health Bus. The manager is leaving and the organisation of the rota has been disjointed. We have asked to join them at Trident Park in Runcorn and Green Oaks Shopping Centre, Widnes.

We have secured a stall at Widnes Market on 1st Wednesday of every month and also every Friday.

## **Enquiries and Feedback update**

Enquiries and feedback received this month have included:

- Access or the lack of it, to NHS dentists
- Access to GP services
- Access to hospital treatment
- Advocacy support (Covering NHS Advocacy as well as the statutory IMCA, IMHA and Care Act Advocacy)
- Care Home concerns
- Covid-19 vaccinations

**Dental Services** – This continues to be the main issue we're contacted about. We've heard too many stories of people being removed from dental lists as they've not been to the dental practice in the previous 2 years.

We're continuing to signpost people to the Emergency Dental Helpline if they need urgent treatment.

## Project Work

**Dental services project** – Our Big Dental Check-Up survey has now closed. In total we received 176 responses.

Some initial stats:

- 31% (54) people weren't registered with a dentist, 58% were registered as NHS patients and 11% private.
- Of the 54 who weren't registered, 42 (78%) couldn't find a dentist accepting NHS patients.
  - 31 (57%) had been removed from their previous dentists patient list.
  - 12 people weren't registered due to worry about treatment costs.
- 75% (130) had tried to book a routine appointment in the previous 18 months.
  - 43% (56) were unable to get an appointment. 25% had to wait more than a month
  - 8% rated their care as poor
- 51% (85) had tried to book an emergency appointment.
  - Of those, 21% were treated the same day and 33% got it the next day.
  - 12% (9) rated their emergency treatment as poor.
- Just 15% (27) had used NHS111 to access treatment (20 just by phone, 4 online and 3 had tried both)
  - Of those, 30% (8) rated their experience on NHS111 as poor.
- 81% (140) had to pay for their NHS dental treatment
  - 72% said charges were explained to them
  - 30% were asked to pay prior to start of treatment

## **Demographics**

- 76% of respondents were women
- 96% were White
- 22% had a long-term condition

The report will be worked on with the aim to complete mid December

**Digital exclusion** – The draft version of the ECS Digital Exclusion project has been completed and needs approval of the HAB at the November meeting.

**Signposting & Information project** – Meeting held with the Director of Adult Social Services, Sue Wallace-Bonner. We discussed the Care Home guide. Overall there was some positive support for it. Sue passed the guide on to her team for comment. These comments to be discussed at the next HAB meeting.

Sue also suggested that a guide to Domiciliary Care support could also be a good idea.

Website updates – There are still some ongoing issues around information and updates on the site, including the feedback centre. We're working on them and raising it with the provider.

A-Z and FAQ's being updated on the website.

Coming up – We are planning to revisit some of the local GP websites to note if there have been any improvements made following our report recommendations earlier in the year.

## **Volunteers –**

We have promoted HAB member, Outreach and Enter and View Roles on our website, ebulletin, Halton Volunteer Centre and National Do-IT volunteering website. We also added a new article for recruiting HAB members on the website.

Two people have come forward about volunteering, including one young person. We have replied to 4 other potential volunteers.

We're collating volunteer hours, training information and Healthwatch Week bookings on the CRM.

## **A few of the enquiries we've dealt with this month**

Caller contacted us regarding his daughter, aged 15. He said she has been diagnosed with Autism.

He told us that his daughter's case went to 'panel' at Woodview, 6 weeks ago. He said he was told he'd hear the result in 2-3 weeks. He had rung a few times to check, and each time had been told that whoever dealt with the case was off sick, and so they did not have the decision of the panel yet.

We raised this issue with the Clinical Services Manager at Woodview CDC and they agreed to review the case and contact the family with an update.



**A 65 year old gentleman contacted us for help.** He had been asked to attend a DWP medical assessment regarding his Personal Independent Payment claim, which he had been receiving for a number of years. Following the assessment his claim was refused. The caller maintained his mobility and personal needs had become worse not improved. We referred him to Age Concern Mid Mersey for help and support in claiming Attendance Allowance.



**Caller explained he had received his initial COVID 19 Vaccination in April 2021 at a local pharmacy.** He received a telephone call a month later reminding him to go for his second vaccination. He then received a third call regarding the same issue and a further call from his GP surgery caller reassured the GP surgery that he had indeed had two COVID injections. Caller was struggling to book his booster vaccination online as it kept being rejected. He was concerned his vaccination record was incorrect, preventing him from accessing an appointment for his booster vaccination. We advised him to download the Vaccination Passport as evidence of the two COVID 19 Injections as they would have recorded both Vaccinations.

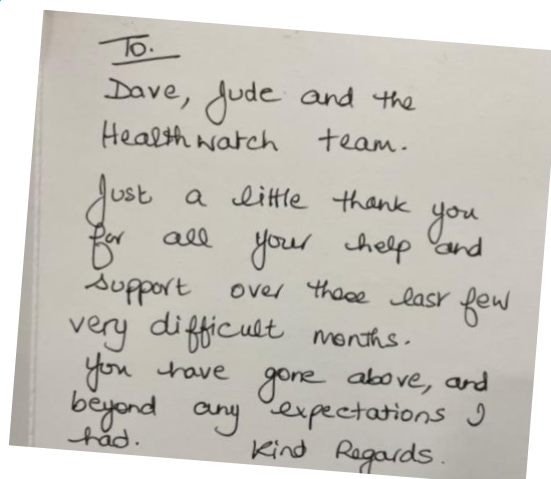




**We recently raised a patient issue at our regular quarterly meeting with St Helens & Knowsley Hospitals Trust.**

A patient needing regular immunoglobulin infusions, due to an ongoing health condition, had waited for 3 hours beyond the appointment time for the medication to arrive from the hospital pharmacy on 2 separate occasions.

Following our intervention, the Trust's Quality Matron and the Consultant Hematologist have reviewed the process of prescribing of IVIg and it will now happen a week prior to treatment. The Trust have agreed that this will now become the 'new normal'. They are sure this will improve the experience for all patients receiving this treatment. We have asked for confirmation of the number of patients that are seen by the service during the year



We informed the patient of the outcome and they replied, *"Can I first of all thank you and Dave for your professionalism on keeping me up to date on everything I have thrown at you!"*

October Stats												
<b>Twitter</b>		14		2431		2500	<b>No. of Tweets</b>	39		134	7186	
<b>Instagram</b>	New Followers	12	Total	626	Target	650	<b>No. of Posts</b>	20	No of Engagements	64	No of reach/ impressions	771
<b>Facebook</b>		11		835		900	<b>No. of Posts</b>	56		1074	25756	
<b>WEBSITE</b>	<b>No of Visitors</b>					<b>No of news articles</b>		<b>Website Page Views October</b>				
<b>TOTALS</b>	<b>6430</b>					<b>17</b>		<b>10068</b>				
<b>Newsletter/ E-Bulletin</b>	<b>New subscribers</b>	20	<b>Total</b>	420	<b>Target for Year</b>	450						

