

# Minutes

## Operational Committee Meeting

**Date:** 12 January 2015  
**Time:** 10.30am to 12.30pm

**Venue:** Sension House, Denton Drive,  
Northwich, CW9 7LU

Item	Topic	Action
1	<p><b>Present:</b></p> <p><b>Committee:</b> Brendan Doyle (BD) - Chair, Gus Cairns (GC) - Deputy Chair, Pat Clare (PC), Elizabeth Bott (EB), Lynne Ewin (LE), Andrew Firman (AF), Anthony Groom (AG), Lynda Hesketh (LH), George Loughlin (GL), Rhiannon Wilson (RW), Margaret Yorke (MY),</p> <p><b>Staff:</b> Jonathan Taylor (JT) - Service Manager, Emma McKenzie (EM), Neil Garbett (NG), Matthew Hyndman (MH).</p> <p><b>Visitors:</b> John Glover, West Cheshire Care Record</p> <p><b>Apologies:</b> None</p>	
2	<p><b>Declaration of Relevant Interest</b> GC to email EM to update his record.</p>	GC
3	<p><b>Presentation West Cheshire Care Record</b></p> <p>John Glover gave an interesting presentation on the West Cheshire Care Record which aims to support direct patient care by collating all relevant patient data for access, with patient's authority, at a single point.</p> <p>Presentation to be circulated to OC members</p> <p>An active Q&amp;A session followed.</p>	Update/ discussion  EM
4	<p><b>Minutes of last meeting/matters arising</b></p> <p>The minutes were agreed as an accurate record of the December meeting.</p> <p>There were no matters arising.</p>	Agreed

Signed by Chair: .....

Date: .....

# Minutes

<p><b>5</b></p>	<p><b>Forward Actions</b></p> <p>OPN has had contact from CWP regarding the podiatry consultation panel. CWP is to present at next OC meeting on 9<sup>th</sup> - EM to confirm their attendance. At the meeting in February, the committee will explore the extent to which comments made by Healthwatch during the pre-consultation period have been taken into account.</p> <p>Domiciliary care T&amp;F group has been set up and had its first meeting.</p> <p>An audit of the 'In hours' telephone message of 37 GP practices in West Cheshire will be undertaken by HWCW staff. Feedback to be provided to primary care programme board.</p> <p>Induction of new committee members to take place after this meeting.</p>	<p><b>Updated</b></p> <p><b>EM</b></p>
<p><b>6</b></p>	<p><b>Progress against work plan</b></p>	
<p><b>6.1</b></p>	<p><b>Service Manager Update</b></p> <p>JT requested that his update be given in the form of a Quarterly report due at end of month; this was agreed. JT will circulate this at the end of January.</p>	<p><b>JT</b></p>
<p><b>6.2</b></p>	<p><b>Enter &amp; View Update</b></p> <p>17 visits are planned for this quarter, some involving new representatives. The next workshop will be held on January 20.</p> <p>Members of the team visited Bowmere hospital for the first time last week; NG thanked the representatives involved. Some representatives felt more preparation was needed for this type of visit. These two visits were much longer than anticipated and had been very well received by patients. AF endorsed NG's comments. The representatives learnt a lot and were very impressed with the operation and the openness of the staff. Pat Lott, who due to illness, had been unable to attend these visits, has received CWP training and may be able to help with future visits.</p> <p>A&amp;E Watch activity - Two visits were undertaken during December. The report collated at COCH has been published. A later visit in conjunction with HW Cheshire East has been written but is awaiting agreement by a sub group of their board.</p>	

