

**Provider patient representatives' feedback to the Health Forum**  
**30<sup>th</sup> April 2018**

**Public Governors**

**Jim Sinnott - Northwest Boroughs Healthcare**

It was noted that Gail Briers outlined Warrington Together (previously ACP) at the last NWB Board meeting, stating that the status is still as a work in progress.

A brief outline of Warrington Together was provided, noting that it includes input from NHS Warrington CCG, Warrington and Halton Hospital Foundation Trust, Bridgewater and Warrington Borough Council working more collaboratively.

KH stated that Simon Kenton is due to attend the Health Forum in June to update.

4 Warrington GPs are involved in Warrington Together to ensure that Primary Care is as involved as possible.

There was clarification that Warrington Together holds the same aim, values and strategy as it did previously when it was known as the ACP - the only difference is the name.

Hold the Date - 12<sup>th</sup> July: Key Partners are due to meet at Walton Gardens during Disability Awareness Week, including GPs, Providers, 3<sup>rd</sup> Sector and the public. This event is Warrington Borough Council led.

**Healthwatch Warrington**

Provided posters highlighting Healthwatch Warrington's Quality Accounts Involvement Day on 17th May at The Gateway (9am – 5pm).

20/25 minutes will be allowed for each organisation/Trust to present and 35/40 minutes will be given to discussions, questions and comments from the audience.

It was noted that the same key providers (Clatterbridge, Walton Centre, Bridgewater, WHHFT, NWB, St Rocco's, and Spire Cheshire) are invited each year, as all Trusts used by members of Warrington Public can't be invited due it resulting in a list/event that would be too lengthy.

Spire Cheshire has been invited to present but has so far declined to attend and present at draft stage of the QA – Healthwatch are to repeat the request.

Spire Cheshire or any of the organisations presenting are under no obligation to attend, though it is viewed as good practice to do so, for meaningful public engagement.

Healthwatch are then required to provide a response to each QA by approx. mid-May.

**Provider patient representatives' feedback to the Health Forum**  
**30<sup>th</sup> May 2018**

**Public Governors**

**Anne Robinson - Warrington and Halton Hospitals Foundation Trust**

AR reported that there was a Board meeting last week where it was noted that the potential locations of a new hospital are being considered; nothing specific has yet been discussed.

**Jim Sinnott - Northwest Boroughs Healthcare**

JS stated that at the recent bi-annual Service User and Carers Forum, Mike Kenny attended to present Warrington Together in terms of Patient Participation. Mike has announced that there will be a meeting around September 2018 where anyone with an interest in Mental Health will be welcome.

KH stated that the Communication and Engagement Network has discussed pilot work to commence in September, in the Centre of the town - engagement work has not been done yet.

EH raised that the centre of the town is not always the most appropriate area.

This can be discussed further at July meeting with Simon Kenton.

**Paul Mendeika - Bridgewater**

PM announced that Lynn Carter is now in place as the new Chief Nurse. PM reported that he is impressed with her new approach and acknowledged that she is mindful of how important patients are. She is described as a "breath of fresh air".

**Healthwatch Warrington**

EH reported that the Quality Accounts Event took place 17<sup>th</sup> May to which 20 representatives attended. In regards to queries about whether Spire were in attendance, it was confirmed that they were not, but they will submit their final report publicly in the final stage.

AR asked how Warrington can be assured around the quality of care at Spire - KH reported that Warrington CCG have contract meetings with Spire.

**Action: Katie Horan to get breakdown of how CCG manages Spire Contract.**

EH reported that feedback was positive with general themes including retention of staff, safety huddles and nurse recruitment.

Other issues identified were noted as:

- IT integration in Primary Care
- Open visiting in hospital - patients report wanting it reducing for a chance to recuperate
- Palliative care

- GP Advice Line
- Warrington and Halton Hospital NHS Foundation Trust Frailty Assessment Unit

EH reported that she will be moving on in July to a new role in Warrington Disability Partnership.

KG and delegates thanked EH for her work and wished her the best in her new role.

**Provider patient representatives' feedback to the Health Forum**  
**25<sup>th</sup> June 2018**

**Public Governors**

**Anne Robinson - Warrington and Halton Hospitals Foundation Trust**

Plans are on-going to clear the deficit, although nothing similar to Warrington CCG's Turnaround plans. It is felt that Warrington Together's whole system approach should help with financial position.

