

Wigan Borough Engagement Group

17th April 2019, Minutes

Item	Action
<p>1. Welcome & Introductions</p> <p>See page above. The group welcomed new member Charlotte Simms.</p>	
<p>2. Review of minutes and action log</p> <p>Approved as an accurate record of the last meeting.</p> <ul style="list-style-type: none"> • It was agreed that the Marie Hart item would be taken off the action log. We will pick up Community Services as the next engagement topic and it will sit within that. • The Bolton Salford and Wigan Item will be taken off. All members have an opportunity to attend the Equalities Reference Group (EERG) meeting on 30th April. • The Dermatology report will be shared. We will publish online and send the link. • Trafford Neuro-Rehab. We have passed on feedback and the patient story to Gillian Rowlands the lead commissioner. They have a meeting on 30th April 2019. We will ask Gillian for some info for our next meeting. <p>ACTION Rachel Circulate invite to BSW EERG to group – Done 17/04/2019</p> <p>ACTION Rachel or Alexia to publish BSW Dermo online and send the group the link.</p>	AM/RR
Core Business Items	
<p>3. Digital Health Services engagement work</p> <p>The focus of the discussion was around members of the group reviewing the documents and plans prepared around this work and to come an agreement to enable the work to start.</p> <p>Rachel & Alexia shared a summary and some questions with the group and asked if they could read the information and give us feedback on the survey.</p> <p>The aim of the questionnaire is to understand how local people feel about more health services being available online. The questions are to find out</p>	

what people's perceptions are on the health services online. It is a piece of research work slightly different to the engagement questions we normally asked.

OUTCOME:

- The group agreed with the questions being asked but suggested it would be good to cut the questions down maybe to 10.
- The group would like the survey to be emailed out to give people who aren't at the meeting the opportunity to comment.
- Alexia also agreed to take the questionnaire over to an expert.
- The group agreed next WBEG meeting will be held at the end of the engagement work around this so the group can review the results and agree recommendations.

ACTION: Alexia to update digital health service survey and then send out to group electronically with 1 week notice for any more comments - Done 25/04/2019

RR

ACTION: Rachel to update digital health service 1 page leaflet to emphasis they are an additional to services not replacement.

RR

ACTION: Rachel to get more information from Charlotte about her daughter's experience with text messaging service to raise with digital team.

RR/CS

4. Community Health Services

Alyssa Catterall Project Manager from HWP came along to talk about community services within Wigan Borough. Alyssa gave members of the group an overview on the 5 things you need to know about community services (document attached).

It was discussed that there has been some limited engagement around community services in the past, but this is one of the areas the group and other groups have been flagging as an area they want more engagement around. Alyssa is really up for working with us on a programme of engagement.

It was discussed that there isn't really a process within community services to collect service user experience. The group would like to do some experience based engagement work, i.e. tell us about your experience, rather than around service redesign at this stage.

Community services transferred to the hospital on 1st April 2019. Alexia informed the group about the posters in the clinical settings to inform people about the transfer and there have been some information around this in the local newspaper. Services are being delivered by the same staff in the same place so patients should not see any big difference.

Outcome:

<ul style="list-style-type: none"> • We will do some experience based engagement work on community services once the Digital Health Services work ends. • The group agreed to engagement officers from the different organisations coming together to make a plan to share at the next meeting. <p>ACTION: Nadia to arrange engagement planning meeting around community services and to invite Rachel, Andrea, Karen, Alyssa.</p> <p>5. Update on engagement work – “ stopping prescribing medicines you can buy yourself”</p> <p>This engagement work was around NHS England guidance to CCGs about stopping doctors from prescribing medicine for 36 concerns when you could buy the medicine over the counter – GM added another 1. It would have an impact on the local Minor Ailments Scheme.</p> <p>We had a good response in Wigan. We have received 254 questionnaire responses plus 40 extra from professionals. The feedback overall is supportive of the guidance but with concern about some groups, such as young families or people on low incomes who might not be able to afford to buy medicine.</p> <p>The engagement survey was online and then we visited some key groups, such as Arthritis Group at Wrightington.</p> <p>The CCG will review the outputs and submit them to Greater Manchester who are trying to coordinate one set approach for the CCGs in Manchester.</p> <p>Outcome: The group received the update and noted the success of the number of responses.</p> <p>Action: Share the outcome report with the group once available</p>	<p style="text-align: center;">NU</p> <p style="text-align: center;">RR/AM</p>
<p>Other updates/items</p>	

6a. Wigan Borough Clinical Commissioning Group (CCG)

- March 2019 Patients Forum minutes
- Latest Shape Your NHS newsletter
- Upcoming conference and awards

Everyone is happy with the forum minutes and the newsletter.

Rachel informed everyone that the date has been set for the Annual Engagement Conference and PPG Awards Ceremony, 4 June 2019 at Leigh Sports Village Stadium.

Everyone is invited. Please let us know if you would like to attend.

6b. Healthwatch Wigan & Leigh

Karen stated that a new provider took over the Healthwatch contract on 1st April 2019, The Wigan Borough Healthwatch Community Interest Company (CIC). Stef Duerden is the new chief executive. Healthwatch will now be based in the galleries (up the ramp across from Claire's Accessories) and they have an information hub that will be manned by volunteers. Will be open from 10:00 – 15:30pm every day. They are currently looking to recruit volunteers.

ACTION: Rachel to send Karen a list of community events that Healthwatch might like to attend.

6c. Wrightington Wigan and Leigh NHS Foundation Trust (hospital)

Papers were attached in the pack.

6d. North West Boroughs Healthcare Trust (Mental Health)

No one present at the meeting to give update.

6e. Wigan Council

No one present at the meeting to give update.

RR

7. AOB

No other issues raised

Date of next meeting:

To be scheduled in as soon as possible. Will take place when the Digital Health services work will come to an end.

Plan for next meeting:

- Outcome for digital health services engagement work
- Review of new process
- Plan for community services engagement work
- Feedback from Trafford Neuro-rehab