

Healthwatch Halton Advisory Board Meeting

17 March 2022, 1.00pm

Foundry House, Widnes, or join 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		<i>Private session to discuss confidential staffing/ operational issues. Closed Session- not open to the public.</i>	Verbal		
		Close private session and open Public HAB Meeting			
1.15pm	1	Welcome and Apologies	V		Chair
	2	Declaration of Interests	V		All
1.20pm	3	Minutes and Action log from January HAB Meeting	V&P		Chair
	3a	Actions arising not covered in the main agenda			
1.30pm	4	Work Programme / Project Updates / Outreach and Feedback update	V&P		Staff Team
1.45pm	5	Meeting feedback reports	P		LHM
2.00pm	5a	ICS and PCN – Update on its progress	V&P		LHM
2.10pm	6	Decisions to be made by the Advisory Board			
	6a	Escalation to HW England/ CQC / HWBB / OSC/QC	V		Chair
	6b	Publish a report/ agree a recommendation made in a report	V		Chair
	6c	Request information from commissioners/ providers	V		Chair
	6d	Enter and View plans	V		LHM
	6e	Decision about subcontracting/ commissioned work	V		Chair
	6f	Whether to report a matter concerning your activities to another person	V		Chair
	6g	Which health and social care services HW is looking at for priority project update on future projects	V		LHM
	6h	Breach/s of the decision-making process	V		Chair
2.25pm		Commissioner update – Damian Nolan / Amanda Lewis	V		
2.40pm	7	Health and Social Care Issues from the public	V		Chair
2.50pm	8	Any other business	V		Chair
3.00pm	9	Date and Time of Next Meeting – 19 May 2022 at Foundry House, 1.00pm start			

Chair – Healthwatch Advisory Board Chair

LHM – Local Healthwatch Manager

Agenda Item 3

Minutes and Action Log

Healthwatch Halton Advisory Board

Public Board Meeting Minutes

20th January 2022 via teams

In attendance: Kath Parker (KP) HAB Chair
 HAB members: Paul Cooke (PC)
 Diane McCormick (DMc)
 Dave O'Connor (DOC)
 Dave Wilson (DW, Manager, Healthwatch Halton),
 Clare Screeton (minute clerk)
 Elizabeth Learoyd) ECS Director

Apologies: Jane Pritchard (JP) Louise Delooze (LD, Community Outreach Lead, Healthwatch Halton),
 Irene Bramwell (community outreach lead) Jude Burrows (Engagement and Information lead Healthwatch Halton)

		Item
1.00pm		<i>Private session to discuss confidential staffing/ operational issues. Closed Session- not open to the public.</i>
		Public HAB Meeting
1.30pm	1	The Chair welcomed the Board Apologies were noted.
	2	Declaration of Interests – There is a DOI form in the pack and DW and the chair urged to the HAB to check and add any DOI they have. This is to include family members also.
1.35pm	3	Minutes and Action log from Public Board Meeting update The minutes were agreed as a true reflection. Action Log was reviewed and updated.
1.40pm	4	Work Programme Updates DW set out briefing paper to HAB. He advised that 3 E-bulletins sent out during November & December. The number from social were included and continues to grow. There are 494 subscribers to the e-bulletin. It is also sent via email to all local councillors and our local MPs. There were over 17,000 visits to the website in during November and December, a 43.5% increase on the same period in 2020. By the end of December, the team had more visitors this financial year than the whole of the previous year. To date this financial year, they have had 109,045 website page views. The team are continuing to check and update the information pages to ensure they are up to date. The staff team continue to take up any relevant opportunity for online training. Healthwatch England have been a good source of training sessions this year. 18 statutory and local stakeholder meetings have been attended since the last HAB, including: <ul style="list-style-type: none"> • Volunteer Leads meeting - HWE • Phlebotomy project group • Engagement Leads meeting HWE • Mental Health Steering Group • Public Health webinar • CCG Engagement & Involvement Group • Children & Young People’s EHW Board • One Halton Health Protection Board • Primary Care Network

		Item
		<ul style="list-style-type: none"> • Safeguarding Week planning • CCG Quality Committee • Primary Care Commissioning • PPG+ <p>EL praised DW for getting this all done when most of the team were on leave due to Covid. This was difficult to achieve due to capacity. The Chair and HAB echoed this.</p>
1.55pm	5	<p>Meeting feedback reports by HAB members</p> <p>DW updated the HAB and gave an overview of the meeting feedback from attached papers.</p>
2.10pm	6	<p>Intelligence/Feedback update</p> <p>Enter & View visits have not yet started up again. Local care homes were still experiencing some covid outbreaks Care Homes. Hospital Trusts were also not yet open to Healthwatch carrying out visits.</p> <p>DOC said that it was variable in different trusts and organisations, they need to keep agile policies in place that are being reviewed based on risk. The HAB agreed that it would be inappropriate for HWH to go in when some of the residents are still not seeing their relatives. They can only have 3 registered visitors so extended family are missing out. Sajid Javid will be writing to Parliament to ask when restrictions will be lifted so that families can visit their loved ones.</p> <p>Digital Exclusion Report: PC commented that he would like to see more training provided for those that struggle with technology. The CCG will be providing funding for online courses that will be supported to help ease with exclusion and isolation. DMC said that the systems are not user friendly and that the public were not correctly informed that E-consult had stopped. DW said that this was due to system pressure as people were completing them but there were not enough appointments to cover them. This may change in future once vaccinations had been completed but it may be some time away.</p> <p>The Big Dental Check-up: KP attend the Health and Wellbeing Board (HWBB) and shared the initial feedback and findings from the Dental Project. This was of interest to the HWBB, although shocking it was received positively. Dentistry will be kept as an item on the HWBB Agenda as they realise that this is a big issue both in Halton and nationally. The Chair said Cllr Marie Wright had asked why the commissioning was removed from the dental walk-in centre in Halton. DMC commented that NHS dentistry is hanging by a thread and the government minister said that this was due to lack of funding. EL said that Healthwatch was mentioned in the national news about the work and feedback that they are doing for people. The Chair of Healthwatch Leicester was on the local news and Healthwatch Halton could possibly also look at this to highlight the issues.</p> <p>Healthwatch Halton Priorities - DW has asked the HAB to review the Healthwatch England watchlist, (included in the papers), and see if it ties in with what is happening in Halton and if they are relevant locally. The HAB will discuss at the next Board. This will run alongside the stakeholder survey to be devised.</p>
2.35pm	7	<p>Decisions to be made by the Advisory Board</p>
	7a	<p>Escalation to HW England/ CQC / HWBB / OSC/QC - None</p>
	7a	<p>Request information from commissioners/ providers - None to report</p>
	7b	<p>Whether to report a matter concerning your activities to another person</p> <p>Discussed the Dentistry project – This will be presented to the HWBB.</p>
	7c	<p>Which health and social care services HW is looking at for priority project</p> <p>Priorities to be discussed at March HAB.</p>
	7e	<p>Breach/s of the decision-making process - None</p>

		Item
2.45pm	8	<p>Health and Social Care Issues from the public</p> <p>DMC highlighted a MSK physio service complaint that she would discuss with DW outside of the meeting.</p> <p>PC announced he will be stepping down from the HAB after the March meeting due to personal family reasons. All the HAB and Chair thanked him for his service, commitment and help during his time with all echoed that he will be sorely missed.</p>
2.50pm	9	<p>Any other business</p> <p>DW urged all members of the HAB to join the new Healthwatch Halton Virtual Peoples Panel.</p> <p>EL advised that all outreach and normal services could resume from Monday in line with government guidelines.</p> <p>Mersey Care have requested Healthwatch support in engaging with the public on the development of its carer and patient engagement strategies. As a start we will be hosting a joint online session with them in February.</p>
3.00pm	10	<p>Date and Time of Next Meeting – 1.00pm on 17 March 2022</p>

Agenda item 4

Work programme updates



January & February 2022 overview

Engagement Strategy outcomes

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 recently is highlighted below.

January & February Overview

Communications

3 e-bulletins were sent during January and February. In addition to updates on the Covid-19 vaccination campaign across Halton, articles included:

- Mental Health Information Point
- Cervical Cancer Prevention Week
- Where to go for eating disorder support
- Suicide awareness training
- Essential Care Givers
- Mersey Care Carer and Engagement strategy public consultation
- Healthwatch Halton outreach sessions
- Healthwatch England Annual Report
- Accessible Information Standard – what you should expect from services

There were 14,619 visitors to the website during January and February, taking the total this year to just under 75,000.

277 messages were sent out across social media, which have been viewed more than 35,000 times.

These have included promoting:

- Cancer screening services
- Time to Talk campaign
- Children’s Mental Health Week
- Halton Sensory Services
- Healthwatch Accessible Information Campaign
- Walk in vaccinations

Meetings

While we are limited in the options for face-to-face outreach and meetings, we’ve kept up our involvement in many of the virtual meetings taking place.