Jim Sinnott - Northwest Boroughs Healthcare

Integrated Anti-Stalking Unit has been launched in Cheshire - this has been publicised in the Warrington Guardian, but needs to be further promoted.

**Action: Tilly Dobbin to include this in the public newsletter**

**Angela Green - Bridgewater**

The decision was taken 3 weeks ago at an Executive level that the Wigan element of Bridgewater business will shift to an integrated organisation – Local Care Organisation and will be temporarily hosted by Warrington Wigan & Leigh NHS Foundation Trust (WWL).

Work is ongoing to align practitioners and corporate support staff to the LCO. The Commissioners have been clear they are committed to the community model of service delivery. The move has been supported by a series of staff briefings. .

**Healthwatch Warrington**

It has been announced that the contract for Healthwatch has been awarded to Engaging Communities who are based in Stafford (they have also been awarded Halton Healthwatch contract). The handover will be complete by the end of July 2018.

Existing Healthwatch staff will move over, but there will still be a local base.

**Provider patient representatives' feedback to the Health Forum  
30<sup>th</sup> July 2018**

**Public Governor**

**Anne Robinson – NHS Warrington and Halton Hospital Foundation Trust**

No update.

**Jim Sinnott – Northwest Boroughs Healthcare**

No update.

**Paul Mendeika – Bridgewater Community Healthcare NHS Trust**

No update.

**Healthwatch Warrington**

It was reported that Lydia Thompson remains to be the only member left. Lydia will be re-invited to the Health Forum and request a 10 minute update on Healthwatch at September's meeting.

**Provider patient representatives' feedback to the Health Forum  
24<sup>th</sup> September 2018**

**Public Governor**

**Anne Robinson – NHS Warrington and Halton Hospital Foundation Trust**

No update.

**Jim Sinnott – Northwest Boroughs Healthcare**

No update.

**Paul Mendeika – Bridgewater Community Healthcare NHS Trust**

No update.

**Healthwatch Warrington**

No representation.

**Provider patient representatives' feedback to the Health Forum**  
**29<sup>th</sup> October 2018**

**Public Governor**

**Anne Robinson – NHS Warrington and Halton Hospital Foundation Trust**

No update.

**Jim Sinnott – Northwest Boroughs Healthcare**

- In Knowsley, a nurse will accompany a police officer in response to urgent call when someone is in mental distress as part of a new triage system with Early Intervention. This has had significant impact on reduction of Section 136s. That scheme was piloted in Warrington as part of Operation Emblem.
- NWB Chief Exec has sent out note in regards to costumes sold around Halloween continue to stigmatise people with mental health – for example, Circus of horrors “psycho asylum”.
- The 6 monthly Service User and Carer Forum (adult support) will be held at Winwick Leisure Centre on 7<sup>th</sup> November. This is an opportunity to interact and Simon Barber aims to attend. Buffet lunch – 12:30pm – 1pm  
Mark Moran stated that he previously attended the Service User and Carer Forum with issues and found that they were fully addressed.

**Paul Mendeika – Bridgewater Community Healthcare NHS Trust**

Angela Green noted that the Wigan arm of Bridgewater are becoming a part of Wrightington Wigan and Leigh from April 19- April 2020 – will then go on to Healthier Wigan.

Consultation with Staff has started informally and this will formalise 1<sup>st</sup> December 2018 for 3 months.

1,000 people, clinical and corporate will transfer into organisation with the rest remaining as Bridgewater staff. It was confirmed that the structure will look and feel different.

Mark Moran asked PM to pass on his thanks and regards to the dental service

JS stated that the Podiatry service is also a great service.

**Healthwatch Warrington**

Adrienne Roberts reported that she re-joined Healthwatch Warrington at this start of this month; however, she did work there briefly, earlier this year. AR is the community outreach team, which is the role covered previously by Esstta Hayes – the role is now part time.

Healthwatch has recently changed providers to Engaging Communities Stafford. It was noted that the provider has grown considerably in recent years, now running seven Healthwatches which includes Halton, amongst others.

The new management team are going to do a relaunch of Healthwatch Warrington, which will give more detail about service.

Kevin Goucher stated that there has been a massive gap for the people in Warrington during this transition and that a massive link that was established with the previous team

has been lost; furthermore, KG feel that's the new management team have been lacklustre to send information out and that this, in his opinion, is appalling as well as unprofessional to send someone new in the team to the Health Forum. KG stated that at the next meeting, he wants someone from Stafford to attend.

