

NOTES

Engagement and Involvement Group (E&I)

Civic Suite, Runcorn Town Hall

Tuesday 7th January 2020

13:30-15:30

In attendance: Diane McCormick (PPG+ and Halton Peoples Health Forum), Lorna Plumpton (PPG), Des Chow (Halton & Warrington CCG- acting chair), Richard Ashworth (Halton OPEN), Lisa Taylor (HBC), Angela Green (Bridgewater), Alec Schofield (Halton CCG), Ann Fitzgerald (Halton Haven), David Derefaka (SHAP Ltd), Kathy Jenkins (Night stop communities North West), Dennis Dewar (North West Boroughs Healthcare NHS Foundation Trust), Alison Kinross (Public Governor- Warrington and Halton Hospitals Teaching Hospitals NHS Foundation Trust), Stacey Evans (Halton CCG)

Apologies: Andy Jones (FT Governor- North West Boroughs Healthcare NHS Foundation Trust), Ruth Austin-Vincent (Halton CCG Governing Body), Martin Stanley (Halton CCG), Katie Horan (Warrington CCG), Maria Austin (Halton CCG and Warrington CCG), Sophie Bartsch (One Halton), Michelle Osbourne (One Halton)

No	Agenda Item	Notes
1	Welcome and Introductions	
2	Actions	<p>Group have asked a communications group be set up involving local Halton communication leads. *Update Alec met with Communications Manager Jenny Garden who informed there is already a communications group.</p> <p>Des to meet up with Ann Fitzgerald to discuss the HPHF and future working.</p> <p>Future action logs to include a “to be completed date”</p>
3	TOR and support for members	There is to be a few minor changes to the Terms of Reference (ToR). New ToR will be distributed for comments and approval. It was also reminded that at the beginning of each meeting that any conflicts of Interest are disclosed (there were no conflicts of interests declared at this meeting)
4	Commissioning Intentions 2020/21	Unfortunately Martin Stanley was unable to attend. An update will be given at a future meeting.
5	One Halton Plan	Michelle Osbourne is to continue working on the plan. There is also a website available - http://www.haltonccg.nhs.uk/get-involved/one-halton
6	Always events and peer support	Dennis Dewar explained about the peer support initiative which recruited persons with ‘lived experience’ to roles within NWB (North West Boroughs). This was in partnership with the 3 rd sector and applicants were provided help when applying for roles. A first set

		<p>of roles have been recruited to, and for those who were not successful they were invited to attend to get pointers and further information, plus access to additional resources. There is anticipated to be 12 FTE roles for Halton. Please contact Dennis for further information.</p> <p>Dennis also spoke about what matters to service users and a project they are currently involved in which looks at the experience of service users. An example given was that of a service user asking 'when can I ask questions about my condition?' as it may take a couple of days for any information or news given to the service user to register, and when it does there are usually questions that need to be asked. This is an ongoing project; please contact Dennis for more information.</p>
7	Beeches	The consultation for the Beeches Practice is on hold.
8	IAF	<p>The Improvement and Assessment Framework is a process where the CCGs website is evaluated on several subjects such as patient and public engagement. Last year NHS Halton CCG was rated as Good. In the coming days, information on the website will be refreshed, and Des will be linking in with providers, for example, organisations will be reviewed to see how they engage with the public and how they take action in response. Members of the E&I group to provide information on their engagement. Alison will feedback to her organisation and provide an update in the next meeting.</p> <p>The volunteer policy is to be reviewed and further documents and links are to be put onto the website.</p>
9	Updates from partners	<p>SHAP ltd Asylum seeker drop in Runcorn Widnes Trinity Methodist Church Des to send PPG+ information to David.</p> <p>Halton Haven also operates Asylum seeker groups at the Haven.</p> <p>Peelhouse Practice raised more than £200 with a fundraiser and they have their AGM in February.</p> <p>Halton OPEN is continuing with the dementia cafes and social connectivity. They meet at Hope corner 10.am of Fridays. Noted that there are too many agenda items for the meeting, can the CCG please look into reducing the agenda items are extending the meeting time to reflect the amount of time needed to go through all agenda items.</p> <p>Bridgewater are looking at service users who continually use the services on a regular basis and are looking at holistic and frailty service improvements.</p> <p>NCCNW have opened a new hub on Queens Avenue in Widnes and are currently taking part in an upcycling project.</p> <p>Stacy (Halton CCG) has asked if anyone has a patient story, positive or negative that they want to share then they can contact her. Patient stories are presented at Governing Body to help learn from mistakes or take away good comments. Please contact communications@haltonccg.nhs.uk if you wish to discuss further.</p>

		<p>NWB have started to provide transgender awareness training, for more information please contact Dennis.</p> <p>PPG+ the next agenda includes the following items, GP Extra services, Self-Care, One Halton update.</p> <p>Alison Kinross Public Governor for WHTHFT attended on 7.1.2020 and gave an overview of her involvement with the Trust as a member of the Governors Engagement Group, Patient Experience Committee and elected representative at Charitable Funds Committee.</p> <p>Alison told us of the Governor Observation Visits performed across all sites at Warrington, Halton and CMTC on a monthly basis. These can be at different times and weekday or weekends, obtaining views from patients and staff.</p> <p>Reports are sent back to the Quality and Patient Experience Committee and Ward Management. Return visits are made if needed.</p> <p>The Frailty Unit and Discharge Lounge are now both complete and the Dementia Garden has recently won an Outstanding RHS award. It is hoped to improve the open spaces at Halton to help the patient experience.</p> <p>Dementia Carer Cafes are popular and held once a month at both hospitals (leaflet given to Des).</p> <p>There are many more patient and engagement stories which could be brought to the group .</p>
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Action No	Description	TBC
Action 1	Set up communications meeting	Complete
Action 2	Future action logs to have a TBC date	Complete
Action 3	Changes to TOR	03.02.20
Action 4	Des to send PPG+ information to David	03.02.20

Next E&I meeting will take place on Monday 3 February at Runcorn Town Hall (Committee room 1) at 13.30-15.30