We’ve taken part in 32 statutory and local stakeholder meetings including:

- Halton Health PPB
- Warrington & Halton Hospitals
- One Halton meetings
- Warrington & Halton Joint Health Protection Board
- Mental Health Steering Group
- Cancer Alliance
- Cheshire & Merseyside Health Care Partnership Quality Sub Committee
- St Helens & Knowsley Hospitals
- Mersey Care NHS
- Safeguarding Adults Board
- Maternity Voices quarterly meeting
- Health & Wellbeing Board
- Primary Care Commissioning
- National Autistic Society
- Age UK

Engagement and outreach

Our face-to-face outreach sessions continued to be paused in January and most of February following guidance from Healthwatch England.

Covid had an impact on us directly with two of the team having Covid during January. We've also had one team member on compassionate leave during this time.

We did manage to squeeze in a few sessions towards the end of February as restrictions eased.



Number of outreach sessions held – 5

People engaged with – 35

15 comments collected

Enquiries and Feedback update

We dealt with 62 phone enquiries. These focused on similar issues to previous months. Dentistry continues to be the main issue we're contacted about.

During outreach sessions 15 people gave us their experiences of using local services. This feedback was spread across 12 services covering

- Community Services
- Covid-19 vaccinations
- Dentists
- Emergency Care
- GPs
- Hospitals
- Opticians
- Pharmacies

Access to services and lack of communication continue to be the main negative themes raised by the public.

Priority projects

Kath took some of the initial findings from the draft dentistry report and gave a presentation to the February Health & Wellbeing Board meeting.

This was well received and we'll be sending on the final report to the HWBB once it is completed and approved.

We've also been carrying out some more work linked to the dental report by checking on the information provided about local dentists on the NHS.UK website. This website is highlighted by the NHS as the place to go for information on dentist availability. We're finding much of the information is incorrect and out of date.

Quality Framework

Due to current workloads and staff shortages, we had paused progress on the Quality Framework for a couple of months. Our intention to complete the final review by the end of March.

Nationally, Healthwatch England have extended the deadline for the Quality Framework implementation to December 2022.

Key issues we'd like you to tell us about

Issue	Description	Min equalities focus	Healthwatch England action
Accessible information	People's experiences of receiving health and care information in a format they can understand or being provided with support to understand information.	All	Review of existing evidence to be published 23 Feb. Start gathering more information from the public.
Social care assessments	Are people getting social care assessments and are their needs being met?	Low income/ ethnicity	Start gathering more information from the public in March.
Access to GP services	People's experience of trying to access GP services	Digital exclusion	Continue to monitor and report to stakeholders
Dentistry	Experiences of people accessing dental services and whether extra NHS funding is improving peoples experiences.	Low income	Reported in December and continuing to monitor
Waiting times	People reporting delays in treatment and care, their experience of support while waiting and whether the Elective Care Recovery Plan is having an impact.	Low income/ transport	Reported November findings continue to monitor
Hospital discharge	New guidance produced for people leaving hospital.	Age	Monitor new guidance implementation
Care home visiting	People's experience of trying to visit loved ones in care homes following changes in Government guidance	All	Continue to monitor and report to stakeholders
Long COVID	Concerns that people who are experiencing ongoing issues from COVID-19 do not have their support needs met.	Age /gender	Reported insight to stakeholders, continue to monitor

Issue	Description			Min equalities focus	Healthwatch England action	
Vaccine access, attitudes & passports	People's experiences of accessing vaccines, vaccine hesitancy and effect of vaccine passports			Gender/ethnicity/age	Continue to monitor and report to stakeholders.	
Priority key	High	Emerging issue being actively researched	Medium	Issues reported on and/or continue to monitor	Low	Issues being monitored to identify new issues

About

We monitor a range of health and care related issues so that we can alert decision makers to emerging problems. This document provides a regular status update for local Healthwatch services so that you can prioritise the insight you share with Healthwatch England. We use the evidence you share to inform our national stakeholder updates and external reports.

How to share your public feedback

Please share any insight on these issues via the CiviCRM or Research@healthwatch.co.uk

Agenda Item 5

Meeting Feedback Report

Healthwatch Meeting feedback forms – 1 Jan 2022 up to 8 March 22

Date	Meeting	Rep name	Notes /Actions
2022-01-07	Health Protection Board Health Protection Board Extraordinary meeting	Dave Wilson	<p>Meeting Details</p> <p>Attended the extraordinary meeting of the W&H Health Protection Board</p> <p>Extraordinary meeting of the HPB</p> <p>I missed the first 30 minutes as I had a phone call to deal with. Due to staff illness and leave I also covered phones.</p> <p>They hadn't got too far in to the agenda. Still on the verbal updates. They were discussing patients being put in to Lillycross in Widnes</p> <p>Guidance for 14 days closure for care homes with omicron - I think this relates to taking on new residents</p> <p>There is a lack of designated beds - LT</p> <p>Lilycross - Wayne Longshaw asked for clarity on its ongoing contract - It's due to finish in May, which would lead to a 60 bed shortage</p> <p>Catherine Jones Warrington Council -</p> <ul style="list-style-type: none"> • The issue is staffing shortages • We should be supporting people for discharges home • Supported living accommodation is facing similar issues • Situation is on a knife edge but we are managing. • Nicholas Hughes - Lab capacity for swabbing is an issue. Homes are facing delays in results coming back. • Bridgewater NHS - 14% off sick with 55% of these with covid • Rates of sickness escalating day by day. <p>Primary Care - Leigh Thompson - situation is tight down to staffing and availability of LFTs and PCRs.</p> <p>Staffing is at critical pinch point. Having to escalate and manage on a practice by practice basis.</p> <p>Adam Irvine - Pharmacy</p> <ul style="list-style-type: none"> • Pharmacies have 7 members of staff average, many running at 50% staffing. • Patients coming to pharmacies as they can't get to see GPs. • Many pharmacies on the point of falling over. Biggest issue is LFT availability. Now facing significant abuse from patients. • Receiving 1 carton of 54 test kits per day. 15 minutes and they've gone! People are waiting in their cars outside pharmacies for deliveries to arrive.

Healthwatch Meeting feedback forms – 1 Jan 2022 up to 8 March 22

Sarah Johnson-Griffiths - Information given to Public Health yesterday is that it is a distribution problem not a supply issue. It should improve next week. Current delivery capacity is equivalent to only 2 boxes per pharmacy

Update on Schools and CSC in Warrington.....

CHILDRENS HOMES

Children’s homes, can only report on LA level (not private providers) – staffing issues particularly over xmas – Most concern was westlands short breaks home for children with disabilities, have had to reduce offer/availability of shortbreak and outreach support due to breakout with staff, coming back on track now and all managed

CHILDRENS SOCIAL CARE/SOCIAL WORK - staffing – significant impact due to isolation – 15% - most not unwell but unable to complete statutory duties as isolating, no easement on statutory regs by DFE - local process in place and challenge at DCS level to DFE about their abdication of any responsibility.

Mil Vasic - Halton BC : One school have had highest number of staff off since the start of pandemic.

Concerns that many staff are still testing positive on days 6 & 7

Sarah JG rounding up the meeting -

- What we’ve gathered today is everything is under pressure. The system is managing on knife edge, it could go either way depending on rates over the next week or so.
- Next meeting booked in for 17 Jan. May have to look at stopping some activities and mutual aid.
- We don’t know which way it will go.
- Media reporting London cases have plateaued/decreasing. This is not correct. It’s a testing issue.
- We are about 2 weeks behind London, so we’ll watch with interest.

Action Points: In the TOR they have the Healthwatch rep down as TBA. We’ll put both Warrington and Halton forward to attend.

Concerns: All of the above!

Date	Meeting	Rep name	Notes /Actions
2022-01-10	Other Vol Sector Meeting Age UK Utopiage project	Dave Wilson	Meeting with Bridgid Dineen at Age UK to discuss their new project, Utopiage. Bridgid wants to get the 4 healthwatch in the mid-mersey patch to support the project. It will be an inclusive research project aimed at getting the views of those 50+ as to what makes a great community.

