

Wigan Borough Engagement Group

Tuesday 4th February 2019, Wigan Life Centre

MINUTES

Item	Action
<p>1. Welcome & Introductions</p> <p>In attendance:</p> <ul style="list-style-type: none"> - Alan Baybutt - Alexia Mitton - Andrea Arkwright - Ann Heaton (chair) - Bill Greenwood - Dave Suddell - Ernie Rothwell - Kalina Carey - Karen Wilson - Margaret Hughes - Rachel Richardson (notes) <p>Apologies:</p> <ul style="list-style-type: none"> - Dave Brown - Dennis Dewar - Karen Parker - Linda Sykes - Pauline Gregory 	
<p>2. Travel and Transport – next engagement project</p> <p>This was identified as our next engagement project following completion of the Locality Plan engagement work. Transport and travel was a theme emerging from our conversations with local people. This engagement project will run to the end of March 2020.</p> <p>The engagement work would involve (1) A survey that we would make available online and take out around the Borough (2) collecting stories from people, hopefully recording as audio or videos.</p> <p>Once we've gathered some feedback we also want to recreate some of the journeys and collate some travel diaries.</p> <p>Members of the group had the following feedback and suggestions on the survey:</p> <ul style="list-style-type: none"> • Need to review the question numbering • Could we look at something around travelling on a weekend / Sunday as 	

<p>there is really limited public transport? E.g. if you got an appointment in the out of hour's service on a Sunday...</p> <ul style="list-style-type: none"> • On question can we look at adding an "other areas" • Would it be worth adding a secondary question "how would you get there" • Merge family and carer into one option • Add caveat, if you need help filling it in.... • Question 10 – add choose your top 3 in order of importance • On the scale questions, add "equally important" on the scale for 5 <p>It is worth noting the changes to the Transport for Greater Manchester Concessionary Travel Pass. There will now be a £10 annual charge for train and tram travel for pension age concessionary pass holders. This may impact on people travelling around GM for appointments.</p> <p>Margaret would like copies of the survey to take to the Ashton U3A meeting she has just joined. 10 copies will do.</p> <p>Karen suggested we could come to the Healthwatch event in South Wigan, Ashton North (SWAN) due to be held March time with this survey.</p> <p>Outcome: Group happy with the proposed plans for this engagement work. A number of suggestions have been made on the survey. Members of the group will support and take to other groups they are involved in or will encourage friends/family to complete it.</p> <p>Actions:</p> <ol style="list-style-type: none"> 1. RR will update survey based on feedback 2. RR make some surveys available to Margaret for U3A group 3. Karen to give CCG Engagement Team a stall at March SWAN event to run this engagement work 4. All members share within their networks and encourage people to take part 	<p>RR RR KW ALL</p>
<p>3. Review of Shape Your NHS engagement brand</p> <p>We launched a survey to ask people for feedback on our "Shape Your NHS" brand. We reviewed the report from this survey and noted some of the key findings.</p> <p>We are doing this because we need something that will be appealing to people to draw them in to get involved (in whatever way). We've found that "shape your NHS" has been a barrier at times and the survey results confirm this.</p> <p>There appear to be some key things we need to make sure we do:</p> <ul style="list-style-type: none"> • Include the NHS (as people identify with this strong brand) • Make it colourful • Make it clearer on its purpose • Update the language 	

<ul style="list-style-type: none"> • Represent people's towns. <p>There was lots of discussion about the brand, the need for the brand and what we might look to do in the future. We discussed that we may not end up with a logo at all, but a name and some key images we can use on things.</p> <p>There was also discussion about the number of respondents from different parts of the Borough. Some of the higher numbers reflect some of the face-to-face engagement work we did.</p> <p>We haven't made any decisions about the direction of this work. We are starting with a blank page. Members of the group were invited to take part in a sub group to work with us on this. Ernie and Kalina volunteered within the meeting. Any other members to let us know.</p> <p>Members of the group would like us to consider working with some of the colleges to get students involved in this.</p> <p>Outcome: The group notes the response to the public survey. More work needs to be done around the scope and exact brief for this work. A sub group will be set up.</p> <p>Actions:</p> <ol style="list-style-type: none"> 5. Members of the group let us know if they want to be involved in the sub group. 6. Sub group to take forward work with college/s on this piece of work. 	<p>ALL SUB G</p>
<p>4. CCG Volunteer Programme</p> <p>The CCG Engagement Team is on with arrangements for the CCG volunteering programme.</p> <p>The group reviewed an initial role description: Engagement Volunteer. There was positive feedback for the role. We just need to make sure that the volunteer/s will have a card/flyer to direct people to PALS/complaints should they raise something with the volunteer.</p> <p>Members of the group feel that the important parts are around feedback and training. They also feel that a volunteer badge is important.</p> <p>Outcome: Positive feedback for the work done so far on the CCG Volunteering programme and the direction this is heading in. Positive feedback on the volunteer role description.</p>	
<p>5. Locality Plan, Happy Healthy People</p> <p>We have now published the Locality Plan Engagement Report and corresponding "You Said, We Listened". Members have had this via email.</p>	

