

# Engagement and Involvement Group (E&I)

Monday 14 September 2020: 1.30pm – 3.00pm

Via Microsoft Teams

## Notes

In attendance: Ruth Austin-Vincent (RAV) – Chair (Patient Engagement representative Governing Body), Sophie Bartsch (SB, One Halton), Maureen Isherwood (MI, Widnes and Runcorn Cancer Support Centre), Angela Green (AG, Bridgewater NHS Foundation Trust), Dianne McCormick (DMc, Public Governor Bridgewater, Chair of PPG Plus), John Abbott (JA, CEO - Warrington Disability Partnership), Michelle Osborne (MO, Communications & Marketing - Halton Borough Council), Martin Stanley (MS, Head of Acute Care - Halton and Warrington CCGs), Karly Liddell - notes (KL, Corporate Assistant - Halton and Warrington CCGs).

Apologies: Lorna Plumpton (LP, Vice chair - PPG Plus)

1.	RAV welcomed all to the meeting and introductions were made. No conflicts of interests were declared.
2.	<p>The minutes from the Engagement and Involvement Group held on the 3 August 2020 were approved as a true and accurate record of the meeting.</p> <p>All agreed to close all actions except the UTC presentation which will be on October's meeting agenda.</p>
3.	<p><b>Website update</b></p> <p>No formal updates for the meeting – agreed to defer to the next meeting.</p> <p>It was advised that there will be one website for Halton and Warrington CCGs and that Alec Schofield is leading and asking for content and imagery.</p> <p>DMc commented the present website is difficult to navigate. RAV added it would be good to see more up to date accessibility.</p> <p><b>Action: Email Alec Schofield and ask for the email regarding website feedback be resent.</b></p>
4.	<p><b>PPG Plus update</b></p> <p>DMc advised she is in touch with Maria Austin regarding administration support for the next PPG Plus meeting. The agenda has been set.</p> <p>DMc advised Appleton PPG has been having Zoom meetings over the last six months to ensure there is patient input and added that she is unsure of what other PPGs are doing. DMc reported she has asked Alec Schofield/Maria Austin to send out the agenda and to ensure Governing Body members are included as relevant, stating that it is important to get as many people as possible around the virtual table.</p>

	<p>RAV commented it is a great opportunity to find out how surgeries are working for people and asked for this to be brought back to the Engagement and Involvement Group for wider discussion.</p> <p><b>Action: Bring back issues from PPG Plus so that E and I can support development of engagement with PPG's.</b></p>
<p>5.</p>	<p><b>NHS111 First update</b></p> <p>The group discussed the lack of communication regarding NHS111 First from NHS England (NHSE) despite RAV flagging the importance of very good communication. It was noted NHSE have not been out to any patient groups and have asked if they could use the information gathered by the CCG's communications and engagement group when contacting groups. It was noted that trying to do what can to make communication and engagement relevant locally.</p> <p>Concerns were raised regarding the lack of communication in relation to the message getting to the public, elected members not being informed, and that people of Halton are being forgotten. In addition, concerns were also raised regarding people without access to social media or who are on their own hence people needing to be informed by writing - RAV commented that this was why GP Practices are important regarding NHS111 First communication. It was felt people, MPs and councillors in Warrington have been informed.</p> <p>MO advised she was aware of one stakeholder briefing with members as well as discussions taking place regarding specific messages for people in Halton in the press release.</p> <p>RAV commented that more can be done locally but highlighted that this is a national initiative.</p> <p>MI commented is it confusing for people in Halton particularly with the changes with the Urgent Care Centre.</p> <p>RAV advised to contact the public for their feedback, once it has been running for a few months.</p> <p><i>MS joined the meeting.</i></p> <p>MS advised NHS111 First was aimed at category three conditions and it would be the same process to call 999 in an emergency/ go straight to Accident &amp; Emergency. MI commented it was important to get the communications right so people know.</p> <p>MS confirmed NHS111 First is being monitored by a local steering group between Warrington and Halton Hospitals Foundation Trust and the CCGs with Sara Garratt as lead for the CCGs.</p> <p><b>Action: It was agreed that a One Halton communication on this was preferable and this needed to be coordinated between the CCG/ local authority and community and voluntary sector. This needed to be brought back to the next meeting as part of this MO to email Jennifer Garden regarding communications.</b></p> <p><b>Action: Communications around NHS111 First and other initiatives like UTC were raised - RAV to email Maria Austin regarding group's concerns.</b></p> <p><b>Action: There is a Warrington steering group for this need to bring back to next meeting who is the patient voice on the local steering group.</b></p>
<p>6.</p>	<p><b>Restart of NHS Services</b></p>

MS shared Covid-19 timeline and the NHS response to Covid-19 on screen via Microsoft Teams and talked through these.

