

Minutes

Operational Committee Meeting

Date: 9 March 2015

Venue: Neston Youth and Community Centre

Time: 11am to 2.00pm

Item	Topic	Action
1	<p>Present:</p> <p>Committee: Brendan Doyle (BD) - Chair, Gus Cairns (GC) - Deputy Chair, Pat Clare (PC), Lynne Ewin (LE), Andrew Firman (AF), Lynda Hesketh (LH), Margaret Yorke (MY), Elizabeth Bott (EB), George Loughlin (GL). Staff: Jonathan Taylor (JT) - Service Manager, Emma McKenzie (EM), Matthew Hyndman (MH) and Neil Garbett (NG). Visitors: Tom Davies (TD), Alan Murphy (AM) Apologies: Rhiannon Wilson (RW), Anthony Groom (AG), Jackie Lewis (JL).</p>	
2	<p>Introductions</p> <p>Introductions were made around the table.</p> <p>JT commented on the drop in session which, although actively promoted, had not been well attended. Engagement at Neston Market is arranged for near future.</p>	
3	<p>Declaration of Relevant Interest</p> <p>BD reminded members to flag issues as they arise.</p>	Noted
4	<p>Minutes of last meeting/matters arising</p> <p>The minutes, with one date correction, were agreed as an accurate record of the February meeting.</p> <p>Item 6 - p5 - JT gave feedback on Children and Young People consultation workshop. This had been well attended; guests had included Chair of Safeguarding Board. The project is now gathering momentum and real-time evidence is being used by service commissioners. A joint paper is to be presented to the Health and Wellbeing Board on 18 March by HWCW and CWaC. JT praised JL's work on this and sent best wishes to her following her recent accident.</p> <p>JT gave information about a Listening event for Healthwatch volunteers which forms part of an independent reflective audit being carried out by Merseyside Disability Foundation. JT requested that as many committee volunteers attend as possible as feedback received will help shape the future of HWCW.</p>	Agreed

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<p>5</p>	<p>Forward Actions</p> <p>Priority Setting tool - data will continue to be collected until end of March. Information to date will be shared by email following today's meeting.</p> <p>LE had asked when the next E&V training will be held - this will be late April/early May. An email will be circulated by NG. Clarification required by AF from NG regarding a possible E&V training date of 24 March. This date is no longer being used for E&V training.</p> <p>AM joined the meeting.</p>	<p>Updated</p> <p>MH</p> <p>NG</p>
<p>6</p>	<p>Progress against work plan</p>	
<p>6.1</p>	<p>Loneliness and Isolation</p> <p>A draft project brief has been shared with Ken Clemens of Age UK Cheshire, the Brightlife project, Matt Dodd of CWaC Council and Di Riley of Alzheimers' Society to get feedback on how HWCW can best add value and avoid duplication of work. Feedback has now been received.</p> <p>There is an opportunity for HWCW to promote a peer to peer support model suggested by LA. Also to promote findings of recent executive policy commission work.</p> <p>MY spoke about OPN links with localities and gave details of a meeting on May 13, 10.30 to 3pm at the Town Hall where Sophie Andrews of Silverline is the keynote speaker.</p> <p>Ideas to move the project on were discussed. It was agreed that JT would meet with Adam Shaw, new Operational Director of Brightlife and Jo Jones, CWaC Officer. JT clarified that HWCW needs to understand better what Brightlife will do and how this learning can be applied to HWCW project work, the scope of which is wider than a focus on older people. JT will then feedback to T&F group.</p> <p>AM agreed with way to proceed. At a recent Campaign to End Loneliness meeting he had attended there were plenty of people willing to help, but what can be done? It is important to share learning.</p> <p>JT to follow up with Brightlife and LA.</p>	<p>Discussed</p> <p>JT</p>
<p>6.2</p>	<p>Care at Home</p> <p>NG gave background to project which aims to find out how happy people are with care received in their own home. Brief has been circulated and</p>	<p>Agreed</p>

	<p>T&F group established. Draft questionnaire and timeline were circulated.</p> <p>It is proposed to write to clients of partner organisations (CCIL and Age UK Cheshire) to gather their views by a variety of means: questionnaire (paper and online), face to face and telephone interviews and focus groups in different localities. Resulting report to be circulated to commissioners and others.</p> <p>JT commented that target audience should be clarified - direct payment recipients who purchase care at home from a provider and those who self-fund their care from private providers.</p> <p>It was suggested that other questions be added such as:</p> <p>Who is your current care provider? How did you find your care agency? Are you getting value for money?</p> <p>Reason and encouragement for completing the questionnaire to be added to letter. Consultation with CCIL and Age UK Cheshire will be undertaken regarding the content of letter, questionnaire and script for interview.</p> <p>NG asked for broad agreement of the brief and agreement to proceed; this was agreed.</p> <p>Members of the T&F group were confirmed as EB, PC, MY, RW and LH to join.</p>	
	<p>Lunch</p>	
<p>7</p>	<p>GP Access project</p> <p>Members were asked to consider the report compiled by MH and identify 3 to 6 areas on which to focus.</p> <p>Vale Royal - difficulty in phoning practices, but West Cheshire CCG is not perfect (4/10 not happy). Explore differences. Telephone system messages have changed as a result of analysis.</p> <p>Q3 - use of online appointments - information gap. Practices legally obliged to have online appointments from January 2015. How do practices inform patients as to the services available?</p> <p>Q8 - evening or Saturday appointments available. Do the practices offer this, and are their patients made aware of this? Patients' perception of services available.</p> <p>Q12 - What facilities are provided for privacy when speaking to receptionists?</p>	<p>Discussed and Agreed</p>

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	<p>Q17b - Pharmacy services - 1 in 5 go to A&E when a doctor's appointment is not available. OOHs at hospital - how do patients perceive their appointment - perhaps A&E? Payment of prescriptions.</p> <p>Pharmacy satisfaction?</p> <p>Next steps: aim to publish results by end of March. Then follow up key lines of enquiry. Results to be circulated to committee prior to publication. Bring in Partner data gathered from targeted engagement and formulate report for inclusion in annual report.</p> <p>EB commented on excellent receptionists at Garden Lane. It was recognised that the surveys showed in the main, positive feedback.</p> <p>People not turning up for appointments - HWCW to encourage people to cancel appointments if not needed.</p> <p>GC thanked MH and other team members.</p>	
8	<p>Any Other Business</p> <p>There was no urgent any other business.</p> <p>BD thanked members for their attendance and the meeting closed at 1.45pm.</p>	

**Next meeting at 10.30am on 11 May 2015
Venue - Sension House, Denton Drive, NORTHWICH, CW9 7LU**