

Engagement and Involvement Group (E&I)

Monday 6 July: 12 noon – 1.30pm

Via Microsoft Teams

Notes

In attendance: Jude Burrows (Healthwatch Halton), Ruth Austin-Vincent (Patient Engagement representative Governing Body), Dennis Dewar (North West Boroughs Healthcare NHS Foundation Trust), Sophie Bartsch (One Halton), David Derefaka (SHAP), Michele Osbourne (Halton Borough Council & One Halton), Maureen Isherwood (Widnes and Runcorn Cancer Support Centre), Katie Horan (NHS Halton and NHS Warrington CCG), Angela Green (Bridgewater NHS Foundation Trust), Dianne McCormick (Patient representative), Alec Schofield (NHS Halton and NHS Warrington CCG), Maria Austin (NHS Halton and NHS Warrington CCG)

Apologies: Richard Ashworth (Halton OPEN), Lorna Plumpton (Patient representative)

1.	Introductions and no conflicts of interests declared
2.	<p>Restart plans, the pre-covid workstreams and covid workstreams are being reviewed by the CCG within the next couple of weeks. The outcomes will be brought to E&I as it will give a forward look onto what pieces of work will need involvement from the E&I group.</p> <p>Action: Additional meeting for workplan, 2-hour workshop in September 2020</p> <p>Lessons learned exercise has been undertaken across the CCG on a team by team basis. The outcome of this will be the production of a Lesson Learnt report - what worked well, what do need to do moving forward. Any relevant actions will be picked up in the E&I Group workplan.</p> <p>Members discussed what groups are meeting – restarting and the ways in which groups are meeting in line with the guidelines. Diane McCormick advised that the PPG+ will still be meeting – virtually but needs support from Alec Schofield re sending of the details.</p> <p>Action: Alec Schofield to liaise with Diane McCormick re setting up schedule of PPG meetings and sending out invites to members.</p>
3.	<p>Healthwatch COVID-19 health and wellbeing survey – 1st survey began end of March for 6 weeks and was promoted on social media and via email. Themes from the responses include; rise in anxiety, worry about existing conditions, cancer screening and treatment concerns. Halton PPG Facebook group, and HW website for reliable information and confusion surrounding GP appointments.. Full details of the survey outcome via this link https://healthwatchhalton.co.uk/research-reports/.</p>

[The second Covid survey is now live](#) until end of July, and will focus on Mental Health

Action: Alec Scofield to share the link to the survey outcome report

4. **Urgent Care Centres** – Providers are reporting that patient experience is improving at both UCCs – CCG awaiting further information and evidence as part of formal contract discussions. Currently due to delivering safe services the UCC are running differently. Members advised that the appointment system at the Widnes UCC is working well.

Further information / update on the UCC / UTC to be presented to the August E&I Group.

Action: Maria Austin to invite commissioner to the August meeting to provide an update.

5. **Questions & AOB:**

Healthwatch England – ‘because we all care’ joint campaign with CQC looking for feedback on care, running 9-12 months from Wednesday 15 July 2020.

Asylum seekers placed within the Halton locality. All provisions and health care needs have been assessed and have been put in place. Noted that the CCG is no the commissioner but has worked with the main commissioner to ensure provision is met.

Question regarding the uptake of COVID tests – link provided to stats on borough basis <https://coronavirus.data.gov.uk/>

CCG – advised that Equality Training will be scheduled into the workplan for the E&I Group – this will enable E&I members to provide support for the completion of EIA’s. Date for session to follow.

Meeting time & Schedule – request to extend the meeting times to 1 hour 30 mins and for a schedule for the year to be established.

Action: Alec Scofield to arrange schedule.

Future dates.

E&I 2020.

Monday 3 August: 12:30pm - 2:00pm

Monday 7 September: 12:30pm - 2:00pm

Monday 5 October: 12:30pm - 2:00pm

Monday 2 November: 12:30pm - 2:00pm

Monday 7 December: 12:30pm - 2:00pm