Healthwatch Meeting feedback forms – 1 Jan 2022 up to 8 March 22

Date	Meeting	Rep name	Notes /Actions
2022-01-11	Cheshire & Merseyside Quality Sub Committee	Dave Wilson	<p>Cheshire & Merseyside Quality Sub Committee</p> <p>Attended this meeting as one of three Healthwatch reps. HW Knowsley, HW Cheshire and us.</p> <p>Still early stages for this sub-committee.</p> <p>It's still messy and confusing for lots, not just Healthwatch</p> <p>Where things will sit and fit is still being determined with some decisions more complex than others</p> <p>What local Place source reports will be used to feed in to overview reports, then feed in to strategic action plans and solutions is still being determined, with the aim of standardising across 9 places</p> <p>There is a bunch of people trying to sort all of this out and working hard</p> <p>Central guidance is still needed for some things</p> <p>They are happy with 4 Healthwatch representatives from across the C&M patch, and minutes should reflect this.</p>

Date	Meeting	Rep name	Notes /Actions
2022-01-12	One Halton MH Partnership Board Mental Health Partnership Board Meeting	Kath Parker	<p>Mental Health Partnership Board Meeting - see notes</p> <p>Meeting to discuss the ongoing format of this board and how it manages the business. Mental Health Provider Alliance to be set up by end of March 22. ICS currently looking at ambulance workforce expansion to meet the needs of those in Mental Health Crisis.</p> <ul style="list-style-type: none"> No. 1 TOR and Action Plan to be discussed and agreed at next meeting in April. No. 2 Sub-groups to be set up to look at suicide and membership agreed to include service user input . No.3 Presentations in April to advise group what work is taking place in Halton. No. 4 Presentation from employability project lead on supporting those with mental health issues to gain confidence and ability to move towards seeking suitable employment opportunities. Really good project with positive outcomes for people. Lucy Knight is project lead <p>Action Points: Healthwatch Halton to promote REACH service in Halton when information recieved.</p> <p>Concerns: Important to see how this Board develops in relation to Engagement.</p>

Healthwatch Meeting feedback forms – 1 Jan 2022 up to 8 March 22

Date	Meeting	Rep name	Notes /Actions
2022-01-12	Other NHS meeting Quarterly HW meeting with Whiston and St. Helens	Jude Burrows	<p>Chaired by anne.rosbotham-williams. HW St. Helens and HW Knowsley also attended, as well as Patient Experience staff from the Trust.</p> <ul style="list-style-type: none"> • Feedback about booking blood appointment difficulty on mobile phones. Will be feedback to comms team. • CF has taken our sensory service info to audiology will be shared with other staff too. • Outreach still on hold with new variant and restricted visiting still in place. • Raised that the Patient complaint leaflet is still not correct for Halton. Anne confirmed this is being corrected and will be uploaded. • Lost property policy has a working group updating. Next meeting for this will be the end of Jan. • Looking at up to date live waiting times announcements for A and E. Works well at Warrington Hospital. On going work on as delays due to staffing. • Discussed Qwell counselling service and I was able to update on this service after recently attending their webinar. We have offered to send over counselling information to the hospital for our area. (Have now sent this information to Anne by email). <p>Trust update: Covid numbers dropping. Unvaccinated are the most ill.</p> <ul style="list-style-type: none"> • Trust feedback about A and E waits. Some patients have been there for over a day. Most patients very understanding but the Trust does not want this situation at all. A and E are not set up for long stays with appropriate beds / food etc. Trust working with care homes to get people back to the homes as quickly and safely as possible. • Anne updated on the Trust working to find out what staff are vaccinated. All staff have been asked and records being chased. The guidance is not clear if staff could still do admin, non patient facing work etc. • Pediatric department being updated end of the month. • PALS also being updated. Going to Nightingale house as work is completed, before being moved to behind Reception. • Quality Account and priorities planning coming soon. Open to ideas. Will discuss in March at PEC. • Yvonne updated on Patient Participation group began again last week. Looked at strategies. Need to further recruit for this group. • Carer's awareness session given to staff from Knowsley Carers Centre as a Train the Trainers session. Set actions. <p>Action Points: Discussed Qwell counselling service and I was able to update on this service after recently attending their webinar. Have offered to send over counselling information to the hospital for our area. (Have sent this information to Anne by email).</p>

Healthwatch Meeting feedback forms – 1 Jan 2022 up to 8 March 22

			<p>Feedback on the People's panel recruitment and how this could help with future feedback.</p> <p>Feedback about the lady who had not eaten for 36 hours due to lack of food on the ward after an ankle operation. HW Knowsley also had this story to feedback. I have offered to try and find more details and send on.</p> <p>Promote mass vaccination centre. Numbers dropped off and rise in DNA. Now a walk in service for any dose or booster. 79% in Cheshire and Merseyside had booster at this time.</p> <p>Ask for feedback on Carers passport Trust launched. Is it working well? Known about?</p> <p>Concerns:</p> <ul style="list-style-type: none"> • Patient complaint leaflet still not correct for Halton. Trust working on. • Lost Property policy still being updated. • A and E waits ad treatment times can be very long. Trust welcomes HW highlighting this issue.
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Date	Meeting	Rep name	Notes /Actions
2022-01-13	Other meeting NAS meeting	Dave Wilson	<p>Meeting with National Autistic Society, arranged by HW Cheshire</p> <ul style="list-style-type: none"> • HW Knowsley, HW St Helens, HW Warrington, HW Liverpool, Hayley Brown and Nick Rosenthal from NAS project • NAS project wanted to meet with us to discuss the North West Autism Diagnosis and Post-diagnosis project • Looking at mapping diagnosis and post-diagnostic work across the area. • Engaging with the ICS, LAs, service providers, the VCSE, individual autistic people and their families to support them to improve diagnosis and post diagnosis services. • <i>'This is an open project intended to support and facilitate communication about autism diagnosis and post-diagnostic support across the different healthcare systems throughout the North West. We are looking to identify strengths in each area, and to support examples of good practice.'</i> • NAS wanted Healthwatch support to promote the project and feedback on local issues • 'On this project, we will identify autistic adults and family members in the NW region and engage them in the work underway locally. We will do this by working with existing groups and charities, and also by seeking out people who may not be linked with any existing groups. We will act as a conduit between the autistic community and family members, service providers and commissioners. • We will extend the GM diagnosticians group, which was established in 2020 as a peer support network and invite clinicians and practitioners from across the North West to join this network. • The project will share national, regional and local examples of good practice and support the implementation of the quality standards referenced in the National Autism Strategy published in July 2021.

Healthwatch Meeting feedback forms – 1 Jan 2022 up to 8 March 22

Date	Meeting	Rep name	Notes /Actions
			<ul style="list-style-type: none"> The project will also open up the GMAC parent seminar offers (currently run online) to parents in the NW region. This includes seminars on managing anger, and sensory and transition.' <p>Action Points: I've arranged a follow up meeting with Hayley to discuss Halton specific issues.</p>
2022-01-14	Other NHS meeting Maternity report update	Dave	<p>Meeting with Di Clarke, Commissioner at Halton CCG</p> <ul style="list-style-type: none"> Met with Di Clarke to run through an update on the response to our Maternity report Continuity of carer - STHK are a bit more behind on this than WHH. Progressing well since the changeover. There is to be a national review of CoC so this may have an effect on future plans. Online Support Apps - Review will take place on this to find out what works Perinatal - There is some work taking place around perinatal MH. DI will make sure we receive information and invites to any T&F groups set up. There will be further engagement around maternity services after giving them time to bed I to the new system Di will update us on any other changes We also discussed SEND/Woodview and Transition for young people. Told her about the meeting with NAS that took place yesterday. <p>Action Points: Need to keep in touch to monitor the service. Will send the last report on Woodview to Di.</p>
Date	Meeting	Rep name	Notes /Actions
2022-01-17	Health Protection Board Healthwatch Protection Board Meeting	Dave W	<p>Update on the local covid situation and response</p> <ul style="list-style-type: none"> Main ages for having covid currently are 19-24 and 17-18 Warrington & Halton Hospitals 140 patients with Covid. The peak was 170. 91 of these are asymptomatic. They're not being treated for Covid, but it still has a knock on effect to other areas. No Covid patients in ICU. Staff absences are still causing difficulties. Care Home situation slightly better. Same at Dom Care. 22 outbreaks, 3 in supported living. 1 Care Home concern Halton has a small number of complex settings outbreaks - travellers/homeless <p>Action Points: Help promote any comms coming out - We need to be aware of it coming in though first!</p>

Healthwatch Meeting feedback forms – 1 Jan 2022 up to 8 March 22

Date	Meeting	Rep name	Notes /Actions
2022-01-17	One Halton related One Halton Comms & Engagement group	Dave	Meeting of the Comms and Engagement sub group for One Halton Planning of the workshop. Dates to be confirmed Action Points: Action - pull together out stakeholder distribution list Action - Contact Cllr Marie Wright to discuss how we can help gather the views of groups such as the homeless

Date	Meeting	Rep name	Notes /Actions
2022-01-18	One Halton related Meeting with Rob Foster	Kath Parker	General Discussion about How Healthwatch can develop Partnership with Rob to engage with the public in relation to projects he is working on. Main Issues: <ul style="list-style-type: none"> No. 1 Gave the following messages about Healthwatch Halton. Communicates with the public at large and has connections to national network so that wider views of the public and patients can be fed back to the system. No. 2 Involved with gaining feedback on Health and Social Care. No.3 Would like to form an equal Partnership with those in the ics and place based to deliver independent engagement on service delivery and development. Action points from meeting: Continue to keep open dialogue and make particular reference to the need for resource sharing etc

Date	Meeting	Rep name	Notes /Actions
2022-01-19	Cancer Alliance catch up meeting	Jude Burrows	Jo Trask chaired She explained about the New Engagement foundation. Ellie has contacted 265 local community organisations. United community against cancer. First round of recruitment they are going to spend half an hour with each org to bring together the groups. Next round plan to share any successes and let orgs sign up with a form. Aim to create network across the region to share cancer information and roles in the the alliance. Orgs can join at different levels, share Facebook posts to become members. Roadshow in planning. Going out with a vehicle to different venues. Hoping for June to start. Want HW to get involved. Similar to our outreach sessions go to markets, shops etc. Hoping to recruit patient representatives whilst they are out. Action Points: Support on roadshow if it can go ahead.