MEDIA releases & ebulletins

2 ebulletins, 1 Big Dental

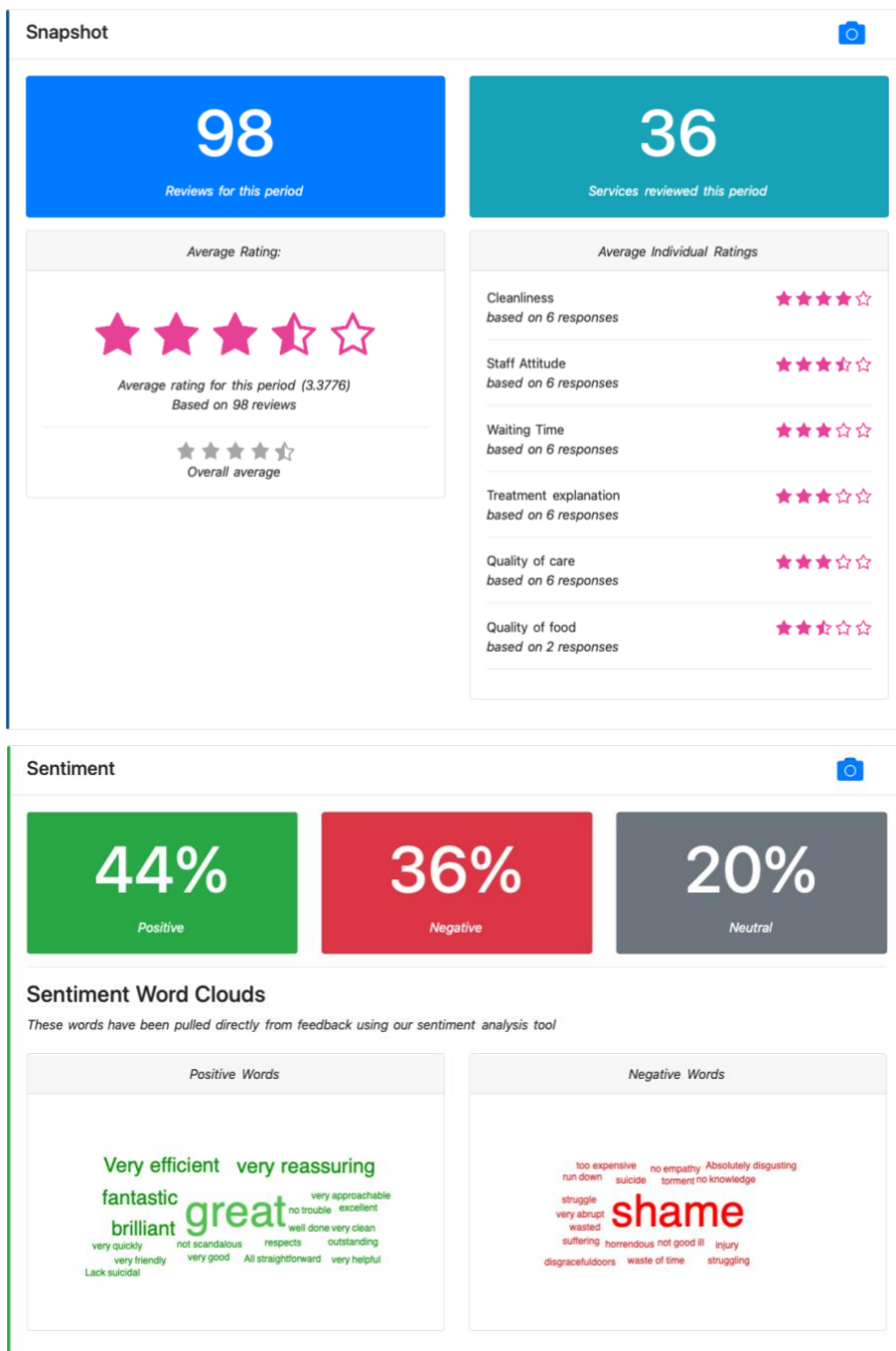
Check-up bulletin, 17 website articles



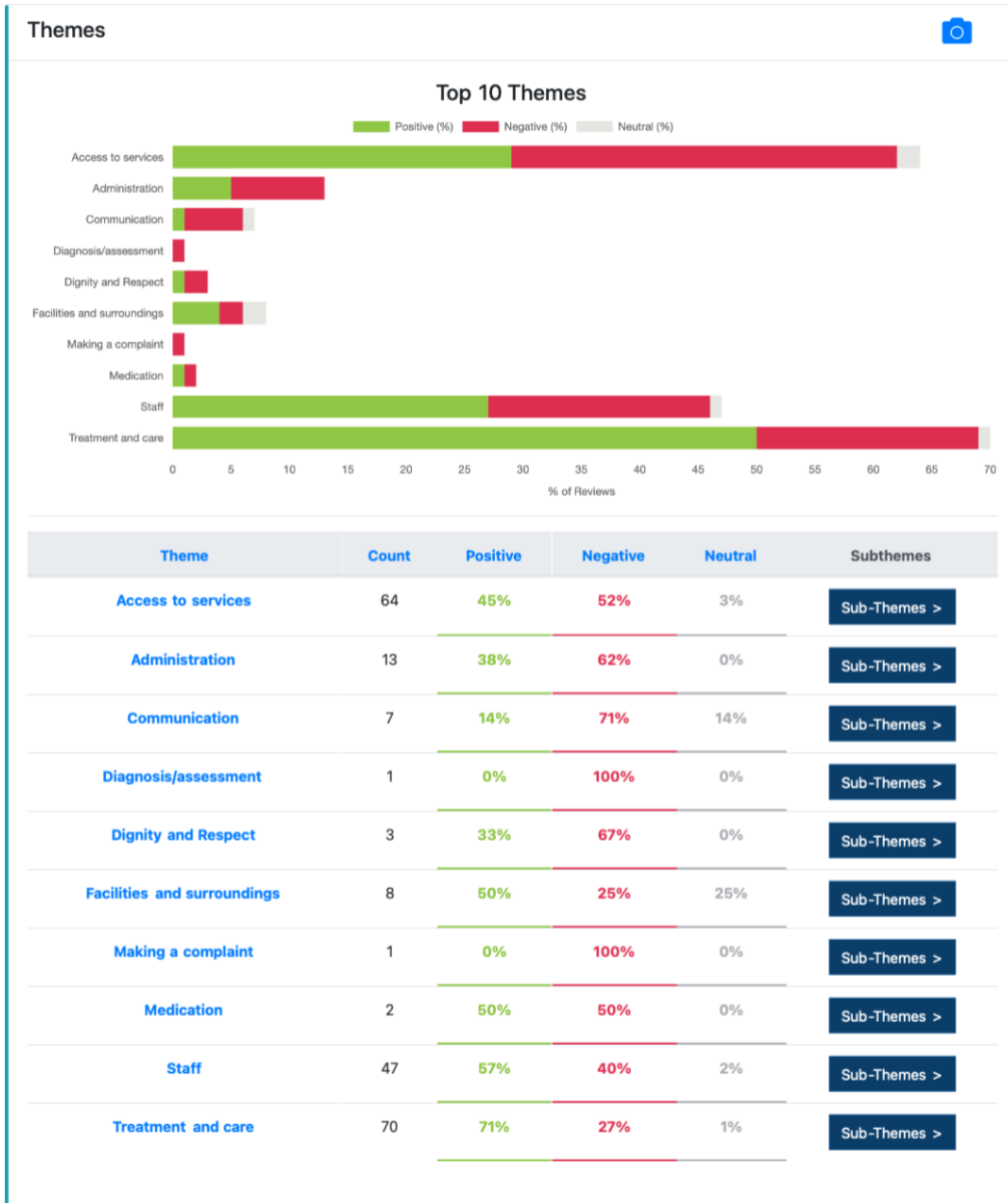
I've attached some data from our website feedback centre, unfortunately there are some errors in the category and snapshot charts, which we're working with the service provider to correct. Stats in the categories chart aren't adding up to 100%, and individual ratings in the snapshot are missing additional responses.