<p>We've had really positive feedback for the engagement work that was completed, particularly by the CCGs Governing Body who reviewed the reports last week.</p> <p>Rachel will share a copy of the locality plan with the group.</p> <p>As a next step a set of "delivery plans" will be developed which will describe what we are looking to achieve in the first year. We will ask someone to come talk to us at the next meeting to talk about the delivery plans so we can understand the priorities and what we may need to pick up or influence in terms of patient and resident engagement.</p> <p>Outcome: Group note feedback from the locality plan. Next step is to understand the priorities and influence engagement plans.</p> <p>Action:</p> <ol style="list-style-type: none"> 7. Rachel share final copy of the Locality Plan "Happy Healthy People" 8. Rachel to invite someone to come talk about Locality Plan Delivery Plans. 	<p>RR RR</p>
<p>6. Healthwatch Engagement Projects</p> <p><u>South Wigan, Ashton North</u> Healthwatch has started some engagement work in this Service Delivery Footprint. They will eventually visit all the Service Delivery Footprints. They have set up a steering group which Margaret has been invited to as Chair of the SWAN Cluster PPG to ensure we can link in the PPGs to this work. An event will be planned for some time in March 2020.</p> <p>The group would like to see the results coming out of the work in the different Service Delivery Footprint areas. It would also be great to compare the results between the Service Delivery Footprints.</p> <p><u>Children and Young People Mental Health – who supports the carers</u> Healthwatch held a really successful event this morning at St Peters Pavilion. It was attended by around 90 people. There is also a survey for people to complete which has been promoted. They will hold more events and focus groups to gather more views. This work will run to around June 2020.</p> <p><u>Safely Home Hospital Discharge</u> They will be started a project looking at hospital discharge, focusing on vulnerable groups. They will bring more information to the group at a future meeting.</p> <p>Outcome: Members of the group note the projects and opportunities to get involved. Would like to see the results at future meetings.</p> <p>Action:</p>	

<p>9. Healthwatch to share results of the engagement projects with the group when available.</p>	<p>KW</p>
<p>7. Update on Community Services Engagement</p> <p>Andrea updated on the engagement work that the hospital Engagement Team has been leading.</p> <p>They have completed the survey on the District Nursing Service. They did this around home visits and the treatment room. They hope to repeat this every year (capacity in the team allowing).</p> <p>They have been struggling with the Community Response Team but hope to be gathering some patient stories soon.</p> <p>They have just sent out a survey about the Learning Disability service.</p> <p>They will be doing some engagement work around the proposed new build on the Royal Albert Edward Infirmary site that will house a 22 bed community ward. They will be working with patients and residents on the design of this service.</p> <p>They have not had a chance to pick up engagement work around Ear Care Service – this was one of the priorities identified by this group. Andrea and Rachel have briefly discussed the CCGs Engagement Team taking on this aspect of the Engagement Work when they have capacity. To remain on action log.</p> <p>Outcome: Note the positive steps taken forward to do engagement within these community services. Ear Care is still an area of interest.</p> <p>Action: Andrea and Rachel to discuss Ear Care Service engagement work again outside the meeting when the team has capacity to pick this up.</p>	<p>AA/RR</p>
<p>8. Any other business</p> <ul style="list-style-type: none"> • A Patient Forum Workshop will be held on 20th February 2020, 6pm, Sunshine House – the topic is NHS finance. It is a joint presentation between CCG and hospital finance teams. • WWL are doing a public event around the development of the Trust Strategy 2030. 7th February, 1.30pm, The Edge Arena, Wigan, WN3 5AB. 	
<p>Next Meeting: 7th April 20120, 1 – 3pm, Venue to be confirmed</p>	

Agreed actions from the Meeting		Resp.	Deadline	Update	RAG
Jan 19	Add a review point for the group on agenda in 6 months' time to reflect on new process and what we have learned	Rachel / Linda/ Ann	New deadline – June 2020 time	Changed to June 2020 to enable us to complete another cycle with transport/travel.	
Feb 19	Inpatient Neuro-Rehab (INRU) Trafford Neuro-Rehab. Speak to commissioners to see if there is any patient experience information we can look at.	Alexia	April 2020	<p>Update from Gill Rowlands in September</p> <p><i>“The Trafford INRU have only very recently starting collecting the friends and family test results of which have not been in a position to share. This is because discharges off the unit are so few and the information wouldn’t have been very informative.</i></p> <p><i>My next meeting is on Friday 27th September with Trafford and friends and family is an agenda item and I should have something by then that I can share.”</i></p> <p>Will chase for something for April 2020 meeting.</p>	

July 19	<p>Digital health services work</p> <p>RR to share engagement report & equalities work before our next meeting (will start producing when back in w/c 15th July 2019)</p> <p>A “You Said, We Listened” will be produced around October 2019 time</p>	Rachel	Next meeting	<p>Engagement report shared. Jonathan Kerry to be invited to a future meeting to discuss progress being made.</p> <p>“You Said, We Listened” is now overdue, we are chasing Jonathan for this.</p>	
Feb 20	<p>Transport and Travel engagement work</p> <ol style="list-style-type: none"> 1. RR will update survey based on feedback 2. RR make some surveys available to Margaret for U3A group 3. Karen to give CCG Engagement Team a stall at March SWAN event to run this engagement work 4. All members share within their networks and encourage people to take part 	<p>Rachel</p> <p>Rachel</p> <p>Karen</p> <p>ALL</p>	February 2020		
Feb 20	<p>Review of Shape Your NHS Brand</p> <ol style="list-style-type: none"> 1. Members of the group let us know if they want to be involved in the sub group. 2. Sub group to take forward work with 	<p>ALL</p> <p>Rachel</p>	April 2020 meeting		

	college/s on this piece of work.	lead			
Feb 20	Locality Plan “Happy Healthy People” Action: <ol style="list-style-type: none"> 1. Rachel share final copy of the Locality Plan “Happy Healthy People” 2. Rachel to invite someone to come talk about Locality Plan Delivery Plans. 	Rachel Rachel	February April		
Feb 20	Healthwatch Engagement Projects Healthwatch to share results of the engagement projects with the group when available: <ul style="list-style-type: none"> - SDF visits - Children and Young People Mental Health – who supports the parents - Discharge 	Karen	April agenda		