# Minutes

	<p>At this point it was mentioned that the <b>Project Brief for Care at Home is to be brought to February meeting</b>. MY had asked for a presentation from VIVO. After discussion it was agreed that they would be invited to present to T&amp;F group and any Committee members who wish to attend.</p>	<p>NG</p>
<p>6.3</p>	<p><b>Citizens Panel - Mental Health</b></p> <p>A second meeting held on 15 December in Chester included a presentation by Lesley Singleton regarding mental health commissioning.</p> <p>Another meeting is to be held in Vale Royal will include a presentation from mental health leads from Vale Royal CCG.</p> <p>Several priorities for each of the two CCG areas are to be set, perhaps linked to commissioning priorities such as urgent care. Separate meetings are to be held in Chester and Vale Royal to progress work around these priorities.</p> <p>It was noted that the work of the T&amp;F group is complete as the Citizens' Panel has been launched. The Panel will now set the agenda and choose their own Chair.</p>	
<p>6.4</p>	<p><b>GP Project</b></p> <p>GC declared a potential conflict of interest as a volunteer for West Cheshire CCG in the role of Patient Leader.</p> <p>MH reported that a total of 917 responses had been received before the survey had closed on 31 December 2014. The data has been input and, although detailed analysis has not yet been carried out, it is clear that there are some common themes. Summary data from the patient questionnaire to be presented to the OC at its meeting in February.</p> <p>Targeted engagement with groups with protected characteristics under the Equality Act is being undertaken by Healthwatch Cheshire West CIC partner organisations and these results are due by end of January.</p> <p>Results of both the questionnaire and targeted engagement will be shared with stakeholders when available to allow for discussion and feedback prior to the publication of findings.</p> <p>Response to the questionnaire for Practice Managers (14/49) had been disappointing and those responses received have not yet been analysed. Methods of engaging with Practice Managers were discussed. Important to be diplomatic but to set out stall strongly in order to maintain credibility.</p>	<p>JT/MH</p>

# Minutes

	<p>JT stated that he was open to one to one discussion with OC members about the GP project (and any other project) if any member wished to contact him.</p>	
6.5	<p><b>Children and Young People</b></p> <p>This project was launched on 3<sup>rd</sup> December to identify gaps in local service provision. Developed closely in partnership with local authority, this project should assist with commissioning of better, more person-centred services. Local workshops are to be held to gather the views of disabled children, parents, carers and professionals. Jackie Lewis to give a further update at February meeting.</p>	JL
7	<p><b>Loneliness &amp; Isolation - Draft Project Brief</b></p> <p>JT presented the draft project brief for approval. This was approved subject to minor amendments. Once updated it is to be circulated with T&amp;F group meeting dates. Any comments regarding the Brief are to be forwarded within 7 days of its issue.</p> <p>JT reported that the first T&amp;F meeting had been held before Christmas, at which presentations had been given by Matthew Dodd and Alan Murphy. It is clear that a lot of work has been done around social isolation and to avoid duplication, the group needs to identify areas in which work is not being done, for example younger people with mental health issues.</p> <p>It was agreed that the list of project stakeholders should be broadened by the T&amp;F group in the delivery of this work to reflect the widest community reach eg: children's centres, nurseries, single parent clubs, homeless hostels, probation service, young offending service, young unemployed etc.</p> <p>Project brief to be forwarded to Matthew Dodd and Ken Clemens for comment</p>	<p><b>Approved</b></p> <p>JT</p>
8	<p><b>Any Other Business</b></p> <p>GC asked if the Priority Setting tool was still being used; it is still ongoing. MH offered to bring details to next meeting.</p> <p>GC asked if any events had been planned for summer? Not yet, but the 4 Localities are to be visited twice before end of year.</p>	MH

# Minutes

	<p>MY requested a list of Committee contact details - EM to circulate organise.</p> <p>BD reminded members that items of AOB should be of an urgent business, and, ideally, questions should be submitted ahead of the meeting.</p> <p>BD thanked members for their attendance.</p> <p>The meeting closed at 12.30pm.</p>	<p><b>EM</b></p>
--	---	------------------

**Next meeting at 10.30am - 12.30pm on 9 March 2014  
Venue - Sension House, Denton Drive, Northwich, CW9 7LU.**