MS provided updates to the group on changes and delivery in some services including cancer, non-elective surgery, stroke and cardiac services.

MS advised Warrington and Halton Hospitals Foundations Trust and St Helens and Knowsley Teaching Hospitals are working as hot and cold sites and all are carrying out Covid-19 swabs prior to operating with self isolating measures in place for patients.

MS stated a new Covid-19 is expected with the expectation that people will start being hospitalised soon due to numbers increasing but there are no plans to stop any services. MS added that Test and Trace may cause problems regarding staffing and hospitals are gearing up swabbing programmes internally with rapid testing kits.

RAV thanked MS for the overview.

DM commented that the Podiatry service is working as well as the retinal screening service. MS confirmed cervical screening has restarted in Primary Care.

MS advised Phlebotomy has been the most difficult service to restart as this is usually done in GP Practices. The group raised issues regarding waiting for blood tests.

It was noted to keep Phlebotomy on the Engagement and Involvement Group agenda. RAV advised for any complaints that go through Healthwatch, to signpost to the Engagement and Involvement Group.

JA expressed he thought the NHS has been great and are a credit to the country and commented that the country is using the NHS better than before with the changes that have been made making the service better and more targeted.

RAV thanked the NHS staff and the CCGs for their work.

The group discussed the importance of the health of those people who are 'bored and lonely' and social prescribing review that is underway.

MS commented that low paid carers have been stars and put their lives at risk and added packages of care have been sent to people who have needed them.

7. **Member updates**

MI advised the Cancer Support Centre is open for business and highlighted some of the changes that have been made to services due to Covid-19, although the service can still see the benefit people are getting.

**Action: All organisations to support with the communication of the third sector organisations being open – SB and MO to take back and think of ideas.**

JA advised Warrington Disability Partnership has shifted to mental health in the last few months due to self isolation. RAV stated that this is something that the statutory sector, the CCG and health services can support the third sector with.

DMc raised the concern over lack of attendance at the Engagement and Involvement Group meetings.

	<p><b>Action: Email to be sent regarding Engagement and Involvement Group meetings being up and running again and the range of discussions taking place and importance of input from all partners.</b></p> <p>AG advised Bridgewater Community Healthcare Trust are focussing on restarting and restoring services as well as focussing on flu.</p>
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**ACTIONS**

Action	Update
Issues with the x-ray machine at Widnes Urgent Care Centre	DA spoken with the provider - not been any issues with the x-ray machine being out of service in the past six months.  14.09.20 – action closed.
DA to attend future PPG Plus Meeting	DA to attend the October PPG Plus meeting.  14.09.20 – action closed.
Confirm bookable slots at UTC	Shaun Reid 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.  14.09.20 – action closed.
UTC presentation to E&I Group re new UTC Providers will involve community and third sector organisations across Halton.	TBC Oct
Website update - Email Alec Schofield and ask for the email regarding website feedback be resent.	
Bring back issues from PPG Plus so that E and I can support development of engagement with PPG’s.	
It was agreed that a One Halton communication on this was preferable and this needed to be coordinated between the CCG/ local authority and community and voluntary sector. This needed to be brought back to the next meeting as part of this MO to email Jennifer Garden regarding communications.	
Communications around NHS111 First and other initiatives like UTC were raised - RAV to email Maria Austin regarding group’s concerns.	

<p>There is a Warrington steering group for this need to bring back to next meeting who is the patient voice on the local steering group.</p>	
<p>Member updates - All organisations to support with the communication of the third sector organisations being open – SB and MO to take back and think of ideas.</p>	
<p>Email to be sent regarding Engagement and Involvement Group meetings being up and running again and the range of discussions taking place and importance of input from all partners.</p>	

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