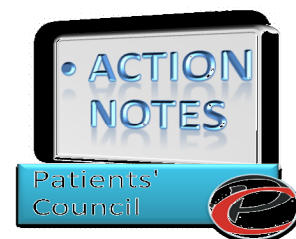


**NE Sector Greater Manchester Patients' Council  
28<sup>th</sup> January 2009, 12 – 4pm, Masonic Hall**



**Present**

Anna Sidebottom  
Barbara Allen  
Dave Sweeney  
David Cartwright  
Gareth Thompson  
Hazel Healey  
Jean Frankell  
John Eastwood  
John Ruane  
Marie Douglas  
Mick Ainsworth

Olwen Fish

Paul Mainwaring  
Ray Howlett  
Rosalind Abbott

**In attendance**

Caroline Powell  
Dave Brown  
Gemma Cresswell  
John Deakin  
Liz Aston  
Nicola Crosby  
Sue Curzon  
Sue Wallis

**Apologies**

Ray Mallinson  
Rosemary Donnelley  
Rosie Kingham  
Saeed Anwar  
Valerie Horwood  
Vera Tansley  
Angela Wood

**1. Apologies**

As above.

**2. Notes of the previous meeting**

The notes of the meeting held on 17<sup>th</sup> December 2008 were approved.

**3. Matters Arising**

See updated action tracker (Jan 09).

**4. Council Business**

Members were introduced to a new Bury member, Rosaline Abbotts.

- Exec Board Update – members were informed that Gareth Thompson and Paul Mainwaring are currently working on the Terms of Reference for the Executive Board.
- Member's credibility at all meetings – members were reminded of the Patients' Council requirement for attending certain meetings/workshops. Members were reminded that they need to question whether or not the meeting they have been asked to attend is relevant for them and the Patients' Council. The Patients' Council model for attending Workstream meetings is one member with actual experience of the condition in question and another rep with experience of an unrelated condition. We must protect ourselves and ensure we represent the public of the north east sector of Greater Manchester correctly. We are the approved partners for Healthy Futures and Making It Better within the NE Sector and therefore we have a duty to ensure when working with clinicians and commissioners to improve the patient pathway that we are duly able to bring personal experience to the process.

Members were reminded that if attending meetings where they feel the correct patient representation was not there, that they should ask the chair if the membership can be changed to ensure the appropriate representation is in place and duly report back to the Patients' Council.

- Recruitment of new members – members were encouraged to recruit more members

**ACTION**

and to invite people from groups to attend meetings as guests.

## 5. Patient Handbook

Members were informed that the recently produced Patient Handbook, produced with the assistance of the carers group and by carrying out a survey has been adopted by Oldham PCT and Oldham Council, and the Patients' Council are in the process of agreeing a fee for this service.

## 6. Past Events

- CATS Unit visit – It was agreed that Dave Sweeney would write up a short report about the visit to the unit on 19<sup>th</sup> January.

**Action: Distribute a copy of the CATS unit report to all members for their information.**

Liz Aston  
25/02/09

Ensure that an update on CATS is provided at the Healthy Futures Briefing Session.

- Nye Bevan Open Day – Barbara Allen has completed a report for this event of 16<sup>th</sup> January.

**Action: Distribute a copy of the Nye Bevan Open Day report to all members for their information.**

Liz Aston  
25/02/09

- Heart of Local Health Awards judging panel – Members were advised that Heywood, Middleton and Rochdale members had been invited by HMR PCT to sit on the Heart of Local Health Awards judging panel. The winner of the award will be announced at the award ceremony on 5<sup>th</sup> February at Rochdale Town Hall.

## 7. Review of Engagement of Older People

Members were given a copy of the “Review of Engagement of Older People” document at the last meeting and it was agreed that a debate would take place at the next meeting at 10-12.30 on this topic. The invitation to attend this session will be opened up to groups that it may concern such as; Older People’s forum, Age Concern, Older People’s convention, social services reps. PCT staff present (Sue Curzon, Caroline Powell, Nicola Crosby) volunteered to facilitate this event.

**Action: Arrange a facilitators meeting prior to the Engagement of Older People debate with SC, CP, NC and PM.**

Liz Aston  
25/02/09

**Action: Send out invitations to relevant groups to attend the debate on 25<sup>th</sup> February, 10am-12.30pm at the Middleton Masonic Hall.**

Liz Aston  
25/02/09

**Action: Book venue for the event, request room layout to be cabaret style and organise catering for the appropriate number of attendees.**

Liz Aston  
25/02/09

## 8. For Information

Members were given a copy of the following documents for information:

- Choose and Book (December newsletter)
- Ace Centre North Leaflet

## 9. Healthy Futures Update

The Healthy Futures Team is currently producing a Roadmap which will provide definitive details of service moves. The Roadmap will include Healthy Futures changes, Making It Better changes and Equitable Access if possible.

A copy of the Healthy Futures Roadshow Schedule was distributed to all members. The Roadshow begins in April and lasts through to early July whereby approximately 92 locations will be visited across the NE sector of Greater Manchester. This figure does not include Sheltered Accommodations and visits to local groups.

**Action: Send members details of Sheltered Accommodation visits and presentations to local groups to enable members to attend.**

Liz Aston  
25/02/09

At a number of venues the Wii Fit game will be present and pod casts to record public opinion. The events will run 10-3pm.

The Healthy Futures Delivery Unit is currently producing a magazine which will introduce the new Healthy Futures team and provide a description of each Clinical Workstream. The Roadmap will also be incorporated into the magazine for people to take out. A large version of the Roadmap will be produced for the Roadshow.

Members attending the Roadshow events will be provided with lunch and drinks.