Healthwatch Meeting feedback forms – 1 Jan 2022 up to 8 March 22

Date	Meeting	Rep name	Notes /Actions
2022-01-19	<p>CCG Primary Care Commissioning</p> <p>CCG Primary Care Commissioning meeting</p>	Paul Cooke	<p>CCG Primary Care Commissioning meeting - see notes</p> <p>Standard Primary Care Commissioning Group Agenda: Risk report, Annual Work Plan, Runcorn PCN Report, Finance Report, Core Contract, Transformation Report and AOB.</p> <p>No. 1 The Runcorn PCN was not presented as the PCN Clinical Director, Gary O'Hare, had to deal with his Practice staffing issues. A GP had contracted covid. It was decided to re-arrange for both PCNs to report at the March Meeting.</p> <p>No. 2 It was noted that although the CCG duties were to be transferred to the Integrated Care System "Place" organisation a work plan had been prepared up to December 1922.</p> <p>No.3 Vaccination as a condition of deployment (VCOD) for all healthcare workers On 10 November 2021, NHS England and NHS Improvement issued a letter to the service acknowledging the announcement made by the Department of Health and Social Care (DHSC) that individuals undertaking CQC regulated activities in England must be fully vaccinated against COVID-19 no later than 1 April 2022 to protect patients, regardless of their employer, including secondary and primary care. The regulations will apply equally across the public (NHS) and independent health sector. - The CCG will support practices to meet this requirement, which is currently going through the legislative process with an intended 1st April 2022 commencement date.</p> <p>No. 4 The CCG had received Winter Access Funds. Four projects had been initiated. 1. Two GP had been recruited for extended GP Access, 2. Practices to ensure a minimum provision of Urgent / Same Day, appointments, 3. Appointment Data validation exercise and 4. Community Pharmacy Consultation Scheme (CPCS).</p> <p>No. 5 Halton has formally agreed to participate in the Cheshire and Merseyside Online Consultation and Video Consultation (OC/VC) joint procurement process. Following concerns about the short timescales of the procurement and the proposed go-live timescales of March 2022, Cheshire and Merseyside have moved the go-live of the new OC/VC platform back to the 30th of June 2022.</p> <p>Action Points: During the discussions, I raised the need to educate patients with the new online procedures. Funding had been identified by the CCG to improve the communications which could involve such patient training. This may be a suitable future local HW project.</p> <p>Concerns: To me, there doesn't appear to be a clear way forward with the ICS and ICB plans.</p> <p>Any other points: The meeting clashed with Health and Wellbeing Board.</p>

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2022-01-19	Health & Wellbeing Board HWBB meeting	Kath Parker	<p>Health and Wellbeing Board meeting for Halton Borough Council. New Format and new Chair Cllr Marie Wright.</p> <ul style="list-style-type: none"> No. 1 Delivered the outline of our Dental Health Project which was very positively received. Gained agreement from the chair to keep it as an ongoing discussion in order to respond to concerns form the public. No. 2 Update on ICS progress was still sketchy but described as developing and in the process of appointing to director posts announcements to be made when possible. Still no clarity about what responsibilities and finance will be delegated to place. No.3 LGA workshop on 16th February to support direction of travel for Health and Wellbeing Boardbased on feedback form wider partnership and organisations No. 4 Better Care fund arrangements were agreed. However this fund will sit in the ICS going forward so need to monitor how it is to be used in that structure. No. 5 Discussed improvements in the substance misuse service despite the pandemic. Acknowledged this was good work No. 6 Discussed the mandatory vaccination of Social Care and Care home workers and how it was being taken forward. <p>Action Points: Continue to attend and ensure Dental Health remains on the Agenda.</p>

Date	Meeting	Rep name	Notes /Actions
2022-01-20	One Halton related One Halton ICP Quality Group	Dave Wilson	<p>One Halton ICP Quality Group</p> <p>Still in early formation stages</p> <p>Discussed:Update on ICB and Place - Review of TOR - Strategy Development</p>

Date	Meeting	Rep name	Notes /Actions
2022-01-20	Other LA meeting Partners in Prevention meeting	Jude Burrows	<p>Zoe McEvoy, Age Well Lead for Halton Borough council. Chaired. Local organisations shared their updates and latest work.</p> <ul style="list-style-type: none"> Falls prevention. Will send referral information for help from HIT for falls. Affordable warmth help available. Green Doctor supporting Halton area. Zoe sending over full details of HIT services to group. Paula Parle – Active Halton. Go to website and click on Active me. Walk fit/ run fit at Frank Myler, Couch to 5k still on hold.

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- Maureen, Cancer Support- counselling up and running for any one affected by cancer. No waiting list currently. Open to referrals, just call or use the form on the website.
- Vikki Quirke- Warrington Hospital discharge link to Halton. Putting services in place, for Halton residents on discharge, from the voluntary sector.
- Matt Hancock – Food poverty council worker. Works with social supermarkets, food banks etc. Cash support available from the council. Sending out leaflets about this service.
- Mark Swift -Wellbeing Enterprises, Staff ready to talk to people and offer non medical intervention. Anyone can self refer or be referred by GP or voluntary sector. Lots of activities planned. Dog walking. Alpaca's etc.
- Mal Hampson- Halton Speak Out, Brookvale Community centre, Ella Together group (age 3- 50+) Performing in Brindley soon. Also have a choir, dance, line dancing, community garden etc. Rooms available to hire.
- Lucia, Carers centre, All coffee and support groups on hold until 1st Feb. General coffee group, mental health support group, ADHD parent support, all parent support group, former carers support group. Pamper therapies are up and running. Podiatry appointments (free then £15) £150 non means tested fund available after 3 months of being registered. Run a lottery to help with funding. Run counselling sessions. Training sessions available from Mersey care, All free. Eg. Mental health training, Personality disorders training.
- Louise Hicks- Venus Charity. Parent to parent project; Coffee afternoons and groups. Intensive programme (ICE) to offer support if home has become cluttered or unkempt. Work for 4-6 weeks to clean, declutter and implement boundaries. (In high demand, big waiting list).
- International drop in at Old Police station. For asylum seekers and anyone coming into Halton. Help on the day. for example apply for driving license, get appointments etc. No longer in Widnes as a drop in as no one attended. Can self refer on website. Can always join coffee mornings for support even if don't meet criteria. Volunteers wanted.
- Lorna Lucas - Fire service Advocate. Keep people safe at home. Install smoke alarms. Continued throughout Covid. Shortage of smoke alarms has not affected them as yet. Fire fighters not attending homes at the moment. Work with hospital discharge teams to support peoples safety. Can refer people for fire safety support.
- Pauline Ruth - Faith forum Support for vulnerable migrants. Trinity safe space. Drop ins in Trinity church stopped by COVID. Better tomorrow delivered food parcels, furniture etc. in COVID. Reopened drop in in Runcorn Shopping city at Better Tomorrow office, drop in. Drop in at Widnes open again too. Help with uniform, housing and NI numbers and any help they need. Now a charity and very busy. Halton have done very well at helping asylum seekers, better than neighboring areas.
- Linda Cookson- Scam awareness Officer for the council. Work with people who have been targeted by scammers, many have been targeted on multiple occasions. eg. text messages, phone calls pretending to be from Life Line, bank etc.
- Kerry Grimes from HIT. Offer NHS health checks to everyone and want to offer them to staff too. Age 40-74 to spot early signs of health issues. Will come of site.
- Ellie- Energy projects plus. Address energy poverty. Help with energy use and bringing bills down. Help with fuel debt and warm home discount. Warmth for health project, helps with small projects to heating issues like leaking

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pipes. Help with free white goods. Free fuel vouchers being given out to people who pay by direct debit to go alongside pre pay vouchers. (Zoe can help with vouchers)

- Debbie Parkinson- Innovation Agency. Won AF award. Thanked HW for my AF Ambassador role and asked us to test when out. Have won NHS award for community collaboration. Testing diabetes socks soon and pillows that support the neck. Started new youth forum 13- 20 year olds.
- Jason Cole - jason.cole@halton.gov.uk New HIT for suicide prevention. Time to Talk day: <https://timetotalkday.co.uk/about/3/2/2022>.
- Christine Conwy- Frailty team. 2 hour response for urgent cases or aim for 72 hours in other cases. Can can Occupational therapy, dietitian joining soon. Try and prevent hospital admission.
- Angela Spruch - Stroke Association; Groups meeting at Murdishaw and Barkley Fields. Support, crafts, games etc. Everyone welcome who has had a stroke but can't offer transport or personnel care support. Carer welcome to come along to help.
- Sarah Davidson- Deafness Resource Centre. Based at Halton Sensory service. Communication service, interrupters, note takers 24 hour services. Environmental aids. Various support groups available.
- Stacy Brady - Green Doctor. Just got 2 years funding through. Work on fuel poverty. back to home visits or over phone for 1 to 2 hours to assess home. Can now support social housing residents too.
- Phil RASSC - offer counselling and support to sexual abuse survivors.
- Trudy - Halton Libraries. Libraries all open just mask wearing in place. Welcome groups to set up stalls like we have. Deliver books to 110 people in Halton. Can contact Trudy and a courier can send books each month. have audio books and large print available. Have e books and free newspapers online. provide book cases to sheltered accommodation and update books regularly and have given one to the refugees at the Daresbury hotel. Visit care homes and can visit 2 more if interested. Reading friends group running. Have a discussion point and lots of chats. Ditton group very successful and have united new friends.
- Val Anderton- marking and comms for HIT. Children's mental health week coming up in Feb and lower drink app available. Developed from the Wirral app.
- Debbie Monferad - Delemere centre. Running Goddess group for wigs and make up.