## Website feedback centre reviews

### 16 September to 18 November







# **Agenda Item 5**

## **Meeting Feedback Report**

# Healthwatch Meeting feedback forms – November 2021

Date	Meeting	Rep name	Notes /Actions
2021-10-06 11:00	CCG Primary Care Commissioning  Monthly Commissioning and Service Development Group - see notes	Paul Cooke	<p>Monthly Commissioning and Service Development Group - see notes</p> <p>A presentation from the Beneficial Changes Network(NHS England) outlined their work to date. "The Network has been established to build on the incredible ways in which people and systems continually improve through transformation, innovation and collaboration, whilst safeguarding effective health and care delivery"</p> <p>Emergency Department Streaming and Re-Direction Report. An early update on a proposed "Care Navigation" in A &amp; E Dept. at Warrington Hospital. A tool is being developed to triage patients to correct services, to ensure patients are in the right place at the right time. Similar tools are being introduced at the Whiston Hospital and other hospitals in Cheshire and Merseyside area.</p> <p>Polypharmacy and Deprescribing in Older People Living with Frailty: A Practical Guide. This document acts as a guide &amp; toolkit to support Clinicians with: • Comprehensive medicines reconciliation • Comprehensive medication review • Identification &amp; management of problematic polypharmacy A soft launch will be carried out in Care Homes shortly. • Safe and effective deprescribing of unnecessary medicines in older patients living with frailty.</p> <p>The High Intensity User (HIU) service was initiated by NHS Blackpool CCG and has since been rolled out in over 100 other CCGs. It is shown to offer a robust way of reducing frequent user activity to 999, NHS 111, A&amp;E, GP contacts and hospital admissions. The service has been extended to September 2022 in Warrington and Halton.</p> <p>NHS Halton CCG &amp; NHS Warrington CCG Corporate Performance Report:July 202. Headline Assessment :Significant pressure is being seen in Urgent Care, particularly A&amp;E with a combination of Covid and primary care amenable activity. Planned activity levels are slowly returning to pre Covid levels and although the number of people waiting over 52-weeks is falling, the overall waiting list is now at record high levels.</p> <p><b>Action Points:</b> HW will need to monitor the proposed A&amp;E Triage streaming system, maybe offer to help with its introduction.</p> <p><b>Concerns:</b> Waiting times are a national issue, but we need to feed back any local patient feedback we are receiving.</p>

## Healthwatch Meeting feedback forms – November 2021

			<p><b>Any other points:</b></p> <p>Next meeting 3rd November 2021.</p>
Date	Meeting	Rep name	Notes /Actions
2021-10-07 13:00	Other NHS meeting Phlebotomy booking steering group meeting	Jude	<p><b>Meeting Details</b></p> <p>Phlebotomy booking steering group meeting</p> <p>Launch is imminent. Go live date looking at 1st Nov (may change)</p> <p>Phone messages are being rerecorded to make it clearer especially the online booking system address.</p> <p>Terms and conditions - email confirmation will refer patients to the Trust privacy notice. Mentions about cancellations if needed and gives a web address to rebook for patients</p> <p>Staff member has been secured and still working on getting more staff to support the clinics and booking.</p> <p>Shared posters that display online booking and phone number (will be new number in Widnes)</p> <p>Cards to be printed for GP surgeries budget allowing.</p> <p>Demonstrated booking system. Will be made clearer but very simple. Same system used for admin staff on phone and patients online. Can choose a clinic, day and time. Add details and click book. Text will be sent to patient as a reminder.</p> <p>Phlebotomists can book online on the admin system too.</p> <p>Will try and see people who drop in or book them in a little later if possible.</p> <p><b>Action Points:</b> Asked for some cards and social media info to be sent to us as well as the CCG's mentioned. Offered to support with patient feedback collection in clinics when up and running.</p>



# Healthwatch Meeting feedback forms – November 2021

Date	Meeting	Rep name	Notes /Actions
<p><b>2021-10-08</b> <b>02:03</b></p>	<p>HBC Adult Safeguarding Partnership Forum</p> <p>Attended Halton Safeguarding Forum Friday 8th October 2021 10am 12pm</p>	<p>Irene Bramwell</p>	<p><b>Meeting Details</b></p> <p>Discussion regarding filling the vice chair vacancy Hitesh Patel suggested revisiting the TOR as Mark HBC Officer as chair already has a busy work shedule which is demanding . Mark is committed to chairing the partnership and we have to maintain momentum what is possible? what is achievable and get the balance right .Bridgid Dineen maintained there are risks involved if the forum gets put back in the local authority there is a risk we will lose all the knowledge by those attending , Hitesh said there are a lot of committed people in the forum it is a big ask The risk will be if Mark steps down there is an implied expectation for forum members to attend meetings and their commitment .</p> <p>Discussion included a Strategic Event in August which includes setting up Sub Groups , Quality Assurance, Co Production , Engagement which distils the important goals we are all working too , we need to agree a plan and mapping which includes an engagement approach and structures to seek the views of customers . Framework Draft Plan includes review it was agreed to start with professionals , Voluntary Sector, Organisations and Service users</p> <p>Care Home Provider Forum will be starting up again Helen Moyer will be chairing forum .</p> <p>Dean Tierney : .Adult Safeguarding Board Implementing New Audit Process going forward CQC will regulate Adult Services , previously audit was internal there were no governance arrangements , there was a concern that historically it was like marking your own homework . The audit will take place on a quarterly basis the same as Children Services . Self assessment forms will be sent out to document any concerns similar to Children Safeguarding .</p> <p>Dean to share Safeguarding Self Assessment Tool Kit , form will be sent to anyone raising a safeguarding concern it will include Case Chronology dating back 6 months and will include your involvement , it will include what is good , outstanding and an opportunity for reflective discussion forms will be sent to the Voluntary Sector , Police and Advocacy Services .</p> <p>The Governance arrangements will include a quarterly report to identify any themes and emerging themes report will go to Adult Safeguarding Board and will be implemented Jan -April 2022 at start of financial year .</p>

