

# NOTES

## Engagement and Involvement Group (E&I)

Runcorn Town Hall, Runcorn

Tuesday 16<sup>th</sup> July 2019

13:30-15:30

**In attendance:** Lorna Plumpton (Patient Rep), Dianne McCormick (PPG+ and Halton Peoples Health Forum), Alec Schofield (Halton CCG), Richard Ashworth (Halton OPEN), Sophie Bartsch (One Halton), Phil McClure (Young Addaction), Michelle Osbourne (HBC), Des Chow (Halton CCG), Ruth Austin-Vincent (GB member Halton CCG), Lisa Taylor (HBC), Janine Iyanda (SHAP), Chris Carlin (Well Halton), Karen Hampson (Halton CCG), Gareth Rustage (Halton CCG), Pat McLaren (WHH), Leigh Thompson (Halton CCG)

**Apologies:** David Wilson (Healthwatch), Angela Green (Bridgewater), Carl Harris (Halton Carers Centre), Andrew Woods (Merseyside CCGs), Diane Macgregor (Patient Rep), Samantha Whelan (STHK), John Abbott (Halton Disability Partnership), Roy Page (Patient Rep), Maria Austin (Warrington and Halton CCG)

No	Agenda Item	Notes
1	Welcome and Introductions	Leigh Thompson, Chair
2	Minutes of the last meeting and actions	<p>Shaun Reid to pick up the PCN directory of service and report back to the group in October.</p> <p>The Halton Diabetes Oversight Group will support, develop and oversee the implementation of diabetes work that improves overall diabetes care in Halton. The Group's other functionalities will include:</p> <ul style="list-style-type: none"> <li>• Reviewing against the identified priorities for Halton diabetes.</li> <li>• Regular review of the work areas to ensure they meet the local, regional and national diabetes requirements.</li> <li>• Develop and ensure delivery of the engagement plan with all stakeholders, with a clear focus on ensuring that people who use diabetic services in Halton are involved in the design of the services to improve diabetes care.</li> </ul>
3	Appleton Practice EIA	Karen Hampson updated the group on the progress of the new build for Appleton. The practice has been asked as part of the ongoing consultation that they identify vulnerable patients and offer them additional support as and when required.

		<p>Transport has been flagged up several times as an area of concern specifically those families without access to a car or local transport. It was noted that to get to the new premises it would require some patients having to get 2 buses which is not acceptable. A request was made by the group that transport links are taken into consideration and they asked if there was any support to be provided for local registered patients.</p> <p>Lisa Taylor informed the group that there is a bi-monthly transport group for Halton, where concerns will be relayed to this group.</p> <p><b>Action</b> – it was agreed that the issue of the Appleton surgery premises move be raised at the above referenced local group.</p> <p>A communications plan is in place and once the building start date is confirmed the communications officer will support the practice.</p>
4	Halton Peoples Health Forum, PPG Plus and NAPP	<p>Proposed dates, locations and times for the next HPHF;  Widnes: 2<sup>nd</sup> October, Halton Stadium, 13:30-15:30  Runcorn: 3<sup>rd</sup> October, The Brindley, 10:30-12:30</p> <p>Topics discussed and agreed upon at the meeting, Flu, falls and frailty – and Self Care. There was also support to bring back the You Said, We Did.</p> <p>The next PPG+ will be held on Wednesday 11<sup>th</sup> September, 13 – 15:30at the Brindley Runcorn. The agenda is due to include, One Halton, Primary Care Networks (PCN), Long Term Plan, Self-Care, Urgent Care Centres and networking.</p> <p>A copy of the NAPP (National Association for Patient Participation) was distributed to members.</p>
5	One Halton	<p>Sophie Bartsch introduced Michelle Osbourne to the group as the One Halton Comms and Engagement support officer. Michelle described the process she will be presenting to the wider One Halton forum and a draft One Halton communications and engagement strategy which is currently in early development. It was explained the work of One Halton has dedicated time over the past 6-9 months on revisiting the governance, relationships, and Integrated Care system.</p> <p>Next steps will be to engage with the local people to hear what will need to change to make things better for the people of Halton. A series of workshops, listening events and opportunities to capture peoples thoughts and ideas will be planned for the forthcoming months.</p> <p><b>Action</b> – it was agreed that Michelle will come back to the group in September to update on progress.</p>

