

Engagement and Involvement Group (E&I)

Monday 3 August 2020: 12.30pm – 2.30pm

Via Microsoft Teams

Notes

In attendance: Ruth Austin-Vincent (Patient Engagement representative Governing Body), Sophie Bartsch (One Halton), Maureen Isherwood (Widnes and Runcorn Cancer Support Centre), Angela Green (Bridgewater NHS Foundation Trust), Dianne McCormick (Public Governor Bridgewater, Chair of PPG Plus), Alec Schofield (NHS Halton and NHS Warrington CCG), Maria Austin (NHS Halton and NHS Warrington CCG), John Abbott, Denise Roberts, Di Armstrong (NHS Halton and NHS Warrington CCG), Lorna Plumpton (Vice chair PPG Plus), Katie Horan (NHS Halton and NHS Warrington CCG), Sara Garratt (NHS Halton and NHS Warrington CCG)

Apologies: Richard Ashworth (Halton OPEN), Des Chow (NHS Halton and NHS Warrington CCG), Michele Osbourne (One Halton and Halton Borough Council), Tracy Tilston (NCNW)

1.	Introductions and no conflicts of interests declared
2.	<p>Urgent Care Centres (UCC) From 1st October the two Urgent Care Centres will become Urgent Treatment Centres (UTC). A consultation was conducted in 2019 and the provider process was put on hold July 2019. NHSE asked the CCG to work with existing providers. Whiston (STHK) will run the Widnes UTC and Warrington and Halton Hospitals (WHH) will run the Runcorn UTC. Less pts are using UCC and we need to get more people to use it and get message out. Bookable appointments will be available whilst still being available for walk-in patients, this should reduce waiting times. MI: Widnes UCC Xray machine, comments about the X-Ray machine not working (DA to check if there are any issues) This issue was noted in the HW engagement report. LP: Can pts use both UTC? Yes RAI: How do we ensure providers engage with E&I and wider organisations?, We would expect our providers to link in, can we get the providers to come to the next meeting (Di to action) SB: Can Widnes GP book into any UTC? yes but will check. Can the Widnes wait times be shown online? DA has asked for an online waiting times. JA: Can third sector be more involved? Yes Dmc: PPG + invite for view of patients (send date to DA when we have it) MA to liaise with providers about pt. engagement.</p> <p><u>4.8.20 Update from Di Armstrong below:</u></p> <ol style="list-style-type: none"> 1. Issues with the x-ray machine at Widnes Urgent Care Centre – I've spoken to Melanie McLaughlin, who's the Senior ANP at WUCC. She's reported that there's not been

	<p>any issues with the x-ray machine being out of service, certainly not in the past six months. The only thing she could add was that the x-ray machine is checked and maintained regularly, which usually means that the machine is out of service for a couple of hours at the very most, whilst the engineers do their bit. But this only takes place every 6 months.</p> <ol style="list-style-type: none"> 2. Invite to PPG Plus Meeting – happy to attend to discuss the UTC’s. Not sure if Alec or Des arrange, but if they can contact me with dates so we can get a session booked in. 3. Can Widnes GP’s book patients into appointment slots in either Urgent Treatment Centre? – I spoke to Shaun Reid, who confirmed that ‘yes’ this function will be available not just for primary care in Halton and Warrington, but also for NHS 111 and in A&E. 4. The E&I group are keen to see something (on paper or a presentation) to illustrate how the new UTC Providers will involve community and third sector organisations across Halton and have asked for them to provide an update on plans. I will speak to Nicky Ambrose-Miney as she leads the contract for StHK and Bridgewater. Myself and Leigh have a call with Chris Evans and Dan Moore on Thursday to talk through elements of the Runcorn UTC contract. So will raise this on the call as an action to be followed up. Once I have any feedback Maria, I’ll let you know.
3.	<p>NHS 111 - Sara Garratt Slides + Questions SB: Not public knowledge at the moment. Comms will go out before in ‘soft launch’. Once live national, national campaign will start. KH: Engaging with WWH for targeted engagement (eastern European and LD) Dmc: Changing patients’ attitudes, Whiston will adopt Nov – invite to PPG plus RAV: We need national comms engaging with national bodies, can you find out who they are engaging with (national voices). Is there a NHS 111 report?</p>
4.	<p>CMHCP - Maria Austin BAME, what is being done? CMHCP research. Need to address the long running health problems and understand the needs of groups. Proposal C&M, social impact, MH wellbeing, fear factor, cultural behaviour and religious aspects, how PH messaging is perceived, how do they receive information. Incl 500 interviews and quantitative research, from September with info by December.</p>
5.	<p>PPG Plus Appleton PPG meeting 27 August 2020 PPG Plus will be Microsoft team. Lists are up to date, arrange a date in Sept but to avoid AGM and send save the date. PCN reps to be invited.</p>
6.	<p>Member update JA: DP can provide welfare rights – connect with Michelle Osbourne Dmc: Type II rental screening programme, MA to look into it. SB: One Halton website</p>

	<p>MI: Update for Widnes and Return Cancer Support. Services still being provided online. Recently started to offer counselling sessions via Zoom. Recovery plan being put together. Referrals have increased which indicates Halton residents are aware we are still operating.</p> <p>Halton AGM 10 September (11am) submit questions beforehand when possible. Invite to follow.</p> <p>Engagement KH: How we are going to communicate going forward. Working with local providers, work underway in Halton to map out a plan.</p>
<p>7.</p>	<p>Future dates. E&I 2020.</p> <p>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</p>

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