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			<p>Policy Framework any initial audits will require feedback , Pauline Ruth maintained that they already do this with Children Services</p> <p>Adult Safeguarding Week 15th November Mark, Jane and Vicky will be meeting to outline a plan of action .</p> <p>Discussions regarding new audit process , Adult safeguarding Week 1st November</p> <p>Advocates will be included in Audit Process</p> <p><b>Action Points:</b> Engage in Activities and promote Adult Safeguarding Week in November</p> <p><b>Safeguarding Self Assessment Tool will be sent out to all Voluntary Sector organisations which includes Healthwatch Halton</b></p>
Date	Meeting	Rep name	Notes /Actions
2021-10-08 13:08	VCFSE Meeting  Attendance of October VCFSE Meeting	Louise Delooze	<p>Attendance of October VCFSE Meeting</p> <p>Update from local groups. Two new introductions Tina Gill New Fundraiser for Halton Haven and Phil Noon from Evolving Mindset CIC, a non-profit mental health organisation established in 2019 to promote positive mental health in local communities. We deliver Ofqual regulated and bespoke mental health training packages within organisations, schools and the Third Sector. These fee bearing services enable us to deliver some, free at the point of access, community workshops for individuals and families who need it</p> <p>Promoted the new dental survey</p> <p><b>Action Points:</b></p> <p><b>Concerns:</b></p> <p><b>Any other points:</b> None</p>

# Healthwatch Meeting feedback forms – November 2021

Date	Meeting	Rep name	Notes /Actions
<p>2021-10-12 09:30</p>	<p>Other NHS meeting C&amp;M Long Waiters T&amp;F group</p>		<p><b>Meeting Details</b></p> <p>Jennifer McCartney chaired. (Head of Patient xperience and Inclusion)</p> <p>Visiting rules discussed. Liverpool hospitals reintroducing visiting with rule of one. Will be discussed with WHH infection control team and senior nurses. Community Covid cases still rising. Don't want to reintroduce them to have to remove again.</p> <p>Work ongoing with letters to patients, including appointments and discharge letters. Task and finish groups working on it. Looking at accessibility. Governor discussed a meeting she attended 2 years ago to discuss letters and still going on.</p> <p>Jennifer is working with PALS much closer now and had attended some family meetings. No one from PALS attended.</p> <p>Catering surveyed 45 people in September. Lunch came up as an issue again.</p> <p>Palliative care staff to be invited to this meeting in future.</p> <p>Patient property leaflet was shared. Easy read and languages will be made available. Going to reader panel.</p> <p>Request for more high level briefings to be sent in.</p> <p>Vaccination hub still running but with reduced rooms. Boosters being done as well as flu jabs.</p> <p>No Phlebotomy delays anymore. Need for bloods at CMTC raised especially with new services.</p> <p>Shared Inpatient survey. Less questions than previous years. Scored low on night time noise and working with Doctors to help quiet wards at night. Scored well on communicating care to patients. Not fully released yet.</p> <p>Working on a welcome book and suggested to add local information especially for over seas patient and families. (transport info etc.)</p> <p>Disability lead gave a talk on work on parking for people with hidden disabilities. Have developed a sign to show not all people with blue badge have visible disabilities. Applying for funding to get signs put up.</p>

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			<p>Offered to restart outreach at hospitals. Jennifer will get in touch. Asked about carers cafe, we will get an invite and will be done monthly.</p> <p>Feedback we have just 2 complaints open with Jane Catt for this Trust.</p> <p><b>Action Points:</b></p> <p><b>Concerns:</b></p> <p><b>Any other points:</b> None</p>
Date	Meeting	Rep name	Notes /Actions
2021-10-12 14:43	Other LA meeting Adult Safeguarding Week	Dave Wilson	<p><b>Meeting Details</b></p> <p>See notes</p> <p>Meeting to discuss the promotion of National Safeguarding Week in Halton</p> <p><b>Action Points:</b> Promoting awareness during the week online and at any of our outreach sessions. Check with Dean T if he will do a zoom session</p> <p>Use the 7 minute briefings</p> <p><b>Concerns:</b></p> <p><b>Any other points:</b> Follow up with Katy R to see if there's anything else we can help with</p>

# Healthwatch Meeting feedback forms – November 2021

Date	Meeting	Rep name	Notes /Actions
<p><b>2021-10-13</b> <b>14:16</b></p>	<p>Other NHS meeting Mental Health programme (Schools)</p>	<p>Jude Burrows</p>	<p><b>Meeting Details</b></p> <p>Peter Skyzaker and Dave Mullholland gave presentation of work so far and going forward.</p> <p>Short term mild to moderate mental health support interventions (around 8 sessions) Will be pathways to refer.</p> <p>Most staff in place and doing training. Still recruiting.</p> <p>Will have 2 bases in schools and travel to other schools. One in Widnes and one Runcorn.</p> <p>12 schools to launch project in Jan 2022.</p> <p>All 45 schools to be live by Sept 2022.</p> <p>College asked how transition will be handled when children leave year 11. Answer is short term interventions only or maybe referred to CAMHS.</p> <p>Work with other services in NHS and community if needed.</p> <p>Engagement events for young people. Warrington and Knowsley on a weekend. Open events for anyone school or college aged.</p> <p>Will be school engagement events in Halton.</p> <p><b>Action Points:</b> I offered our support with engagement. Mentioned we had done a mental health survey with young people and could meet to discuss the kind of enquiries we get around mental health support for young people. Left my email with group for contact.</p> <p><b>Concerns:</b></p> <p><b>Any other points:</b> None</p>

# Healthwatch Meeting feedback forms – November 2021

Date	Meeting	Rep name	Notes /Actions
2021-10-14 14:00	Phlebotomy Systems meeting	Jude Burrows	<p><b>Meeting Details</b></p> <p>Staff discussed booking training. Have video to train staff and short training session.</p> <p>Need discussion to Lilac Centre to see how their patients are best to access blood clinics.</p> <p>Communication for CCG's, GP's needed. Healthwatch will be included after my request last week. Cheryl Farmer will deal with comms.</p> <p>Call handling - still trying to secure staff for phones and get IT equipment for home workers. Trust will still not let pregnant workers do admin roles in the hospital, must be at home.</p> <p>Discussed difficulties are getting people on as bank staff.</p> <p>Will increase printed cards or leaflets so we can give out at our outreach sessions after my request last week.</p> <p>Discussed go live date. May be later in November now. Will look to set date next week.</p> <p>Staff discussed booking training. Have video to train staff and short training session.</p> <p>Need discussion to Lilac Centre to see how their patients are best to access blood clinics.</p> <p>Communication for CCG's, GP's needed. Healthwatch will be included after my request last week. Cheryl Farmer will deal with comms.</p> <p>Call handling - still trying to secure staff for phones and get IT equipment for home workers. Trust will still not let pregnant workers do admin roles in the hospital, must be at home.</p> <p>Discussed difficulties of getting people on as bank staff.</p> <p>Will increase printed cards or leaflets so we can give out at our outreach sessions after my request last week.</p> <p>Discussed go live date. Maybe later in November now. Will look to set date next week.</p>

