

**NE Sector Greater Manchester Patients' Council
28th October 2009, 1 – 4pm, Middleton Masonic Hall**



Present

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

Paul Mainwaring
Ray Mallinson
Rosalind Abbott
Vera Tansley

Apologies

Alan Darnell
Julian Palfreyman
Liz Aston
Margaret Flynn
Ray Howlett
Rosemary Donnelly
Rosie Kingham
Saeed Anwar

In attendance

Angela Kenyon
Barbara Troutt
Chris Wright
Gemma Cresswell
Jill Boardman
John Deakin
Margaret Hall
Nadine McGough
Nicola Crosby
Sue Wallis
Tracey Hollis

1. Apologies

As above.

2. Notes of the previous meeting

The notes of the meeting held on 30th September 2009 were approved subject to the following change:

Tracey informed members that all emergency Orthopaedic Surgery will be run from the Royal Oldham Hospital from now on.

Should read

*Tracey informed members that all emergency Orthopaedic Surgery would be running from the Royal Oldham Hospital **as of November 12th 2009.***

3. Matters Arising

No tracker had been produced.

Updates to actions from previous meeting:

- a. *Action: Book new venue for 17th December 10am-1pm and cancel Masonic Hall booking of 16th December.*
 - **Action: Gemma Cresswell to chase**

- b. *Action: Book the table at Madison's for the 17th December. 7*
 - **Action: Jean Frankell advised that she would be emailing Paul Mainwaring with an update on this action.**

- c. *Action: Send a copy of the Orthopaedic Surgery changes leaflet to all members for their review and comments. Feed all comments back to Tracey Hollis.*
 - Tracey Hollis advised that as the Communications Plan had changed, there was no leaflet produced.

- d. *Action: Raise issues of concern at the Oldham Urgent Care Centre with the*

ACTION

**Gemma Cresswell
25/11/09**

**Jean Frankell
25/11/09**

Healthy Futures Team.

- Members were advised that this would be covered in the agenda.

e. Action: Request a copy of the Parking Policy.

- Members were advised that there is no parking policy at present; however, one will be developed.
- Members were advised that representatives from the Patients' Council would look at the policy once produced to ensure it is up to standard.

Action: Paul Mainwaring to email Jean Frankell and John Ruane with more information.

**Paul Mainwaring
25/11/09**

f. Action: Raise concern re Rochdale Walk-in Centre Triage system not working with the Healthy Futures Team.

- Members were advised that a Survey of the staff would be carried out by the Healthy Futures Delivery Unit.
- Members were also advised that Patients' Council members would be able to survey the patients, as and when convenient.
- Members were advised that some of the problems were due to the following:
 - Computer system not working for BARDOC – Patients being treated by A&E instead.
 - Staff leaving
 - People not allowed to do their jobs
 - A& E keeping patients until the 4 hours then triaging elsewhere.
 - Is it costing
 - Not a seamless service, which was promised.
 - BARDOC Pharmacy?
 - Own prescribing, own drugs – all merged to one

4. Council Business

Members were advised that Liz Aston had taken Maternity leave early. Members would like to wish Elizabeth and her new family all the best over the coming months and look forward to seeing her in the near future.

Members were given a copy of a letter sent to Elizabeth Lynskey from Councillor Jonathan Burns concerning comments about the new Children's services for people in the area.

Members were advised that these comments along with the comments from members of the Patients' Council have all been collated and passed to Making it Better to feed to the Children's Network. Members were advised to expect a response by the next meeting.

A copy of the proposed change of the Patients' Council Terms of Reference regarding the frequency of meetings was included in members' packs. Subject to agreement from members, these will be in the changed version of the Terms of Reference.

A meeting schedule has been produced for next year's meetings, and will be distributed to members to note.

Action: JD to distribute 2010 Meeting Schedule.

**John Deakin
17/12/09**

Members were advised that a response had been received from Sir Jonathan Asbridge about the letter of concern sent from the Patients' Council. Members were advised that the points raised in the letter would be raised at the next meeting of the Reconfiguration

Programme Board

Questions were raised as to whether LIFT centres will be delivered as promised and are the current ones being used as promised, should we be prioritising within the project? Should we just extend current GP practices/health centres?

Members were advised that the IRP checklist document including 35 LIFT Centres has been issued to the Assurance Board who has to answer where they are (also other services). 5% of community services promised.
Outcome of the discussion is to be fed back to members.

5. Speak Up Feedback by Chris Wright, Comms Manager NHS HMR

Chris Wright delivered a presentation on the results of the NHS Heywood Middleton and Rochdale Speak UP campaign.

Copies of the presentation slides were enclosed in members' packs.

Action: Invite to HMR Mental health lead to talk at Patients' Council meeting (Talk to BA)

**John Deakin
17/12/09**

6. Cancer Presentation

Members were given three verbal presentations on Breast, Bowel and Lung Cancers, including a poem.

Action: Paul Mainwaring to send email with regard to publishing poem on Patients' Council website

**Paul Mainwaring
17/12/09**

Questions were raised as to why NHS Bury showed no representation on the Sector-wide Cancer Services Meeting.

Action: Paul Mainwaring to email Sarah Berne to raise support.

**Paul Mainwaring
17/12/09**

One of the volunteer presenters showed interest in the Patients' Council.

Action: Paul Mainwaring to invite Jean to attend a Patients' Council meeting with the intention of joining the Patients' Council.