Action Points: Shared update on our work, outreach, dental survey, advocacy and People's panel. Put links in the chat for the group. Offered to share organisations information during our outreach sessions.

Jude to get and share food poverty and affordable warmth support information from Matt Hancock, Food Poverty worker for HBC council.

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Date	Meeting	Rep name	Notes /Actions
2022-01-21	Attendance at Maternity Voices quarterly meeting.	Louise Delooze	<p>Attendance at Maternity Voices quarterly meeting to discuss the launch meeting for the following week, introductions and brief description of maternity numbers and covid status from Warrington Hosp.</p> <p>Parents in Mind discussed how due to funding issues, they were now unable to safely support women from the Warrington area. They had sadly received an increased number of referrals from Warrington, which clearly identified a need and requirement for the service but this is not something they can assist with currently. Stephen Tatham from CCG wanted to discuss with Catherine outside of the call how she could pursue and contact the hospital "whole system maternity Group"</p> <p>Lisa Welch also offered as much assistance to Catherine as possible, highlighting it would be hard for her to observe 2 ladies, possibly in side by side beds, within the same maternity ward in Warrington Hospital who are supported differently upon discharge and have unmet needs for postnatal care due to postcode and funding.</p> <p>I have secured another invitation to MVP launch for my colleague Jude Burrows. MVP are asking for monthly assistance in one of the areas of social media/IT. I have secured an invitation for Jude as this may be an area she is able to offer assistance.</p>

Date	Meeting	Rep name	Notes /Actions
2022-01-27	Other meeting Chatterbugs. - SLT	Jude Burrows	<p>Katherine Coleman chaired, Team Lead of Chatterbugs based in Leads. Chatterbugs is looking to engage with parents and gain views on their service. Halton Carers Centre, Early year setting leader, Halton virtual school (works with children in care), Talk Halton worker.</p> <p>Want to know what is working well and what needs changing with speech and language in Halton.</p> <p>Used tele-help during covid an still use it know but some schools want face to face support again. Demand is high. How is the blended service working.</p> <p>Issues: Feedback from group -Telecare doesn't work for young children. Wait list longs. Care plans not clear for non speech therapists, change of staff not good or consistent for children and families. Can be discharged too early. Care plans can take to long and can seem generic rather than child specific. Delay in care plans can delay work of other professional working with the child. Early year top up funding panel have SLT attend and this is helpful. Care plans have sometimes have the wrong name on the care plan. Question is the plan is personalised.</p> <p>Suggested having more drop ins as worked well and recommended as good practice to other children's services.</p> <p>Action Points: Try and gain parent feedback on the Chatterbug service. What works well and what needs to be improved?</p>

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Date	Meeting	Rep name	Notes /Actions
2022-01-28	HBC Adult Safeguarding Board Safeguarding Adults Board meeting	Dave Wilson	<p>January meeting of the HSAB</p> <ul style="list-style-type: none"> • Focus on a presentation on an Out of Area placement. Women detained under MHA, Pregnant. Very complex case! • Birth eventually at WHH. Baby taken from mother. Father not allowed anywhere near too. • Good support from WHH in a unique case. • Baby now with paternal grandparents. Mother is now back in the community. • Elysium, 'there was nothing in place to support them around pregnancy at start. Lots of learning from this.' Halton & Warrington were unaware that the patient had been moved to this area. • Next item: - Elective Recovery progress - Waiting list should be 4k for Cheshire & Merseyside, it is currently 7k • St Helens & Warrington both still need to reduce number of patients waiting. • Pre pandemic. nobody waited 2 years +. Currently 569 people waiting across C&M • STHK 44 patients, it would normally have been 4 • All NHS trust have downsized beds, including the new royal • Now there's talk about buying those beds back from the private sector. <p>Support post - There will be a support officer for the HSAB, from within the existing budget.</p> <p>Sam Atkinson - LEDER reviews to sit within the ICB - dedicated team. They will do all the reviews across C&M and Greater Manchester</p> <p>Within each ICB there will be a team.</p> <p>General updates on other issues</p> <p>Next meeting 28 April 2022</p>

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Date	Meeting	Rep name	Notes /Actions
2022-02-01 10:00	Other Healthwatch Dental project meeting with HW Derbyshire	Jude Burrows	<p>Met with Helen from Healthwatch Derbyshire; (Helen Aldridge <helen.aldridge@healthwatchderbyshire.co.uk> with Louise to discuss their recent dental report.</p> <ul style="list-style-type: none"> • Their project was successful and they got a good response. • Helen found it useful to add a dental networks signature to letters sent to dental practices. • Did not add formal letter that was sent to dental surgeries telling them to update the website. • Staff and volunteers made calls to all dental surgeries. Some needed multiple calls. • Place Alliances are supporting the dental work in her area. • Unclear what who makes referrals mentioned on NHS site to find a dentist as in our area. • Can add weight to report with public health issues, such as child oral health. • Need to find out how to extra funding for dentists will effect Halton.

Date	Meeting	Rep name	Notes /Actions
2022-02-02	CCG Primary Care Commissioning Primary Care Commissioning meeting	Paul Cooke	<p>Warrington/Halton CCG -Commissioning and Service Development Group Noted that a Legacy Committee has been established, and a Warrington co-ordinator post has been appointed to transfer CCG responsibilities to the ICB. (Lauren Sadler)</p> <ul style="list-style-type: none"> • No. 1 Several Services were reviewed, including Ear Wax Services to be carried out by Bridgewater, the Option to extend High Intensity Users Service to September in both CCGs, and the introduction of Community Diagnostic Centres at St Helens and Clatterbridge in a first phase and Halton /Warrington to follow. • No. 2 A proposal to deal with Personality Disorder Patients was discussed in detail. The recommended model is operated by Mersey care. This will bring out of area patients back into the borough services. • No.3 The ICS Intelligence Network draft proposals were outlined. Essentially a central large unit will be established dealing with data and business intelligence and performance monitoring. Smaller units would be set up at "place" sub-areas. <p>Action Points: Healthwatch will need to be able to monitor the transfer of services into the Integrated Care organisation to ensure the community voice is heard.</p> <p>Concerns: I am not sure how involved Healthwatch is with the reorganisation and transfer of CCG services. The systems are getting further away from our current local consultation and engagement processes.</p> <p>Any other points: I hope the changes will give Healthwatch opportunities to improve our systems. The next and my last meeting is 2nd March 2022.</p>

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Date	Meeting	Rep name	Notes /Actions
2022-02-03	Other NHS meeting Meeting with Chair of WHHFT	Dave / Kath	<p>Meeting Details</p> <p>Meeting with Chair of WHHFT</p> <p>Introductory meeting with Steve McGuirk, Chair of WHHFT</p> <p>Good opportunity to discuss how HWH work with WHHFT currently and what opportunities there are to feed in patient views to the Trust.</p> <p>Action Points: Look to bring patient stories to the Trust at future board meetings</p> <p>Concerns:</p> <p>Any other points: None</p> <p>Keep in touch on regular basis.</p>

Date	Meeting	Rep name	Notes /Actions
2022-02-07	Engagement and Involvement Group Meeting	Jude Burrows	<p>Katie Horan Chaired, Engagement Manager CCG.</p> <p>Update given on development of the ICS.</p> <ul style="list-style-type: none"> Ruth Austin Vincent part of Quality committee for Merseyside and Cheshire welcomed patient involvement and the support of HW Halton. Wellbeing Enterprises (Mark Swift) gave a presentation on their service. Social Prescriber Link Workers match people with non medical services. Make plan to move forward with each patient. GP can refer directly to this service through Emis. People can directly refer too, as can organisations. Can help with practical matters erg. food vouchers, currently desk top computers available. Not currently having staff in GP practices with COVID restrictions but hope to in the future again. 1st April new modal launches. Widnes and Runcorn Cancer Support - no waiting list for counselling currently. Offered Wellbeing to join our outreach sessions in the community. They will be at Widnes market soon too. Eastern Cancer Hub update - still delayed no further news as yet. Formal consultation needed as a large change. Unlikely to be before April. Many changes since people fed in to the development so need revisiting. Maureen raised the importance of after care services for cancer patients, as well as waiting times for treatment. Stephen Woods, Senior Programme Manager, - updated on Operational Planning Guide. Continued plan on rescue and recovery. (Presentation will come out with the minutes.)