# Healthwatch Meeting feedback forms – November 2021

Date	Meeting	Rep name	Notes /Actions
2021-10-19 09:14	Governing body meeting - see notes	Kath Parker	<p><b>Meeting Details</b></p> <p>Governing body meeting - see notes</p> <p>Standard Governing body meeting.</p> <p>No. 1</p> <p>Engagement Report was good but again issue raised on behalf of Healthwatch was that patient representatives whilst a great inclusive idea can give their own perspective but are not always able to offer a more general public perspective.</p> <p>Not a great deal of evidence again around "you said we did."</p> <p>No. 2</p> <p>New Services in Warrington under town plan. Raised the issue of communication with the public about how to use these services to best meet their individual need. If this is not right then the public would continue to use in inappropriate ways. Same for the development of the HUB in Runcorn Shopping City for Halton.</p> <p><b>Action Points:</b> Nil of note at this time just to keep monitoring and asking about communications to the public.</p> <p><b>Concerns:</b></p> <p><b>Any other points:</b> None</p>

# Healthwatch Meeting feedback forms – November 2021

Date	Meeting	Rep name	Notes /Actions
2021-10-19 09:17	General catch up Meeting with Mel Connell, Widnes PCN, to discuss future joint communication work.	Paul Cooke	<p><b>Meeting Details</b></p> <p>General catch up Meeting with Mel Connell, Widnes PCN, to discuss future joint communication work.</p> <p>General catch up Meeting with Mel Connell to discuss future joint communication work.</p> <p>No. 1</p> <p>Agreed that HW would put a website article together using the Suffolk Abuse of Staff video and that Mel would add a local Widnes viewpoint.</p> <p>No. 2</p> <p>That we would get together HW and PCN to explore future joint communication projects. Also, to discuss putting a project to the One Halton Comms group.</p> <p>No.3</p> <p>Mel Connell would discuss with Dave Wilson at One Halton Comms group on Wed 20th October.</p> <p>No. 4</p> <p>Paul noted that he would be talking to Lynne McGugan on a similar basis.</p> <p><b>Action Points:</b></p> <p><b>Concerns:</b> We need to co-ordinate this work with Runcorn PCN.</p> <p><b>Any other points:</b> None</p>



# Healthwatch Meeting feedback forms – November 2021

Date	Meeting	Rep name	Notes /Actions
2021-10-19 12:00	Health & Wellbeing Board HWBB meeting - see notes	Kath Parker	<p><b>Meeting Details</b></p> <p>HWBB meeting - see notes</p> <p>The meeting was a standard format and the two items most relevant to Healthwatch were the Engagement Report and issues discussed about Primary Care and Dentistry</p> <p>No. 1</p> <p>During the discussion surrounding the engagement report the points I made were it would be good to see more about what the public were telling the CCG as a result of all the Engagement Activity and accompanying that some evidence of " You Said We Did" Also asked if consideration could be given to use of acronyms as Public often confused and so referenced plain english issue.</p> <p>No. 2</p> <p>Primary Care and Dentistry were discussed and HWBB asked for the Report from our dentistry work to be presented to them which I agreed to do. Feedback given on the amount of contact coming through about lack of Dental care and accessing a GP particularly telephony and getting face to face appointment.</p> <p>No.3</p> <p>The better care fund is now underspent and this is an opening for us to ask if additional funding available to Healthwatch.</p> <p><b>Action Points:</b> Ensure HWBB see and comment on Healthwatch Dental Access Report.</p> <p>Discuss how we might access some additional Funding for Healthwatch.</p>

## Healthwatch Meeting feedback forms – November 2021

Date	Meeting	Rep name	Notes /Actions
2021-10-20 10:30	C&M Long Waiters Task & Finish Group	Jude Burrows	<p>Kerrie France Chaired</p> <p>Launch date agreed as the 1st November.</p> <p>Discussion around Trusts launching this and questions from teams but Kerrie reiterated that the Quality Principles have already been agreed and now need to be actioned.</p> <p>Kerrie has been presentenced at DOMS, to Chief nurses etc.</p> <p>STHK medical Director didn't seem to know about the Quality Principles but it has been presented on a few occasions. Group discussed getting message to everyone again. Didn't want it to be seen as a action from CCG's.</p> <p>CCG's have met together to discuss how to implement it.</p> <p>Paul McNulty gave a talk on waits in Wirral University Trust. They risk assess any patient waiting more than 4 weeks. This Trust gives Healthwatch info to people waiting. It was discussed that I suggested this last time.</p> <p>Fiona Boyd of the group has been asked to contact all HW to get details for Trust to share.</p> <p>Have published an article to explain the principles to the public and staff.</p> <p>The group decided to push on with the launch as waiting for every Trust to agree would take too long and no perfect time.</p> <p>Discussion around remembering patients and families are not just numbers.</p> <p>This plan is going to be submitted for an example of good practice.</p> <p>I reminded the group that Healthwatch reps can raise this at meetings and about our signposting roles.</p> <p><b>Action Points:</b> Some Trusts may not know about the Quality Principles despite it being presented a number of times and agreed on.</p> <p><b>Any other points:</b> Offer from Kerrie to give a talk at Healthwatch meetings.</p>

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Date	Meeting	Rep name	Notes /Actions
2021-10-20 13:30	HWH / STHK quarterly catch-up	Jude Burrows	<p><b>Meeting Details</b></p> <p>Anne Rostbottom Williams chaired</p> <p>Cheryl working on clear masks pilot to support hard of hearing people that meet infection control.</p> <p>'Perfect week' at the Trust.</p> <p>Trust still very busy. Lots of patients coming through A and E.</p> <p>Still no to outreach until restricted visiting is lifted, will let us know.</p> <p>Phlebotomy booking looking to go live on 27th November. (involved in meetings on this)</p> <p>Lost Property Policy still on going.</p> <p>Transfer lounge larger now. Positive response so far will do a walk through when allowed.</p> <p>Still seeing poor feedback on FFT for A and E usually due to waiting times. Staff reiterate alternatives and working with top attending GP practices to give out urgent GP appointments. Rolling out to Halton and Knowsley too.</p> <p>Discussed people going to A and E due to long waits on NHS 111 too.</p> <p><b>Trust update:</b></p> <p>Covid cases raising. Visiting still restricted but reviewed each week.</p> <p>High number of patients to A and E. Many are very poorly and should be there.</p> <p>'Perfect week' is intense input from partners, operation staff etc. trying to improve patient journey.</p> <p>Trying to deal with back log and some patients have 52 week waits which was not the case before Covid.</p> <p>Planning to move PALS to behind reception.</p> <p>Working closely with Southport and Ormskirk Trust to share good practice.</p>