**Paul Mainwaring
17/12/09**

7. Training and Development Facilitator for the Children's Community Teams Presentation by Michelle Dawes

Michelle Dawes gave a presentation to the group about the Children's Community Teams in the North East Sector of Greater Manchester.

Action: JD to distribute slides to members

**John Deakin
17/12/09**

8. Healthy Futures Update

Tracey Hollis advised that the next move on the Healthy Futures programme calendar was Trauma and Orthopaedic services at Rochdale Infirmary and Royal Oldham

Hospital, which is happening on Thursday 12th November.

Emergency cases will be taken to the nearest unit for assessment before being taken to wherever necessary.

Emergency surgery is moving into Royal Oldham Hospital, and planned surgery and follow up appointments are moving into Rochdale Infirmary.

Patient choice will still allow them to have their planned surgery and first follow up appointment at the hospital of their choice.

Tracey also advised that the Oldham Walk-in Centre would be moving into the new Integrated Care Centre on November 20th and would be operating from 7 am until 11 pm over the first weekend.

The Gotodoc service would also then be relocating into the Integrated Care Centre on Monday 23rd November.

Both services will be located on the ground floor and will form the 24 hour Urgent Care Centre.

Communications planned for this are going to be minimal to allow for a gradual increase of service users.

Members were advised that Diagnostics services would then move into the Oldham Integrated Care Centre.

The next move after that will be the Maxillofacial Cancer unit from Fairfield Hospital to North Manchester General.

Facilities at North Manchester General are scheduled for improvement.

Members were also advised that Non-Cancer Ear Nose and Throat cases would be moving to Fairfield.

Tracey Hollis also advised that NHS Bury would be piloting integrating services for their 24 hour Urgent Care Centre; however, this would not be publicised, as it is only a pilot of services.

Members were advised that eventually all Accident and Emergency services will provide an Urgent Care Centre front to the service, allowing patients who do not necessarily need A&E to be treated quicker, which would alleviate the Accident & Emergency departments to treat the emergency patients faster. The Healthy Futures timescale for this is scheduled for 2012/13.

Opinion was expressed that the best practice for Communications was word of mouth communicating. Often written communications are seen to be out of date and the usual messages, such as GP Surgery Notice boards. Sentiment was expressed to replace Surgery notice boards with the new Televisions appearing in some places, and perhaps having dated newsletters printed.

Tracey also advised members that the new Healthy Futures website would be going live over the next two to three weeks, and members were invited to send their suggestions as to what they think might be useful to have listed on the website.

Members were advised that a Clinical Summit had taken place about the Rochdale Locality Hospital, encouraging people to think outside of the box in terms of services,

which could be offered. There was an expression of developing a “health campus” with everything sitting in one place working together.

Update on Rochdale Infirmary.

Members were advised that the Waiting Room was still unfinished, however more seating had been ordered.

Members were advised that the new Children’s section would not be screened for safety reasons; however, Healthy Futures would be monitoring this for security purposes.

9. Making It Better Update

Members were given an update document on the Making It Better Programme, attached in the packs.

10. For Information

Members were advised that the advertised Essence of Care Pain Benchmarking event had been cancelled due to unforeseen circumstances; however, it would be rearranged for January 2010.

11. AOB

Members were advised that meeting would take place on Thursday 29th October for the Research group to meet to discuss the findings of the discharge survey. Members were advised that the survey had received over 7,500 responses, and that it had created great concern within the local Social Services and health trusts. Members of the Research team hope to have their report out before the next meeting.

Members were advised that it has been requested for the results of the survey to be presented to the Joint Health Overview and Scrutiny Committee.

Members were advised of a service available to assist in claiming back monies for Alzheimer’s Carers.

Members were advised that the Patients’ Council Manifesto is to have a national press launch, and there has been interest from a few different areas of media.

Suggestion was put to the panel to hold a debate on the subject of Organ Donation. Members have approved this as a topic for debate at a subsequent Debate meeting.

Anna Sidebottom advised that the Carers’ Subgroup have finished collating information on all Carers’ programmes in the area. Members wished to thank Anna for her support and all her hard work put into this particular project.

Anna also advised that she had been in contact with many other Carers’ Associations in the area and many seem more willing to work alongside the group than previously.

Suggestion was raised to have information kiosks around the patch. Nicola Crosby advised that many GP practices in the Heywood, Middleton and Rochdale area were looking into this, and would the Patients’ Council be interested in being linked into this service.

Members were advised that the Car Park at the Quad at North Manchester General Hospital has closed to facilitate the demolition of the old Laundry unit to make space for more car parking. In addition, work has begun on part of the old Nursing block to add more car parking.

Members were also advised that the new car park at the Christie Hospital has now opened also.

Members discussed Breast Feeding Facilities, and that more women seemed willing to use them; however, some people are still not accepting. Discussion followed as to whether the Patients' Council would be able to support a campaign. Sue Wallis advised that there was a UNICEF criterion, and would look for more information.

12. Date of Next Meeting

The next meeting will be held on Thursday 17th December at 10 am–12 noon at Rochdale College. Agenda items and apologies to John Deakin (john.deakin@patientscouncil.org.uk or 0161 766 9323) 14th December 2009.

The “Effects on Older People with Alzheimer’s and Dementia” Debate will take place on Wednesday 25th November 1-4pm at the Masonic Hall, Middleton, with lunch being provided for members from 12.00 noon.

Action: JD to book lunch and room hire.

**John Deakin
25/11/09**