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			<ul style="list-style-type: none"> Booster update 87% first 81% second 82% boosters. Venue details shared with the Police incase of anti vaxers but no problems in Halton so far. Pregnant women and Midwives low up take group. Also deprived areas. Two PPG meetings coming up in March and April. Presentation and workshop from One Halton. Face to face meetings beginning again. For Tree Park GP had a successful face to face meeting. Project Management Office - Nicola Goodwin and Ian Baddley working with One Halton. Supporting sub committees to form. Developing a strategy for Halton from Public Health. 'Start Well, Live Well Age Well.' Michelle Osborne added One Halton have now done a self assessment. At the Evolving stage, want to move to Established and then Thriving. Want more members to attend the E and I meeting to take part in workshops. Next meeting will be workshops and may be face to face. Need to encourage everyone to attend. Maureen - Widnes and Runcorn Cancer Support groups restarted but still booking. Therapies still on hold. Counselling no waiting list for anyone affected by cancer and live and work in Halton. Men's group on a Wednesday Maureen invited us. <p>Next meeting 7th March. face to face workshops with One Halton.</p>
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Date	Meeting	Rep name	Notes /Actions
2022-02-08	Other meeting Hate Crime support meeting	Jude Burrows	<p>Met with Victoria Jackson, West Midlands & Cheshire Hate Crime Victim Service Coordinator</p> <p>Remedi is a Charity that supports victims of hate crime.</p> <ul style="list-style-type: none"> Getting support doesn't need to involve Police if people don't want. Also run a service in Cheshire especially for under 17's support. <p>Action Points:</p> <ul style="list-style-type: none"> Promote the service via ebulletin, social Pick up case and contact victims within 24 hours. Support plan is made and more support offered if needed ; work with other agencies such as housing. Support offered as long as needed, not time limited. May just be one phone call or long term support. This is commissioned by Cheshire Police Crime Commissioner until Oct 2022 so far. <p>5 main categories for hate crime, gender identity, sexuality, religion, disability and race.</p> <p>Free phone number. Can use translators if needed, accessible to all. eg. braille and BSL.</p> <p>Both hate crimes, hate incident are dealt with. Working to reestablish Hate crime reporting centres</p> <ul style="list-style-type: none"> We can take cards out to outreach sessions. <p>Action : Arrange for Vicky to give a Tuesday Chat presentation.</p>

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Date	Meeting	Rep name	Notes /Actions
2022-02-08	Other meeting C&M Quality Sub-Committee	Dave Wilson	<p>C&M Quality Sub Committee - Still in process of developing</p> <p>Looked at upcoming workplace and approved TOR</p> <p>Discussion on Care Homes - Approved transition arrangements of the Care home collaborative to the ICS from July 2022.</p> <p>Workforce - Presentation on the C&M Midwifery & Allied Professionals WDP</p> <p>SEND - Update on the current position of SEND across C & M and the future work needed to fulfil the requirements on behalf of the new infrastructure</p> <p>All age continuing care</p> <p>Noted the report and agree the reporting schedule for All Age Continuing Care into the committee.</p> <p>Maternity - An overview of the current issues with reference to the work to implement the recommendations of the Ockenden Report, implementation of Continuity of Carer, and also the current governance arrangements for Quality. Presentation given on the LMNS</p>

Date	Meeting	Rep name	Notes /Actions
2022-02-08	CCG Governing Body CCG Governing Body meeting	Kath Parker	<p>CCG Governing Body Meeting</p> <p>The meeting was a standard one to go over where things are with the ICS development and ongoing issues around dissolution of CCGs</p> <p>No. 1 The main issue for Healthwatch was a discussion around GP access and the figures which indicate the number of appointments is up and access is improving. However stated that although there is improvement HWH are still hearing from the public about their difficulties accessing a GP</p> <p>No. 2 Second issue for Healthwatch was the inclusion of relevant healthwatch reps in the place structure for Quality which now includes 4 reps. All welcomed in providing information about local services.</p> <p>No.3 Asked if healthwatch had any demographic data on the people complaining about GP access and agreed to follow this up and feedback.</p> <p>Action Points: Follow up with HWE, demographic information about GP access complaints and an overall view about the improvement or otherwise of access.</p>

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Date	Meeting	Rep name	Notes /Actions
2022-02-10	Other NHS meeting Pharmacy Needs Assessment	Kath Parker	<p>Pharmacy Needs Assessment meeting</p> <ul style="list-style-type: none"> No. 1 To see the results of the public survey regarding access to Pharmacy and service quality. These did show that Access was adequate but travel to and from was not always easy especially out of hours. Good to hear these comments being reflected clearly to NHSEI via the document. No. 2 The feedback does show that patients and the public find pharmacy support to be extremely helpful and if high quality when it is accessed. <p>Action Points: HW to stay involved with this group in order to see any changes / deterioration in service provision so that we can investigate and respond as necessary.</p> <p>Any other points: This group is particularly open to our input and views and it feels that HWH is listened too and our feedback fully acknowledged.</p>
Date	Meeting	Rep name	Notes /Actions
2022-02-09	Cancer Alliance catch up meeting	Jude Burrows	<p>Meeting Details</p> <p>Jo Trask chaired.</p> <p>Rachel Smith a Macmillan Project office gave a presentation of holistic needs for the patient.</p> <p>Plan to start patient engagement in March 2022.</p> <p>Offered to share the Cancer Alliance information on our channels.</p> <p>Shared the Widnes and Runcorn Cancer information and explained that their support groups and services users would have valuable experiences to share.</p> <p>Roadshow - will be ran 2 days a week. Aiming to go into areas of deprivation to help people to reach different people who may usually come forward. The roadshow is to tell people what the Alliance does and ask what they think about cancer services. Hopefully have someone from Macmillan to support. One HW rep asked to support each venue and a staff member to talk about the Alliance. Trying to recruit Patient Reps too. Asked for her help with promotion.</p> <p>Halton roadshow will be in Widnes Market. I asked about Runcorn and explained the different areas but they do not have capacity to go to Runcorn too at this time.</p> <p>HW Knowsley shared that their GP practices text patients with HW surveys so maybe able to help.</p> <p>Action Points:</p> <ul style="list-style-type: none"> Support the Cancer Roadshow. Promote patient engagement materials for the the alliance, when ready.

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2022-02-09	Other CCG meeting Mental health support teams steering Group	Jude Burrows	<p>Chaired by Dianne Clarke.</p> <p>Pete S gave an update- 12 placements schools allocated of the 45 that will be support in full role out. 2 had teething problems so 2 more added. Wade Deacon school will be Widnes site. Halton Lodge will be Runcorn site. (By 1st March)</p> <p>New staff in place but one trainee dropped out. Sept will be replaced if don't find from another team. Each school has a trainee but will share case load as some schools larger than others. Admin also left but got cover. Had school induction sessions with pilot schools. Report and Q and A from this will be circulated.</p> <p>Engagement going forward - have done young people's events in other areas but relies on people attending. Will work with schools and may do smaller events in the schools.</p> <p>How should meeting go forward? I suggested we would be like to know how to refer. School staff refer to service with parents permission. GP referrals from CAMHS could be passed over to this service if more suitable. I asked about supporting with feedback on how the young people find the service.</p> <p>School feedback on how useful the engagement event was but schools want more information. Invited to Head Teachers meeting. Wants to share good news stories. News letter is used with section for each borough. Look to add good news.</p> <p>Action Points: Send over Teenage helpline info for mental health info point.</p> <p>Dave Mullholland will meet with us to discuss how we could help gather feedback. Could we have permission to ring the young people or referring teachers for feedback, share surveys, attend engagement events.</p> <p>Next meeting 9th March at 2pm.</p> <p>Action: Arrange meeting with Dave Mulholland</p>