## Healthwatch Meeting feedback forms – November 2021

			<p>Transferring Halton midwife services to Whiston and sharing with Warrington. Lots of work going on to transfer women over. Most women coming to this Trust. Hoping for better continuity of care.</p> <p>Inpatient survey coming out soon. Offered to promote.</p> <p>Working on Carers passport and definition of carer for the Trust. This can allow more visiting rights.</p> <p>Pen Pals and virtual visiting reminder. Relunched on social media. Can complete a pen pal form online.</p> <p><b>Action Points:</b> Will be invited to do Outreach and walk of new Transfer lounge when allowed.</p> <p><b>Concerns:</b> Raised that Patient complaint leaflet was still wrong for Halton. Gave our number and Advocacy number. Anne will correct.</p> <p>Fed back about blood clinic in Widnes trouble on phone lines from PPG plus feedback.</p> <p>Updated on Immunoglobulin patients Pharmacy waits to get treatment.</p>
Date	Meeting	Rep name	Notes /Actions
2021-10-21 13:35	Children & Young People EHWB board meeting	Dave Wilson	<p><b>Meeting Details</b></p> <p>Transformation Action Plan - Diane Clarke updating as Faye Woodward is on Maternity leave</p> <p>CYP Transformational Action Plan</p> <p>crisis home intensive treatment - No data as to whether there is monitoring info on it. Useful to have some data on who has accessed the service</p> <p>Most actions in progress, nothing of note for HW</p> <p>CAMHS Transition ED meeting - DR Asked are there SEND children in the transition</p> <p>Eating disorders - spike around feb/march, leveling off now.</p> <p>John B asking if young people are being seen in te community more than as an inpatient.</p> <p>Update on a plan to implement all CYP Mental Health Elements of the NHS Long Term Plan</p> <p>Lots of plans, nothing happening. It's up to us in Halton to have a plan and make it clear.</p> <p>Julia Rosser - CYP Board at C&amp;M level. Tying to make system better at C&amp;M level.</p>

## Healthwatch Meeting feedback forms – November 2021

			<p>Perinatal and NBO/NBAS</p> <p>Public Health update 0-19 service</p> <p>Mental Health School Teams update</p> <p>SEND update - New strategy is out</p> <p>Denise R stated that the next meeting in December will feature a you said we did section in response to our metal health report.</p> <p><b>Action-</b> check if there's anything else we can feed in by then</p> <p>CHAT health information given out - I Offered to support promotion and a Tuesday Chat</p> <p><b>Libby Evans said HWH were really positive in promoting what they did already.</b></p> <p>School drop in sessions</p> <p>Ticks and taurettes update</p> <p>Papyrus animation about suicide</p> <p>PH funding gone to Child Bereavement UK to prioritise halton bereavement support for young people.</p> <p>Citizens Advice - Funding around additional support for advice helps with mental health.</p>
Date	Meeting	Rep name	Notes /Actions
2021-10-21 14:21	<p>WHH Patient Entertainment System</p> <p>Presentations from 3 potential new supplier of WHH in patient entertainments system</p>		<p><b>Meeting Details</b></p> <p>Presentations from 3 potential new supplier of WHH in patient entertainments system</p> <p>Presentations from 3 potential new supplier of WHH in patient entertainments system</p> <p><b>Action Points:</b></p> <p><b>Concerns:</b></p> <p><b>Any other points:</b> None</p>

## Healthwatch Meeting feedback forms – November 2021

Date	Meeting	Rep name	Notes /Actions
2021-10-27 08:00	CCG Quality Committee	Dave Wilson	<p><b>Meeting Details</b></p> <p>Very full agenda as always!</p> <p><b>Actions</b> - QC will wind down at the next meeting.</p> <p>A paper was presented by Rebecca Knight on Future Commissioning.</p> <p>Outlined the arrangements currently in place to receive assurance regarding quality arrangements.</p> <p>Agreed to approve the future reporting of quality issues, taking account of any amendments discussed.</p> <p>Approval of the Halton Practice Prescribing QI</p> <p>Incident Management Learning from Experience Report - Noted</p> <p>Complaints PALS and MP correspondence annual report</p> <p>Medicines Management</p> <p>PHB update</p> <p><b>Action Points:</b> Primary Care Update for Quality Committee - Website review - Send a copy of our report in to the committee</p> <p><b>Concerns:</b> Questioned the 'super stranded patients' figures. Many waiting for Dom care, mainly in Warrington. MC said there is a shortage of 500 hours of care in Warrington at present.</p> <p>Updates will be given at future meeting</p> <p><b>Any other points:</b> None</p>

## Healthwatch Meeting feedback forms – November 2021

Date	Meeting	Rep name	Notes /Actions
2021-10-29 11:44	<p>HBC Adult Safeguarding Board</p> <p>Attended the Adult Safeguarding Board in place of Dave Wilson Friday 29th October 2021</p>	Irene Bramwell	<p><b>Meeting Details</b></p> <p>Attended the Adult Safeguarding Board in place of Dave Wilson Friday 29th October 2021</p> <p>Standard meeting</p> <p>Lessons Learned discussion : Care Homes across Halton were identified post COVID 19 Outbreak interviews were undertaken with registered managers and their teams in Care Homes as well as Quality Assurance and Infection Control , the aim of the interviews were to identify learning that could be shared with other care homes following a review of responses a number of themes were identified such as Rota Management, Staff Support , Communication, Cleaning and Environmental Challenges , Testing, PPE , Back to Basics , Meeting Residents Needs including Visiting and Contacts , all of which has been developed into an action plan going forward and overseen by the Care Development Group in order to progress and co-ordinate support .</p> <p>Integrated Care discussion ICS Discussion : New Partnerships Joined Up across Local Authorities NHS and other Partners . They have to be introduced by April 2022 and replace Clinical Commissioning Groups . Structure will include an Integrated Care Board and Integrated Care Partnership and will be based around 'Place' . Work is currently underway across Cheshire and Merseyside as one of the ICS across the country .</p> <p>Discussion on Audit Report A multi agency case file audit tool will be used across Halton as Auditing is pivotal to the role of the Board's quality assurance work and offers assurances . The process is regarded as best practice and has been trialled with practitioners however, there are some further challenges ahead to ensure audit dates do not conflict with children services</p> <p>Strategic Group focused on the strategic plan on a page which is linked and informs the work of the work plans of of each of the sub groups sub group 2 includes engagement .</p> <p>Safeguarding Annual Report agreed and work has commenced on the next one .</p> <p>Updates from the Sub Groups National Safeguarding Week starts 15th November until 21st November. The Bridge will be lit up in the Boards colours on the 15th and there will be an agenda of activities for the week including a press release newsletters and a 7 minute briefing .</p>

