



## Draft Minutes Healthwatch Allerdale Meeting

**Date:** 26.11.13

**Time:** 1.30pm

**Place:** St Michael's Church Library, Workington, CA14 2EZ

**Documents:** Minutes from 03.10.13

### Attendees:

**L. Anning**

**Juan Shimmin** - Cumbria Youth Alliance

**Patrick Everingham** - Mind in West Cumbria

**Christine Harrison** - Clinical Commissioning Group

**Wendy Forster** - Cumbria Partnership NHS Foundation Trust

**Margaret Nichol** - Resident

**Gilda Wells** - Healthwatch Board

**Sue Swan** - Adult Social Care

**Bill Barnes** - Breath Easy

**Paula Foster** - Lakes College

**Poo Choo Sellar**

**Pauline Harley** - MS Allerdale

**Ursula Moss** - MS Allerdale

**Hilary Windsor** - MS Allerdale

**Elaine Gooch** - Cumbria

Crossroads orifices

**Susan Holliday** - Cumbria

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Crossroads

**Sue Gallagher** - former carer working with the Dementia Strategy

**Ian Hind** - Allerdale BC

**Linda Hewitt** - Hospice At Home West Cumbria

**Suzanne Day** - Mind West Cumbria

**Claire Doherty** - Chrysalis

**Steph Mallinson** - Clinical Commissioning group

**Sharon Graham** - Action for Children

**Sally Jenkins** - Clinical Commissioning Group

**Sarah Morley** - NWAS

**Felicity Crowley** - Patient Participation Group

**Jean McGrath** - Patient Participation Group

Crossroads

**Sarah Allison** - Healthwatch  
**Janet Thompson** - Healthwatch

**Ailsa Burton** - Minutes

### **1. Welcome and introductions**

A Healthwatch England advert was aired to provide a general overview of the organisation.

An introduction to Healthwatch Cumbria, its staff, volunteers and board members was provided by Janet Thompson, Senior Engagement Officer, Healthwatch Cumbria. Janet explained:

“We don’t think of ourselves as Healthwatch Cumbria. We think of everyone in Cumbria as Healthwatch Cumbria”

### **2. Minutes**

The minutes from the previous meeting on 03.10.13 were confirmed.

### **3. Matters arising**

Janet explained that as drug and alcohol support and transport were two key issues raised at the previous meeting, she had invited guest speakers to address these topics.

### **4. Sue Hannah - Addaction Workington**

Sue provided a presentation on Breaking the Cycle’s Addaction project in Allerdale. Sue explained:

“We don’t just look at the substance, we look at the whole family.”

Her colleague Frank Burtwistle provided a guide to the various drug and alcohol support services available in the region. He said many have been forced to close or scale back their drop-in services due to budget cuts and changes to funding, giving the example of Rising Sun, which is now an education charity and no longer provides drop-in services.

The existing providers include:

Turning Point

CADAS

Unity

AA

New Beginnings

Rising Sun

Frank was asked whether there were providers of preventative, educational support as opposed to treatment. He said schools were often nervous about inviting someone in to talk about drug and alcohol issues as they feared it would make it seem like there was a problem. But he said Rising Sun was one such educational organisation that aimed to tackle the issue through education. Cumbria Youth Alliance, Young Cumbria and Mind also provide general support services that cover drug and alcohol issues.

Janet explained that signposting people to relevant services was part of Healthwatch Cumbria's role. She said helping people to find the correct help was crucial to prevent them from falling through the cracks, or into unnecessary medical care.

The group raised concerns about a general lack of public awareness and the difficulties in engaging harder-to-reach groups, such as those who do not use the web.

**5. Sarah Morley - Healthwatch Engagement Manager, North West Ambulance Service NHS Trust**

Sarah provided a presentation on the non-emergency transport provision for people in Allerdale. It focussed on changes to the eligibility criteria, which have been tightened due to funding cuts.

Sarah explained that clinicians do have the authority to override eligibility decisions to ensure those who need the service can access it. She also said that clinicians were responsible for signposting their patients to the service.

The group raised concerns about the service being offered to people with mobility needs, learning difficulties and the elderly. The waiting times and the inflexibility of bookings was also felt to be an issue.

Feedback forms, questionnaires and information packs were distributed.

**6. Sarah Allison - Health and Wellbeing Manager, Healthwatch Cumbria**

The new manager for Healthwatch Cumbria provided an update on the work being done by her team. She focussed on the need for more public engagement and the gathering of robust and reliable data.

Sarah said expert volunteers such as a Youth Ambassador were being sought, who could assist with engagement at the grass roots level.

Explaining how the group could help the team achieve their goals, Sarah said:

“Please tell everyone about us. Talk to us, tell us what you think best practice is, tell us your concerns, compliments and complaints. Invite us into your communities and encourage others to speak up.”

**7. Forum**

The group were asked to write down their experiences of health and social care in Allerdale and to discuss their main concerns with the people sat beside them.

#### **8. Other**

The group outlined key areas of concern that they wanted Healthwatch to focus on:

- The difficulty in making appointments with GPs
- Access to primary care services out of normal working hours
- Direct payments and the brokerage service
- Coordination of community services
- West Cumberland Hospital's redevelopment and take over
- Transition between Children and Adult services
- Minor injuries review

Suggestions for speakers at the next meeting included:

Ann Farrar, chief executive, North Cumbria University Hospitals NHS Trust to provide an update on the special measures plans.

Les Morgan, director, West Cumberland Hospital, to provide an update on redevelopment.

The group suggested that meeting times for the Healthwatch Allerdale District Meetings should be varied to allow different groups of people to attend.

Christine CCG agreed to provide a list of which GPs have Patient Participation Groups.

#### **9. Date of next meeting**

March 25, Maryport, 10.30am