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Date	Meeting	Rep name	Notes /Actions
2022-02-14	Health Protection Board JointHealth Protection Board meeting	Dave Wilson	<ul style="list-style-type: none"> • Update on the current Health Protection position for Warrington and Halton. • Update given on the current positions re covid rates and testing rates etc. • There are reductions in numbers in both areas. • Case rates are higher than the North West Average, but lower than England average . • Care Home update given - There are still a number of homes closed to admissions. • The focus now is on how we live with Covid. • Hospital Trusts trying to gear up for the elective recovery programme • WHH not seeing the level of discharge they'd like. • Long Covid - There seems to be a lack of support for employees with Long Covid
Date	Meeting	Rep name	Notes /Actions
2022-02-14	One Halton related One Halton Comms & Engagement Group	Dave Wilson	<p>Sub-committee meeting</p> <p>Offered to meet with Michelle Osborne to work on setting out engagement and consultation principles for One Halton C&E group.</p>
Date	Meeting	Rep name	Notes /Actions
2022-02-15	HBC Health PPB (OSC) Halton Health PPB meeting	Dave Wilson	<p>Presentation from Dr David Wilson on access to Primary Care. Highlights - GPs are running more appointments than ever! Various options - e-consult, phone appointments etc.</p> <p>Councillors queried why they were getting people saying they couldn't get an appointment.</p> <p>Not sure it gives a reassurance that people aren't waiting and struggling to access GPs. It seems from GP/Primary Care side they are busier than ever, but we're being told by people that they're having difficulty getting in touch with GPs. (There must be an opportunity for some independent look at this)</p> <p>Update on the Breast screening service reconfiguration in Warrington. This doesn't really affect Halton as only very small number of Halton people use the Kendrick Wing site. It will be moving to new site at Bath Street. Only 36 Halton residents used Warrington. I asked if they were primarily Widnes residents. Lucy G will get back with an answer. Also asked to receive the consultation to promote when it's ready.</p> <p>Overview given on the Health Hub at Shopping City</p> <p>Action Points: Focus area for the PPB chosen as Social Care and Workforce. Other option was a look at delivery of SEND services for Halton - As this wasn't chosen by the PPB is this something that we could or would be interested in. May need to speak with Sue Wallace-Bonner to see what they were considering.</p>

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Date	Meeting	Rep name	Notes /Actions
2022-02-15	Warrington and Halton Engagement Event - EDS2	Jude Burrows	<p>Meeting to review the Trust’s EDS 2 scoring.</p> <ul style="list-style-type: none"> • Front line staff are being supported to make Equality & Diversity a norm in all work. Important to note that Warrington and Halton is predominantly white British and this noted when compared to other ICS networks. • Need to support 9 protected characteristics but also more such as veterans, homeless people etc. • April 2022 documents to become digital methods to ease staff updates. <p>Warrington Carers centre gave update. Have new GP and hospital discharge worker.</p> <p>Alison Aspinall - Engagement Worker. Shared engagement paper.</p> <ul style="list-style-type: none"> • Breast services full public consultation coming soon. • Pediatric outpatients moving from Warrington to Halton Hospital. Shared initiatives such as knit and natter and support for christening for neonatal baby from the Charity team. • Shared PALS office branding ideas. The offer of translation and BSL services will be added. • Suggestion to add QR code to send to service. Will do leaflets in 8 main languages and easy read. • Working with Experts by Experience, needs to be used appropriately and looked after. <p>Runcorn Shopping City - equality assessment Update from Vivian Risk. Equality impact assessment. They are confident they are meeting the needs of the community.</p> <p>Healthwatch Halton guide to good engagement has been noted and utilised in Trust engagement. We were thanked for sharing.</p> <p>EDS2 scores discussed. (0-9) Scored according to internal oversight. Discussed achieved status objectives. Spoke about Carers passport and how it can be used across other Trusts. Added learning disabilities and autism to records. Staff taught how to add and use alerts on the Lorenzo system.</p>

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Date	Meeting	Rep name	Notes /Actions
2022-02-17	One Halton related One Halton Place ICP Partnership Board	Kath Parker	<p>The meeting provided an update on the development of the structure underpinning it and the general progress being made with this partnership group.</p> <ul style="list-style-type: none"> No. 1 Updates were given from the various sub-groups. Operations and Delivery which needs better attendance. Finance. Quality Strategy Comms and Engagement Clinical Advisory Group Reinstated. No. 2 In relation to Quality the agreement on membership and meeting structure has been signed off but further guidance from the centre will mean adjusting TOR etc in the coming weeks. No.3 Communications and Engagement the post to support this work is now agreed and out to advert. There will be stakeholder workshops going forward and they will look at the ICS Strategy once developed to ensure the partnership aligns with place plans No. 4 The Clinical Advisory Group has been reinstated and will meet for the first time next week. No. 5 There is a digital Strategy being developed to look at how IT can be used at place to improve care. No. 6 The Provider Collaborative gave an update and stated that pathway development would be taking place going forward. Reinforced the need for the public to be clear about the changes and involved in decisions as they need to know any new pathway works for them. <p>Action Points: Check if Smita, our new HAB Member, would be interested in being involved in No.5, the digital strategy, given her experience in this field.</p>

Date	Meeting	Rep name	Notes /Actions
2022-02-17	Other CCG meeting Children & Young People's Emotional Health and Wellbeing meeting	Dave Wilson	<p>Children & Young People's Emotional Health and Wellbeing meeting Updates on:</p> <ul style="list-style-type: none"> Transformation Action Plan Perinatal Mental Health CYP Transition to adult social care 0-19 service SEND Follow-up on on Thrive report. <p>Action Points: Agreed to distribute some of the Kooth Promotional material during our outreach sessions Concerns: Need to follow-up again on the actions around our Thrive report. Will be discussed again at the next meeting. I'm due to have a follow-up meeting with Di Clarke, commissioner. Will discuss Thrive and the Maternity report actions.</p>

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Date	Meeting	Rep name	Notes /Actions
2022-02-22	Health & Wellbeing Board HWBB workshop	Kath Parker	<p>This was a really useful workshop to enable all members of the Health and Wellbeing Board to identify improvements to the structure and delivery of meetings in response to the developing Integrated Care agenda. It was attended by local councillors, CCG staff and NHS provider staff then, facilitated by the LGA.</p> <p>No. 1 The HWBB should be holding the ICP Board and the Place Board to account. It should have a sub committee structure which reports directly in to it for assurance purposes. HWBB is high level but must seek assurance that its strategy is being carried out.</p> <p>Action Points: The actions identified for the future were each meeting to have a theme and be planned for so that contributions are requested well in advance. Templates will be developed for submission of papers so that the purpose and content of the paper is clear. Agendas are clearly planned. Members of the group should be given training on their roles within the meeting so that all are clear on what is expected of them and how they should contribute. All members should have an Induction to the committee in time for their first meeting. There should be an action plan that is reviewed and updated.</p> <p>All the above was really positive from a Healthwatch perspective and will make the work of Healthwatch on this Board much clearer.</p> <p>We will gain much from being able to plan through the themed approach and ensure our input is logical and valid.</p>

Date	Meeting	Rep name	Notes /Actions
2022-03-02 11:00	Healthwatch England Meetings Volunteer leads network HWE mtg.	Jude Burrows	<p>Alvin Kinch (Healthwatch England Engagement Manager) chaired</p> <ul style="list-style-type: none"> Will Howard gave a presentation on what HWE do with local HW data. Data collected and stored safely. Used for campaigns including large campaigns. Media campaigns using our data have been very successful The waiting times campaign was featured in 96 national media articles. Policy wins examples given from local HW data, such as improvements to transport and visiting. Really showed how valuable our local data is on the bigger picture. Reports and raw data both useful. Reports can help find a certain topic when we need to have a strong voice. Raw data helps to share new topics. Discussion around volunteer week (1st-7th June) Ideas group online sessions for all HW to meet up. A thank you or informative updates sessions. All agreed great to share policy wins and other influencing with volunteers to show our impact. Question about CAMHS. Has anyone worked with them. Can be hard to work with across the board. HW Manchester has worked with them but not at meeting. Some people trying to speak to young people at colleges

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			<p>and hope to feed back. Issues with Autistic people needs not taken into account by CAMHS using RAG score. E and V can be done at CAMHS services, mental health ward s, just not child social care services. HW Salford looking at working with CAMHS soon.</p> <ul style="list-style-type: none"> • Discussion around volunteer interest but not converting into volunteers. Short forms, phone calls and inevitability of this discussed. • Update on Inclusion Ambassador project. Our ideas added to the project. Scaled back role description as a volunteer role.
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Date	Meeting	Rep name	Notes /Actions
2022-03-02	<p>CCG Primary Care Commissioning</p> <p>Primary Care Commissioning meeting</p>	Paul Cooke	<p>WCCG&HCCG Commissioning and Service Development Group Standard Progress Meeting</p> <ul style="list-style-type: none"> • No. 1 Community Diagnostic Centres Still in formative stage. CCG to be involved in consultation stage. The interaction with PCNs was discussed. • No. 2 Digital Bid Monies Presentation by Tom Poulter (Chief Information Officer-Warrington Hospital). He described the complex funding streams, showing which organisations could make bids from the different funds. A new strategy for the new ICP structures. There was a "tension" between Liverpool and W-ton /Halton digital system proposals. • No.3 Operational Plan Updates A quick review was given. I noted the need for a glossary of terms, and was assured one was proposed. • No. 4 Enhanced Care Home Support Team This was a Warrington Scheme which is being transferred to the PCNs. • No. 5 Corporate Performance Report Indicators moving back to pre-pandemic values, except for the waiting lists which are extending. <p>Action Points: I agreed to a final meeting with Stephen Woods, Programme Director, to discuss ideas about improving communications with the "Community".</p> <p>Concerns: I notice of the frequent grouping of Warrington and Halton as a single unit in many of the comparisons and discussions. We will need to monitor this possibility in future ICP proposals.</p> <p>Any other points: I noted that this was my last meeting and thanked the various officers for their help and patience.</p>