6	Self-Care Communication and Engagement	<p>A self-care campaign is to be launched in November to coincide with self-care week. A communications and engagement plan is currently in progress, including marketing material.</p> <p>One of the areas for discussion was the need to have documents translated into different languages and in different readable formats. It was agreed that this could be done more efficiently and effectively. Pat McLaren from WHHFT suggested that the Comms leads look at economies at scale and options to pool resources. It was suggested that the One Halton provider alliance or One Halton forum look into this.</p> <p><b>Action</b> – Pat McLaren to raise as an opportunity to the One Halton groups. In the meantime, <b>Action</b> - Gareth Rustage to include a sentence in the promotional materials that if required all materials can be translated upon request.</p>
7	NHS Long Term Plan Update	<p><a href="#">Click here to view the PowerPoint slides on our website</a> (file is too large to attach)</p> <p>Leigh Thompson presented the background and local context of the Long Term Plan (LTP).</p> <p>There are opportunities within the planning round to engage with the local people and she encouraged the group to think about the outcomes required to improve the health and wellbeing of the local population. The plans need to be ambitious but deliverable and support the work of the Primary Care Networks and the Cheshire &amp; Merseyside Partnership. It was noted that we already have a One Halton Health &amp; Wellbeing strategy that will form the basis of the LTP for Halton and work is currently underway to revise this and align to the national, regional and local expectations.</p> <p><b>Action</b> – it was agreed that Leigh Thompson would speak to Maria Austin about the engagement plan re the LTP</p>
8	E&I Group Forward Plan	<p>Suggestions put to the group for future topics where;</p> <p>2020-2023 WHH patient engagement strategy to go on.  Primary Care networks – September  Long Term Plan – October  One Halton – October  Patient Experience - October</p> <p>Please let us know of anything that needs to go the action plan, all remarks to be sent to Des.</p>
9	Updates from Partners	<p>Pat McLaren announced the WHH AGM, 11<sup>th</sup> September 4-6 at the education centre, Runcorn Hospital. Pat said there is scope for</p>

		<p>community engagement and HPHF/PPG Plus to attend and are very welcome to use the centre as and when required.</p> <p><b>Action</b> – Des Chow to explore options with Maria on her return.</p> <p>Halton OPEN dementia cafes ongoing and doing well. Recently had an afternoon trip with plans for further outings. Halton OPEN are close to issuing the next newsletter and new membership website.</p> <p>Well Halton update attached</p>
10	AOB	Comments for HIU cards, example mock-up shown to group.
11	Close	

Action log		
1	It was agreed that the issue of the Appleton surgery premises move be raised at the local transport group.	Karen Hampson/Lisa Taylor
2	It was agreed that Michelle will come back to the group in September to update on progress in regard to One Halton.	Michelle Osbourne
3	<p>Translational services Pat McLaren to raise as an opportunity to work at scale and discuss in the One Halton groups.</p> <p>Gareth Rustage to include a sentence in the self care promotional materials that if required all materials can be translated upon request.</p>	<p>Pat McLaren</p> <p>Gareth Rustage</p>
4	It was agreed that Leigh Thompson would speak to Maria Austin about the engagement plan re the LTP	Leigh Thompson
5	Des Chow to explore options of the use of the WHH education centre as a possible alternative venue. Des to discuss with Maria on her return.	Des Chow.

Attachments:

Long Term Plan – website link

Well Halton update (waiting from Chris Carlin)