Mark Moran asked the Chair to please consider the attitude in his approach to the discussion.

KG accepted this and apologised.

AR stated that the new provider has been in place from 1<sup>st</sup> August and it has been acknowledged that there has been a significant gap in service delivery.

In terms of staffing structure one manager has remained (Lydia Thompson), who has been the one consistent member of staff through the change in service.

Furthermore, Clare Screeton has been with Healthwatch Warrington since its inception 5 year ago – it was reported that Clare has been off long term sick, but is now undertaking a phased return, building back up to full time hours.

Healthwatch Warrington's top three priorities in coming months were outlined as follows:

- Oral health and dentistry in care homes
- Warrington Together: setting up of people's panel. Working with Mark Moran. Doing as a team. Not enough time to update on this yet, however, keen to get good representation of those who use health and social care services. 12 – 14 people. Hard to represent all types of conditions, illnesses and age groups. Individuals and support groups and networks.  
An event will take place in the morning of 23<sup>rd</sup> November at the Gateway which will cover in more detail what the role includes. Invitations will be sent quite widely. Want as many people to express an interest as possible
- CAMHS services

AR reported that when all files were being migrated to the new organisation, some data was lost including contact details of volunteers. AR stated that it is important that Healthwatch get more volunteers in order to be able to cover more areas and that there is information available regarding this. Good opportunity to get your voice heard about local services and to represent others.

Healthwatch's telephone numbers haven't changed and the website is still available – being updated.

Interviews for Chair and advisory board taking place today.

Paul Mendeika suggested that as a forum, the Local Authority commissioner should be contacted as there is disappointment that three months have passed and little / nothing has been done to his knowledge and want to be assured that the town is getting value for money from the service.



**Provider patient representatives' feedback to the Health Forum**  
**26<sup>th</sup> November 2018**

**Public Governor**

**Update from Anne Robinson – Warrington and Halton Hospital NHS Foundation Trust**

**Cancer Section Hub Transformation**

It is Anne Robinson's understanding that Warrington and Halton Hospitals NHS Foundations Trust has begun preparation for the bid for the Eastern Hub and it is presumed that the centre in Halton will continue. Katie Horan noted that the venue will be in an existing NHS facility. The team has approached various sites to establish capacity etc.

John Davies queried how the hub will work with the proposed new Warrington hospital. Katie Horan explained that there will be no duplication as the Cancer Hub is an additional service to take the pressure off Clatterbridge and to avoid patients having to travel.

Following a query, Kevin Goucher confirmed that he and Audrey Fitzpatrick are testing the time it takes to get to the hubs based on a 9.30 am appointment. Cathy Carter informed that there is a shuttle bus available to Halton Hospital. However, Audrey Fitzpatrick was unable to use the shuttle bus as part of the test as she needed to evidence that she was visiting a patient or had an appointment at Halton. Patients that have an appointment at Halton can access the shuttle bus as long as they provide their appointment letter.

**Action: Katie Horan to obtain a copy of the timetable for the Halton Shuttle Bus.**

A discussion taken place regarding the Patient Transport Service which is available to a number of patients but there are a number of patients that aren't eligible. Kevin Goucher stated that colleagues at the Stakeholder Meeting had taken everything into consideration apart from public transport. Julie Howson updated that she has received excellent feedback regarding the taxi service as they are always on time and the drivers are pleasant.

**Out of Hours**

Anne Robinson has received feedback from WHHFT as the Director of Communications has contacted the CCG in order to understand the position with out of hours. Anne Robinson has advised the trust that out of hours is based at Bath Street and appointments are booked via NHS 111. However, the Director of Communications will be in touch with the CCG requesting further information. It was noted that this has arose due to NHS England and the Environmental Agency.

Katie Horan updated that every CCG is required to have an extended access offer. Warrington is ahead of neighbouring areas and as they have already implemented the service at Bath Street. This is a different service to out of hours. Heather Martin raised that her Practice Manager has informed that extended access appointments are not available at Bath Street, therefore, the service is not operating as it should.

Katie Horan explained that the CCG are looking into increasing the offer and are establishing whether Nurse Prescribers can be included in the extended access service in order to increase capacity over the next 3 – 4 months.

Elizabeth Learoyal queried what the current capacity is in terms of appointments. Katie Horan will obtain the exact figures and feedback to the group.

**Action: Katie Horan to confirm the number of appointments available for the Extended Access Service.**

Katie Horan informed that there are issues as some practices are not routinely signposting to Bath Street as an alternative.

