

Hello Healthwatch Representatives

Thank you to those of you who were able to attend our September Forum.

Read on to find out what was discussed and how you can get involved with the work we're doing.

Regards

The Healthwatch St Helens Support Team.

Forum on Tuesday 11th September, 2018

Welcome & Apologies

Tom welcomed everybody to the Forum, and introduced Sarah O'Brien, Strategic Director People's Services / Clinical Accountable Officer St Helens CCG, who was giving an overview of the latest developments of St Helens Cares.

Declarations of interest/conflicts of interest

Tom asked the Forum to let us know about declarations/conflicts of interest as and when they occur.

Presentation from Sarah O'Brien

St Helens Cares has won a Municipal Journal award and is seen as an innovative concept. It comes from a vision that was developed at the People's Board, when it was recognised that working in partnership would improve service delivery and save money. No money has been taken out of services and any that has been saved by integrating posts has gone into funding other, much-needed posts.

Joan felt that the public will have some views that are hard to change and a good news story about how integrated services will benefit users will offer reassurances.

Sarah gave a brief overview of what the governance structure for St Helens cares looks like and will supply a structural chart when it is finalised. She is accountable to the chair of the CCG, the CEO of the Local Authority, NHS England, CCG Governing Body and Council's elected members.

Linda expressed her concern that Sarah has a massive job role. Sarah reassured everyone that she has excellent support in her team of deputy directors.

Alan questioned the level of support for people with learning disabilities in an integrated arrangement however Sarah assured him that the vision is to provide a better service for all by providers working together.

Sarah also updated on pilots happening in the borough such as Lowe House, with 4 practices managing home visits by sharing 1 GP to deliver them and by involving Community Matrons where appropriate. The introduction of localities will mean that multi-disciplinary teams will work together to meet patient need.

Janet asked whether the transition between services for young people with mental issues going into adult services will become smoother as this has been identified as a problem in work we have done.

Sarah believes this will take time but it is the intention, and she would like to see the findings from any work that we do around this, such as the results from surveys and any reports that we produce.

We would like to thank Sarah for taking the time out of her busy schedule to speak to the Forum and for her kind offer to return in the future with further updates.

End of Life Work

Jayne updated the Forum about a listening event happening on 27th September called 'Bridging the Gap'. This will focus on end of life care, advance care planning, DNAR orders and an opportunity for local people to share their views and experiences.

October Forum

Jayne asked for views around what should happen for the October Forum as she will be at the annual Healthwatch Conference and then go immediately on leave, leaving only a short window of opportunity for the Forum to be held. It was decided that the October Forum would be cancelled and necessary communications would happen via email. Jayne stressed the importance of checking inboxes to avoid missing out on information or involvement opportunities.

Any Other Business

Jayne updated on the work happening in the region to develop an Eastern Sector Cancer Hub. This is currently in the pre-engagement stage and Jayne will let the Forum know when their involvement is needed. She also asked Forum members to forward any experiences they had of using other professionals in GP practice, such as advanced nurse practitioners, to support some work the CCG are doing around promotion of the range of service that people can get from their practice.

Present at the Forum:

Ann Bridge (Forum Member)
Alan Griffiths (Forum Member)
Tom Hughes (Chair)
Linda Mussell (Forum Member)
Jayne Parkinson-Loftus (Support Team)
Janet Roberts (Support Team)
Joan Young (Forum Member)

Apologies:

Chris Coffey (Forum Member)
Debbie East (Support Team)
Gail Hughes (Support Team)
Sam Omar (Forum Member)
Brian Roberts (Forum Member)
Brenda Smith (Forum Member)
Rosie Woods (Forum Member)

Date and time of next Forum:

Tuesday 13th November, 10am (for a 10.30 start) - 12pm, at The Beacon

(Please let Jayne know whether you will be attending and also if you would like an item to be added to the agenda.)

Don't forget to encourage people you know to share their experiences with us around the health and social care services they use.

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