## Healthwatch Meeting feedback forms – November 2021

		<p><b>Action Points:</b> I discussed the Eat at the Heath event and explained that they also do an afternoon tea and cake session where large numbers of older isolated and vulnerable older people are invited as transport is provided by the Heath Business Park who work in Partnership with Cheshire Police, guest speakers are invited to provide information on services, I therefore suggested that one of the Safeguarding Team contact the Heath and give a presentation to attendees to make them aware of safeguarding issues and provide contact details should they experience abuse or harm.</p> <p><b>Concerns:</b></p> <p><b>Any other points:</b> None</p> <p><b>I requested Safeguarding posters and cards that we could distribute during outreach activities. A safeguarding manager has contacted me via email and I will be picking up Safeguarding literature from the Town Hall</b></p> <p><b>Decisions:</b></p>
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## Healthwatch Meeting feedback forms – November 2021

Date	Meeting	Rep name	Notes /Actions
2021-11-02 12:00	Other NHS meeting Phlebotomy Booking Systems	Jude Burrows	<p><b>Meeting Details</b></p> <p>Kevin McLachlan chaired.</p> <p>Booking system moving forward. Training videos are being sent out to staff on the system as well as log ins.</p> <p>Still waiting for voice message to be done.</p> <p>Discussed using two system (Simple book) in the community for short time to book future dates on the new system.</p> <p>Still working on comms for HW and CCG's.</p> <p>Widnes UTC haven't come back about using two booking systems at this time. Staff are chasing up. Not sure if the Widnes sight will do booking on two systems.</p> <p>Hardware ordered for Widnes sight and will tested before go live date.</p> <p>Staff holidays last week mean steps haven't moved forward as yet.</p> <p>Decided on go live date 29th November.</p> <p>Training and accounts need to all be in place and then comms will be circulated.</p> <p><b>Action Points:</b></p> <p><b>Concerns:</b></p> <p><b>Any other points:</b> None</p>

# Healthwatch Meeting feedback forms – November 2021

Date	Meeting	Rep name	Notes /Actions
<b>2021-11-02</b> <b>14:00</b>	HBC Adult Safeguarding Board	Jude Burrows	<p><b>Meeting Details</b></p> <p>Discussed plans for Safeguarding week.</p> <p>#safeguardingweekhalton chosen hash tag. use to share national and local information.</p> <p>Told meeting we had promoted on website and will add to ebulletin next week.</p> <p>Irene offered to arrange a Tuesday chat day with Louise for Dean Tierney to give a safeguarding talk.</p> <p>Safeguarding week link has been added to the Safeguarding webpage.</p> <p>Dean will give paper materials to Irene for our outreach sessions. Different languages will be looked at, send to website. Website does have different languages but relies on Good Translate.</p> <p><b>Action Points:</b> Share comms on social media in the week.</p> <p>Give out cards/ posters during safeguarding week outreach.</p> <p><b>Concerns:</b></p> <p><b>Any other points:</b> None</p>
Date	Meeting	Rep name	Notes /Actions
<b>2021-11-03</b> <b>07:15</b>	CCG Primary Care Commissioning  Primary Care Commissioning - see notes	Paul Cooke	<p><b>Meeting Details</b></p> <p>Primary Care Commissioning - see notes</p> <p>Standard update meeting. Very full Agenda.</p> <p>Main Issues:</p> <p>No. 1</p> <p>Pain Management Workshop Report. CCG Collaboration with Voluntary Section.</p>

## Healthwatch Meeting feedback forms – November 2021

			<p>No. 2 Report from Tom Dookes on Youth Justice Service dealing with vulnerable children with complex needs and the related Health aspects.</p> <p>No.3 Ear Wax Services are being reviewed. Problems because Hearing Aid tests, patients had not received ear wax cleaning.</p> <p>No. 4 Long Covid Report. Service being developed by Dr David Lyons in Warrington and Halton CCG areas.</p> <p>No. 5 Key Worker scheme being developed to help children with Learning Difficulties and Autism. Funding Applications to be submitted.</p> <p>No. 6 PROMs and PAMs Report. Patient Related Outcome Measures Update Report presented.</p> <p><b>Action Points:</b> None</p> <p><b>Concerns:</b></p> <p><b>Any other points:</b> Just receiving information on the Programme Management.</p>
Date	Meeting	Rep name	Notes /Actions
2021-11-05 16:06	Attendance at Maternity Voices Meeting		<p><b>Meeting Details</b></p> <p>Attendance at Maternity Voices Meeting</p> <p>We were asked by Catherine Briars if we could mirror for them the work undertaken by Healthwatch St Helens (survey monkey) regarding after care and bay groups available etc for new mums. Clare Screeton from Warrington was also asked for the same. I have asked for Catherine to provide us with a copy of their survey so we can see what work is involved. I mentioned our Maternity Matters survey and how many replies we received. I have also offered to promote anything PIM can provide.</p> <p><b>Action Points:</b></p>

## Healthwatch Meeting feedback forms – November 2021

Date	Meeting	Rep name	Notes /Actions
2021-11-08 14:00		Jude Burrows	<p><b>Meeting Details</b></p> <p>Kevin Mclachan Chaired again.</p> <p>Discussion took place about whether the change to the blood clinics should be taken to the Patient Experience Council. Cheryl Frammer suggested this but the task group were not aware of this earlier. They will look into this with Cheryl.</p> <p>IT may have to put a sign on the website to say the system will be down for 24 hours and people with appointment recorded on paper and added later.</p> <p>Call handlers have been identified.</p> <p>Community venues confirmed happy to run dual systems for a time during change.</p> <p>29th Nov still launch date. Comms be sent before to us and CCG's. (next Monday)</p> <p><b>Action Points:</b></p> <p><b>Concerns:</b></p> <p><b>Any other points:</b> None</p>
Date	Meeting	Rep name	Notes /Actions
2021-11-17	CCG Primary Care Commissioning	Paul Cooke	<p>Primary Care Risk Report 1. Monitoring of the use of the Additional Roles Reimbursement Scheme (ARRS) budgets by each Primary Care Network.- Risk of not spending the money.</p> <p>2. QOF (Quality and Outcomes Framework is a system for the performance management and payment of general practitioners) -The outcome delivery for population being impacted upon by other priorities for Primary Care response requirements - Risk of not spending the money.</p> <p>No. 2 Primary Care Commissioning &amp; Transformation Report Commissioning and transformation activities continue to focus on supporting the Covid-19 Pandemic response and recovery:</p> <ul style="list-style-type: none"> <li>• Darebsury Initial Accommodation Centre – Work continues on identifying solutions to ensure the patients at the site receive their covid vaccinations and booster dose. Dual Bedrooms established.</li> <li>• Winter Access Fund – Local plans have been developed and submitted to the ICS. The plans consist of four projects to help improve access to general practice and alleviate the pressure on</li> </ul>

## Healthwatch Meeting feedback forms – November 2021

the Urgent Care System by expanding urgent same day access. Business as usual commissioning activities undertaken include:

- Following the Runcorn Pilot, discussions remain ongoing with the First Contact Practitioner service provide by WHHT to develop a sustainable and resilient service. Drawing on models from other CCG footprints.
- The two PCNs have confirmed their intention to continue to commission Wellbeing Enterprises to provide a social prescribing service from 1st April 2022 to 31st March 2024. All have agreed to the implementation of Social Rx software to support the delivery of the local social prescribing model.
- Extended Access (GP Extra) - Guidance in relation to the transfer of the commissioning responsibility and funding to PCNs has been delayed until October 2022. Contract and Development meetings have commenced with a number of actions identified to support the recovery and utilisation of the service.
- Remote Monitoring – Project Plans and implementation has commenced for the two local place projects which will introduce remote monitoring to care homes and support long term condition management.
- A mapping session has been to develop a process for the electronic, paperless ordering of pathology requests from WHHT.
- Cheshire and Merseyside ICS are developing a service specification to support an ICS procurement of online and video consultation software No.3 Lucy Reid presented a Medicines Update.

