

Wigan Borough Engagement Group

27th February 2019, Minutes

Item	Action
<p>1. Welcome & Introductions</p> <p>See page above.</p>	
<p>2. Review of minutes and action log</p> <p>Approved as an accurate record of the last meeting. Everyone agreed that they were happy with recent NHS Assessment. The group noted that they couldn't open the attachments on pervious minutes and it was agreed to send the attachments in a word document format.</p>	NU
<p>3. Agreeing a topic for engagement work</p> <p>The focus of the discussion was around agreeing a topic for engagement work. The members discuss some ideas for engagement work based on work they know and have heard about. The group came up with 4 topics</p> <ul style="list-style-type: none"> • Dermatology • Digital Services • Community Services • Trafford Taylor Unit <p>Alexia Mitton stated that in Dermatology, there is a pre consultation going on across Bolton, Salford and Wigan Partnership and we have had a good response and feedback. There is an engagement report that will be shared (ACTION). Salford are leading on this. Alexia discussed with the group the 7 different things that could be done across all 7 boroughs and they are in process of doing the review. Alexia stated that it is expected we will go into consultation after the review.</p> <p>Linda talked about all of the changes to community services if WWL go ahead with merge. Alexia informed the group that Bridgewater are moving all local services to WWL if all the criteria are met and the transfer should happen from 31st March 2019. It was discussed that it could be good to do some patient experience engagement to create a benchmark.</p>	RR/AM

<p>The group agreed to focus on digital services.</p> <p>Community Services is to be considered for the next piece of work.</p> <p>Alexia Mitton will see if there was a commissioner visit report on the Trafford Taylor Unit to share with the group. The group are particularly interested in the experiences of the families and carers.</p>	<p>AM</p>
<p>4. Agreeing how to approach engagement work</p> <p>Digital health is the topic.</p> <p>The group wants to explore what facilities people have, e.g. wifi / broadband / how good the signal is. They want to consider whether digital health would discriminate against certain groups. They want to explore concerns around confidentiality, fear of stigma and literacy.</p> <p>Some of the areas to look at are digital sign in, digital prescriptions (does it work for patients / how long do you have to wait) and what kind of technology people need / have.</p> <p>Overall they want to consider:</p> <ul style="list-style-type: none"> • What do patients think and want • What is already behind the scenes – link to the council digital team • Concerns of population • What kind of technology do people have • General opinions of people to technology • What would they be prepared to use • Things they already do online • How to bring in memory problems, e.g. dementia <p>Carrying out the engagement should include:</p> <ul style="list-style-type: none"> – Work through PPGs, Trust Governors and Members – A public workshop – Time in outpatients, GP surgeries, Atherleigh Park, local groups and the job centre <p>Key groups to target are:</p> <ul style="list-style-type: none"> • Elderly • Mental health • Asylum seekers through Supporting Wigan Arrivals Project • Parents of young families • People First • Areas where there is low digital take up • Dementia 	

<p>Resources needed are a leaflet, questionnaire, a script for people engaging and online materials.</p> <p>It was agreed we should review the work done by Healthwatch Enfield to make sure we didn't duplicate where we didn't need to.</p> <p>Andrea Arkwright to find the link, Nadia Uddin to share.</p> <p>Alexia Mitton and Andrea Arkwright were to make contact with the digital teams to find out what projects were planned to make sure we aligned.</p> <p>Alexia Mitton to share information within 2 weeks.</p>	<p>NU</p> <p>AA/AM</p> <p>AM</p>
<p>5. Updates engagement work/events etc.</p> <p>Clinical Commissioning Group</p> <ul style="list-style-type: none"> a) January 2019 Patients Forum newsletter minutes b) Latest Shape Your NHS newsletter (covers all CCG work) <p>Everyone agreed the SYNHS newsletter is great.</p> <p>Health Watch - The contract went to Wigan Borough Community Partnership following a tender process. Healthwatch representative to come back to the meeting and give further updates.</p> <p>Wrightington, Wigan and Leigh NHS Foundation Trust (hospital)</p> <p>Andrea Arkwright updated the group on the maternity ward 15 step challenge, there has been some very good feedback on the reception area redevelopment, although there are still some areas for improvement.</p> <p>North West Boroughs Healthcare Trust (mental health)</p> <p>Everything is going really well and we have received great feedback from the patients. The group agreed to hold the next meeting at Atherleigh Park.</p> <p>Wigan Council</p> <p>Stephen updated that there has been a restructure in the council and he not be present at future meetings. Stephen will brief his colleague Nicola Rigby on the role of the group and who needs to be linked in. The group thanked Stephen for his involvement in the meetings.</p> <p>Save the dates</p> <p>Leigh Carnival will take place on Sunday 9th June 2019, at Leigh Town Centre. Wigan Rotary Community Day will take place on Saturday 6th July 2019 at Standishgate Wigan Town Centre. NHS will have a joint stall</p> <p>Linda informed the group about the Lilford Park Rock & Roll free event which will take place 27th July and NHS will have joint stall.</p>	<p>RR</p> <p>RR</p> <p>RR</p>

<p>7. AOB</p> <p>James Watson, the veteran's welfare officer came along to the meeting and talked about mental health and the suicide rates of veterans and the need to do more and involve more veterans. He asked to be involved in things to help get the veterans voice heard and be a connection between veterans and services. This was warmly welcomed by all. Andrea Arkwright informed the group about the veterans system and how James could get involved. James is to be invited to all future meetings.</p> <p>No other issues raised.</p>	<p>RR</p>
<p>Date of next meeting:</p> <p>TBC</p>	