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Date	Meeting	Rep name	Notes /Actions
2022-03-03	Other NHS meeting EDS 2 review meeting	Dave Wilson	<p>Mersey Care EDS 2 review.</p> <p>The main purpose of EDS 2 is to help local NHS organisations, in discussion with local partners including local people, review and improve their performance for people with characteristics protected by the Equality Act 2010. By using the EDS, NHS organisations can also be helped to deliver on the public sector Equality Duty (PSED)</p> <p>Meeting held to discuss the Equality Delivery System 2 (EDS2) ratings for Mersey Care</p> <p>Presentation given by Mersey Care covering goals 1 and 2 of its EDS self assessment.</p> <p>Useful to hear what actions the Trusts are taking across its rather large patch to ensure it meets its duty.</p> <p>General good information but I did highlight that more case studies would help in giving a full flavour of the work of the Trust. Too many mentions of processes and not enough examples of how meeting EDS had helped patients from protected groups.</p> <p>Action Points: Explained that HWE is running the Accessible Information Campaign and we had received information from the Trust on how it felt it was meeting its statutory duty.</p> <p>The Trust hasn't carried out an audit to check on this in the past 3 years.</p> <p>Arrange to contact Alison Paul (EDI lead) to discuss further.</p>
Date	Meeting	Rep name	Notes /Actions
2022-03-07 11:00	E and V meeting with Cheshire & Merseyside Healthwatch	Jude Burrows	<p>Chaired by Louise Barry, Healthwatch Cheshire.</p> <ul style="list-style-type: none"> • Discussed our Enter & View work and process, including surveys we completed on E and V locally. • Each Healthwatch shared how we do Enter and View in our areas. • Discussed next steps. • Picking up on best practice

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Date	Meeting	Rep name	Notes /Actions
2022-03-07	One Halton related One Halton Starting Well Workshop	Dave Wilson	<p>One Halton Starting Well Workshop</p> <p>Workshop to agree on the One Halton priority for 'Starting Well'</p> <p>Breakout session took place where we discussed what we thought should be the main priority. 6 issues were highlighted. Following this the group agreed which of the six would be the main priority.</p> <p>Solving Family and Child Poverty was chosen as the main priority around the Starting Well Theme.</p> <p>A further breakout session took place where each group looked at how we could all work as one system to achieve this priority.</p> <p>Action Points: Carry on our involvement in the plans and set-up of One Halton.</p> <p>We are currently involved in the Communication and Engagement group, Quality Group and also in the initial meeting of the discussing digital inclusion/exclusion.</p> <p>Concerns: We need to make sure our resources aren't overstretched. As a small team and volunteers we can't attend every single meeting we're asked to attend.</p> <p>We need to ask why the meeting wants Healthwatch involvement. It needs to be more than ticking a box for involvement.</p> <p>Any other points: None</p> <p>As mentioned, Solving Family and Child Poverty was chosen as the main priority around the Starting Well Theme.</p>
Date	Meeting	Rep name	Notes /Actions
2022-03-07	One Halton related Shaping the One Halton approach to Communications and Engagement	Dave Wilson	<p>E&I Group One Halton Comms plan workshop</p> <p>Two hour workshop to look at shaping the approach to Comms and Engagement for One Halton</p> <p>An actual face to face meeting!</p> <p>Workshops looked at What is good comms and engagement currently - across Halton and What could be done better</p> <p>Slightly disappointing turnout</p> <p>First steps in finding out what works well and what needs improving.</p> <p>Attendees were Halton & St Helens VCA, Halton Disability Partnership, Nightstop and Halton PPG+ members</p>

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Date	Meeting	Rep name	Notes /Actions
2022-03-08	Quality Assurance catch-up	Dave Wilson	<p>Meeting with Benitta Kay - Quality Assurance Manager at HBC.</p> <p>Catch-up with Benitta to discuss Care Home Enter & View visits</p> <p>Looking to restart quality assurance visits in April - This would work well with our plans for E&V too</p> <p>New system dashboard for LCR - PAM(?)</p> <p>Benitta will pull out the questions that they will be asking the Care Homes, we can adapt our questions around those.</p> <p>Would we be interested in visiting Supported Living too? - Yes</p> <p>Action Points:</p> <ul style="list-style-type: none">• ReviWe need to start by arranging a refresh of the E&V training – Arrange suitable date• Are all the DBS up to date? Do we have badges etc for volunteer – Check on this• Look at our previous questionnaires and format and alter as needed – Check on this too <p>Face to face meeting planned with Benitta for Friday 8 April at Foundry House.</p>

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Meeting feedback Action Points and concerns to note

1. One Halton MH Partnership Board – Kath Parker 12/01

- a. Healthwatch Halton to promote REACH service in Halton when information received. (completed)

2. Quarterly HW meeting with Whiston and St. Helens Hospitals – Jude Burrows 12/01

- a. Offered to send over Qwell counselling information to the hospital for our area. – completed (Have sent this information to Anne by email).

3. National Autistic Society – Dave Wilson 13/01

- a. Arranged a follow-up meeting with NAs to discuss Halton specific issues – (completed)

4. Maternity Report follow-up – Dave Wilson 14/01

- a. Need to keep in touch with commissioner to monitor the service – (completed, arranged another meeting for March)
- b. Send the last report on Woodview to Di Clarke – (completed)

5. Health Protection Board – Dave Wilson 17/01

- a. Agreed to promote any comms coming out around the local vaccination programme – (completed)

6. One Halton Comms and Engagement Sub group – Dave Wilson 17/01

- a. Contact Cllr Marie Wright to arrange meeting re homeless feedback – Date to be agreed

7. Meeting with Rob Foster – One Halton related – Kath Parker 18/01

- a. Continue to keep open dialogue and make particular reference to the need for resource sharing etc. – ongoing

8. Cancer Alliance meetings – Jude Burrows 19/01 and 09/02

- a. Support and promote the Cancer Roadshows – (completed)

9. Primary Care Commissioning – Paul Cooke 19/01

- a. Paul raised the need to educate patients with online procedures (digital inclusion). Keep a watch on this progress – ongoing

10. Health and Wellbeing Board – Kath Parker 19/01

- a. Dental Issues – Continue to attend and keep dentistry on the agenda – ongoing

11. Partners in Prevention meeting – Jude Burrows 20/01

- a. Offered to share organisations information during our outreach sessions – ongoing

12. Chatterbugs – Speech and Language Therapy – Jude Burrows 27/01

- a. Try and gain some feedback on the service. – Jude to update – ongoing

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13. Primary Care Commissioning meeting – Paul Cooke 02/02

- a. Monitor transfer of services into the Integrated Care organisation to ensure the community voice is heard. – ongoing

14. Warrington and Halton Hospitals Chair meeting – 03/02 Dave/Kath

- a. Agreed to keep in regular contact – Need to confirm date of next catch-up meeting – ongoing

15. Hate Crime Support meeting – Jude Burrows 08/02

- a. Arrange for Remedi to take part in our online Tuesday Chat sessions – ongoing

16. CCG Governing Body meeting – Kath Parker 08/02

- a. Follow up with HWE, demographic information about GP access complaints and an overall view about the improvement or otherwise of access. – (completed)

17. Mental Health Support teams steering group – Jude Burrows 09/02

- a. Arrange meeting with Dave Mulholland – ongoing, Jude to update

18. Health PPB meeting – Dave Wilson 15/02

- a. Focus area for the PPB chosen as Social Care and Workforce. Other option was a look at delivery of SEND services for Halton – As this wasn't chosen by the PPB is this something that we could or would be interested in. May need to contact Sue Wallace-Bonner to see what they were considering.

19. One Halton Place Based ICP Partnership Board 17/02

- a. Digital Strategy being developed – Check if Smita, our new HAB Member, would be interested in being involved in No.5, the digital strategy, given her experience in this field. (Note – Rob Foster is leading on this, we are already involved through the One Halton comms and engagement sub-group)

20. CYP Emotional Health and Wellbeing meeting

- a. Agreed to distribute some of the Kooth Promotional material during our outreach sessions

21. Primary Care Commissioning – Paul Cooke 02/03

- a. Paul agreed to a final meeting with Stephen Woods, Programme Director, to discuss ideas about improving communications with the "Community". – Paul to update

22. Mersey Care EDS 2 review – Dave Wilson 03/03

- a. Explained that HWE were running Accessible Information Campaign. Agreed to contact Alison Paul (EDI lead) to discuss further. Ongoing – Email sent and waiting for another meeting date to be agreed

23. Quality Assurance catch-up – Dave Wilson 08/03

- a. Review plans for Enter & View – ongoing
- b. Set-up regular meetings with HBC Quality Assurance Manager – (completed- Date agreed for April meeting)

Agenda Item 6

Decisions to be made by the HAB