**Action: Members to inform LA of the dates they can attend the Roadshow to enable LA to draw up a rota to ensure sufficient cover.**

Members and LA  
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**Action: Set up a briefing session for members prior to the Healthy Futures Roadshow.**

Liz Aston  
25/02/09

**Action: Set up presentation training for members wishing to carry out presentations on the Healthy Futures Programme.**

Liz Aston  
25/02/09

## 10. Making It Better Update

Members were informed that the Implementation Plan is now available and that the Roadmap detailing the service moves is due to be finalised by the middle of February. This has been delayed so that it can go out at the same time as the Healthy Futures Roadmap.

The recent media attention relating to the maternity capacity and projected birth rates was discussed and members were advised that a lot of work has gone into the size of the new maternity units which will provide high quality maternity services. Over the next three years £100million will be invested in new buildings such as the new maternity units at North Manchester General, Royal Bolton, Royal Oldham, St Mary's and Wythenshawe Hospitals in which will have flexibility for additional capacity should it be needed. Staffing levels for doctors, midwives and nurses caring for newborn babies will be improved. Larger maternity and neonatal units, with more doctors will result in increased consultant presence improving safety and allowing staff to gain experience and update their skills seeing a wide range of women and babies.

**Action: LA to distribute a copy of the maternity capacity letter from Leila Williams,**

Liz Aston

**Director of Greater Manchester Children, Young People and Families' Network.**

25/02/09

Members were informed that services currently provided at Booth Hall will move to the new Children's Unit at North Manchester General Hospital. The Observation and Assessment Unit will transfer to North Manchester when Booth Hall closes. A number of Consultant Paediatricians have been recruited for the new unit.

Making It Better, in connection with the Patients' Council, are due to run some focus groups with parents to obtain views/comments in relation to children's surgery currently provided from people living within the Bury and Rochdale area.

It was suggested that a Making It Better Briefing Session should be arranged for all Patients' Council members to prepare them for the Healthy Futures Roadshow.

**Action: Liaise with Sue Wallis re setting up a MIB briefing session with members of the Patients' Council prior to the Healthy Futures Roadshow.**

Liz Aston  
25/02/09

Members expressed concerns around the projected birth rates not taking into consideration increased number of immigrants.

HMR PCT is currently carrying out an education programme in the Falinge area of Rochdale to educate the community on options available in relation to maternity issues. Nicola Crosby advised that she would keep the group informed on the results found from the work carried out on this.

**Action: Arrange for a presentation on what exactly a Standalone/Co-located Midwifery Led Unit is at the MIB briefing session.**

Liz Aston  
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**Action: Arrange a trip for members to visit the new Children's Unit at Hope Hospital via Sue Wallis.**

Liz Aston  
25/02/09

## 11. Future Events

- District Nursing Workshop Event – members were informed that this workshop would take place on Friday 13<sup>th</sup> February at Springhill Hospice in Rochdale and look at patient pathways whilst undertaking treatments such as; injections, tracheostomy care, bladder washouts.

**Action: Members wishing to attend the District Nursing Workshop Event are to inform LA. LA to find out exact details of the event.**

Members and LA  
25/02/09

- Essence of Care, Privacy and Dignity – members were informed of an event that will take place on 20<sup>th</sup> February at Springhill Hospice in Rochdale.

**Action: Members wishing to attend the Privacy and Dignity Essence of Care Event are to inform LH.**

Members  
25/02/09

## 12. AOB

### Commissioning

It was agreed that we should arrange for someone to come and talk about commissioning and how it works.

**Action: Arrange someone to come and present commissioning and how it works to**

Liz Aston  
25/02/09

***the council.***

Research for Patient Benefit Bid re Essence of Care

It was agreed at the last meeting that LA would liaise with Sue Smith to set up a session to discuss the Patient Benefit Bid re EOC. Sue Smith is looking to do this at Telegraph House in Rochdale on one of the following dates; 3<sup>rd</sup>, 4<sup>th</sup>, 5<sup>th</sup>, 13<sup>th</sup>, 19<sup>th</sup>, 23<sup>rd</sup> February. Once a date has been set LA will inform members.

***Action: LA to inform members of the date for the discussion on research for patient benefit bid re essence of care once agreed.***

*Liz Aston  
25/02/09*

Patients' Council Website

Members were informed that the Patients' Council website had received over 20,000 hits in one month. It was suggested that the website has a reader's comments facility.

***Action: Look into having a readers comments facility on the Patients' Council website.***

*John Deakin  
25/02/09*

Manchester PCT and HMR PCT have a facebook page on their sites and suggested that this might be worthwhile to have on the Patients' Council site.

***Action: Look into having a facebook page on the Patients' Council site.***

*John Deakin  
25/02/09*

Diary of Events Reports

Members were requested that when attending events to agree on one person that will write up a report for that event as to avoid duplication reports.

Awards

A discussion took place re the Patients' Council holding an annual awards ceremony for the NE sector of Greater Manchester.

***Action: Members to forward category ideas for annual Patients' Council award ceremonies.***

*Members  
25/02/09*

Facebook Comments

Members expressed disgust about recent article published in the Sunday People newspaper concerning stories on facebook that have been written by nurses on how poorly they treat patients.

***Action: Send a letter re stories on facebook written by nurses on how poorly they treat patients.***

*Paul Mainwaring  
25/02/09*

Pensioners Action Day, 6<sup>th</sup> April

Members were informed of a forthcoming event to discuss state pensions.

***Action: John Eastwood to feed into the group the result of the event.***

*John Eastwood  
25/02/09*

**13. Date of Next Meeting**

The next meeting will be held on Wednesday 25<sup>th</sup> February 2009, 12 noon – 4pm at the Middleton Masonic Hall. Agenda items and apologies to Liz Hudson (liz.hudson@patientscouncil.org.uk or 0161 763 5644) by 18<sup>th</sup> February 2009.