Raised issue of Care Home Staff not being vaccinated and possible risk for the in patients. Response was that this was not currently an issue in Halton, but the situation was being monitored. All carers were being monitored.

**Concerns:** I wonder about the future arrangements with CCGs being replaced by ICS and ICB. I cannot see a clear picture of where all the services are being mapped onto in the Place model.

# Healthwatch Meeting feedback forms – November 2021

Date	Meeting	Rep name	Notes /Actions
2021-11-18 09:21	One Halton related  One Halton PBP meeting	Dave Wilson	<p><b>Meeting Details</b></p> <p>One Halton PBP meeting</p> <p>Normal meeting of the new PBP. Still ongoing work in progress just overseeing the changes due from 2022.</p> <p>Health Place arrangements - no news</p> <ul style="list-style-type: none"> <li>• <b>Overview of the One Halton self assessment</b></li> <li>• Rob Foster - Any discussion around buddying to other ICS etc? DP, lots of informal buddying taking place</li> <li>• LG - Halton has been very inclusive while developing the governance - better than Warrington</li> <li>• Sub committee structure update</li> <li>• Place offers of support - LGA, AQUA, Hill Dickinson</li> <li>• AQUA - Support to facilitate 3 workshops - Starting well, living well, staying well</li> <li>• Hill Dickinson working on governance support etc</li> <li>• <b>Place updates - Gary O’Hare/Lyn Mcgugan</b></li> <li>• <b>RHealth presentation - General Practice is just a part of a PCN, it needs to be broadened out to include the wider network.</b></li> <li>• From 3rd December not continuing with vaccination programme. Gives the opportunity to get back to normal work</li> <li>• RHealth - working with VCA on patient engagement</li> <li>• Can the GPs provide an opportunity to ask what is needed of One Halton?</li> <li>• Leadership workshop - update</li> <li>• Provider collaborative - update</li> <li>• CMAST update (Acute Trusts)</li> </ul> <p><b>Action Points:</b> Made an offer to Gary O’Hare / Lyn McGugan to meet with PCN to discuss patient voice and helping update people on the options available in Primary Care</p> <p>Ifeoma (PH) – We need to contact her and make an appointment to catch-up!</p>

# Healthwatch Meeting feedback forms – November 2021

## Diane's reports, missed from previous report

### Meeting date 16/9/2021 - HW Chairs and Board Network

- Jenny Clarke deputy head of engagement gave an interesting talk on ICS. Stressing the importance of Healthwatch being involved at all levels
- Robert Francis stressed the need for HW to be fully involved with decision making within the ICS. HW has a central role to play but there is a need to resource this.
- Relationships with ICS Chairs has been good so far. There is a webinar on 23 September.
- It was stressed that collaboration with other HW in each patch was essential. Also how is ICS going to engage with the people of each borough?
- Board decision making policy's hold be within the ICS. Relationships may need to be slightly altered or changed. Commissioning will be changed with ICS. The DOH using engagement guidance not put into act.
- Money will go from DOH to HW England then distributed to each HW.
- ED&I must be embedded in all our work. Collection of demographic details is vital and we must make sure we are all working to the same parameters.
- Enter and View. Staff and volunteers need to show they have been vaccinated before visiting. Records must be kept.? need for boosters ? need for lateral flow as well.
- Q4
- accountable information.
- Impact of waiting times for elective surgery.
- Social care and accessing social care.
- Are ICS speaking to host organisations or individual HW? This needs to be investigated.

### Meeting date 13/9/2021 - STHK Cancer Patient Experience Group

The main presenters were Breast, Colorectal, Macmillan

- These were great presentations on work that has been done by the Trust to improve patient services.
- The Burney breast unit are in the process of improving waiting and clinic areas to provide a better service.
- The HOPE courses are at present online but will be available f2f from October.
- The Lilac Centre has received good patient feedback. Genetic testing is now in place to save patients travelling to Clatterbridge.
- Advanced care planning and safe transfer initiative has now been implemented.
- There is now hope to expand complimentary therapy services. They are now M&S nominated charity.
- The St Helens units are moving to more f2f consultations and in the Burney breast unit patients can bring along a friend or relative providing they wear a mask and have their temperature checked to ensure safety of staff and other patients.

## Meeting Feedback Action points to note

1. October PCC Meeting (Commissioning & Service Dev Group) - Monitor the proposed A&E Triage streaming system, maybe offer to help with its introduction.	Paul Cooke
2. October PCC Meeting (CSDG) - Feedback any waiting times concerns we are receiving to the PCC.	Paul Cooke
3. Phlebotomy Booking Steering Group – Offered to support with patient collection in clinics when up and running.	Jude Burrows
4. Adult Safeguarding Partnership Forum - Engage in Adult Safeguarding Week activities	Irene Bramwell
5. Mental Health Steering Group (School Programme) - Offered support with the engagement around this programme	Jude Burrows
6. PCNs – Work with PCNs on communication work	Paul Cooke
7. HWBB meeting - Ensure HWBB see and comment on Healthwatch Dental Access Report.	Kath Parker
8. C&M Long-Waiters T&F group – Kerrie France offered to give an update to Healthwatch meeting	Jude Burrows
9. STHK Quarterly Healthwatch meeting - Raised that patient complaint leaflet was still wrong for Halton. Gave our number and Advocacy number. To be corrected	Jude Burrows
10. Fed back about blood clinic in Widnes trouble on phone lines from PPG plus feedback.	
11. Updated on Immunoglobulin patients Pharmacy waits to get treatment.	
12. CYP Emotional Health & Wellbeing meeting – We were told that December meeting will contain a ‘you said, we did’ section in response to our report. Check if we have any additional feedback.	Dave Wilson
13. Libby Evans (STHK) praised HWH for the promotion we did on social media of CYP issues	
14. Quality Committee – Send a copy of the GP website report to the committee.	Dave Wilson
15. Safeguarding Board meeting – Requested posters and cards to distribute at outreach	Irene Bramwell
16. One Halton PBP – Offered to meet with PCNs to discuss patient voice and engagement	Dave Wilson
17. One Halton PBP – Need to make contact with Director of PH, Ifeoma to arrange meeting	Dave Wilson



# **Agenda Item 6**

**Intelligence/Feedback  
update – public issues**

# **Agenda Item 7**

**Decisions to be made by the  
Advisory Board**