Katie Horan provided clarification on the difference between out of hours and extended hours.

### **Urgent Care Centre**

Anne Robinson noted that urgent care centres have been raised at the Trust. A letter has been received from Dr Andrew Davies regarding engagement. Anne Robinson's understanding is that the proposal is to reduce the opening hours in line with the national recommendations.

Kate Horan explained that there are two urgent care centres. There is a resource centre in Widnes and a centre on the hospital site at Halton. NHS Halton CCG are proposing that the hours are reduced to 12 hours from 15 hours. An 8 week engagement exercise is being undertaken with Halton residents and Healthwatch in Halton has written a report. The consultation on this will commence in January.

**Action: Katie Horan to circulate information on the proposal to reduce the hours of the Urgent Care Centre in Halton.**

### **Update from Jim Sinnott – Northwest Boroughs Healthcare**

#### **Skin Camouflage Service**

Jim Sinnott updated that the Skin Camouflage Service was commissioned 5 years ago. The service is commissioned by North West Boroughs and is available to patients who self-harm and patients that have suffered burns. Jim Sinnott raised awareness as Primary Care can refer into the service and they also accept self-referrals.

The service is available to Warrington patients and has a number of benefits as it increases patient's confidence.

**Action: Katie Horan to include information on the Skin Camouflage Service in the GP Bulletin.**

Jim Sinnott also informed that there is a Panorama programme on at 8.30 pm focusing on the standard of pace makers, spinal injuries and knee replacements etc.

### **Update from Paul Mendeika – Bridgewater Community Healthcare NHS Trust**

Paul Mendeika updated that Bridgewater have been involved heavily with Warrington Together.

### **Frailty Project and Pilot**

Paul Mendeika updated that the project is progressing well and is focusing on deprived wards in the central area. Multi-Disciplinary Team Meetings will commence at the end of December with involvement from both health and social care with the aim to achieve person-centred care.

### **The 'Wigan Deal'**

It was discussed that this has received national publicity. The aim is for Bridgewater to become an Accountable Care Organisation but there is currently no legislation in place for this. There is a proposal that Wigan Hospital will house the accountable care organisation. Staff that work in the Wigan area and provide services to Wigan patients will be situated at the Hospital Trust.

Anne Robison queried how the move will affect the District Nurses in Warrington. Paul Mendeika noted that there is potential that a third of support staff including HR, IT etc will be lost. An independent report is being constructed in order to understand and establish the impact. Paul Mendeika has raised concerns in his capacity as Public Governor.

Discussion followed regarding the large number of services that Bridgewater provides and it was expressed that CCG's will need to be consulted. Paul Mendeika assured that NHS England and NHS Improvement has been involved.

Esstta Hayes expressed that significant service changes will require a consultation. Paul Mendeika confirmed that he will feedback concerns to the Board Meeting on Thursday 29<sup>th</sup> November.

John Davies queried if the changes will result in the closure of Bevan House. However, as this is the office headquarters, Paul Mendeika expects that the building will remain open.

### **Healthwatch Warrington**

Adrienne Reports provided an update on Healthwatch's priorities.

### **Warrington Together**

Warrington Together People's Panel has been delayed, it is hoped that another date will be rearranged and Simon Kenton is working on establishing a working group.

### **Oral Health Project**

This remains a priority and a research project has been agreed. Care Home management will be required to complete a questionnaire and interviews will be arranged with residents and staff, findings will be included in the report.

### **Frailty**

Healthwatch have been involved in the ongoing frailty work and have been invited to take part in the next workshop.

Commissioners are keen for Healthwatch to be involved in capturing the patients voice, focusing particularly on the frailty ward.

### **Healthwatch Advisory Board**

Five members have now been appointed for the Board. There are interim arrangements for the Chair, but recruitment is still ongoing. Elizabeth Learoyal asked the Health Forum members to disseminate this opportunity.

### **Thrive Evaluation**

Public Health have submitted a survey and Healthwatch are working collaboratively with them to look at establishing focus groups.

### **Website**

Healthwatch are currently working on their website.

Esstta Hayes queried what facilities the Dementia Plus units provide for its complex patients. Adrienne Roberts confirmed that Healthwatch has recently been informed that there is no set criteria for Dementia Plus, therefore, they are keen to attend both Greenpark and Whittle Hall. Adrienne Roberts is astounded that not all Dementia Plus units do not have a Registered Mental Health Nurse.