Annual General Meeting — 10th May 2012

The 2011-2012 Health and Care Together Annual General Meeting was held on 10th May. Members of the Steering Group spoke about the achievements of Health and Care Together over the year. Guest speakers, Donna Hall and Trish Anderson described some of the changes and challenges ahead for health and wellbeing services.

Participants were invited to discuss and prioritise their health and social care issues to help inform the next Health and Care Together workplan.
Adrian Hardy (Vice-Chair, Health & Care Together)
Adrian gave an overview of the work undertaken by Health and Care Together throughout 2011-2012; in particular the development of the mental health crisis information card, the discharge from hospital work-stream, the visits undertaken by the lay visiting team and the development of the Patient Participation Group Network. He also talked about the Healthwatch initiative and working with Wigan Council, the Primary Care Trust (PCT) and other partners to move this forward. The LINk recently participated in the appointment of a consultant to undertake independent advisory work to develop Healthwatch (see page 4).

Donna Hall (Chief Executive, Wigan Council)
Donna talked about the challenges faced by the council such as narrowing the health gap, catering for the ageing population, the rising demand for services in current times and the need for change. She spoke of her vision for a healthier Wigan saying that “all local people will have easy access to services and will be able to make choices about their care”. She stated that health and wellbeing plans put community engagement in the front and centre to achieve joint outcomes: working to prevent early deaths, with people staying healthy for longer, having improving life opportunities, independence and being safe and supported in the community. She talked about the important role for the public and communities to help improve services, genuine engagement and investment in the new community consumer champion, Healthwatch.

Trish Anderson (Interim Chief Accountable Officer, Wigan Borough Clinical Commissioning) outlined the structure of the new Wigan Borough Clinical Commissioning Group (CCG). Wigan Borough CCG will be responsible for commissioning (buying in) the majority of local health services on behalf of the population of Ashton, Wigan and Leigh from April 2013. Trish encouraged everyone to have a look at the newly launched Wigan Borough CCG website: www.wiganboroughccg.nhs.uk

Note from Chris Arkwright (Chair, Health & Care Together)
On behalf of the Steering Group I would like to thank everyone who contributed to the day particularly our facilitator, Steering Group member, Julie Davies, and all the excellent speakers. A special mention to the two Health and Care Together Vice Chairs, Dr Gary Young and Adrian Hardy, for their support over the year. A summary of the Annual Report will be circulated to all our participants. Contact the office if you would like a full unabridged copy.
Chair’s Letter

I’m writing this on 20th May and thinking what an awful month this has been – not a bit like the May we expect but at least we have a forecast for better weather from next week. Maybe the sun will shine and we will be able to wear our summer clothes!!

Feeling low in mood as a result of the gloomy weather, has made me think about individuals who struggle to cope with life and are affected by more significant things than the weather and for longer periods of time.

Health and Care Together is celebrating the overwhelming reception our ‘Mental Health Crisis Card’ has had across the borough. Work done by our Mental Health group identified that it would be useful for individuals who are experiencing distress to have some information and contact numbers to connect them with services and friends or relatives who could represent them if they needed help. (See details of how to obtain a card below).

I hope by now some of you are beginning to hear about the new organisation to represent us all as patients and consumers of health and social care - to be known as ‘Healthwatch’ and due to take over from us in April 2013. I would like to warmly welcome, Doreen Hounslea, who will be helping the borough move steadily on to achieving their goals in setting up Healthwatch here in Wigan.

Best wishes to everyone, as always, and thank you for your support over the year.

Hoping for more sunshine!

Chris Arkwright
Chair of Health and Care Together.

Mental Health Crisis Information Card

Please contact Julie Darbyshire, one of the Community Engagement Workers, if you would like to receive a stock of these cards (free of charge), or if you know anyone who might benefit from having one.

The cards contain key contact numbers which include: the Mental Health Assessment team (crisis service), the Samaritans, the Police, NHS Direct and the Carers Helpline. There is also space to write personal details, contact numbers and medication.

Contact Julie on 01942 705522 or email: julied@thebha.org.uk
**Your Issues:**

Before the AGM we asked people to send some issues of concern that might form part of the next work plan. At the AGM people prioritised the issues. The key themes that emerged were:

1. Hospital Discharge (see article on page 9)
2. Care in the home
3. Mental health
4. Information and Support
5. GP’s
6. Unannounced Lay visits
7. Transport (Manchester hospitals)
8. Chiropody/diabetes
9. Domestic violence and Abuse
10. Healthwatch (see article below)

The LINk steering group are now developing their workplan based on some of these issues. An update will be presented in the next newsletter.

Some individual issues were also raised at the event which were not rated such as about the Expert Patient Programme and services for people with Learning Disabilities. (all noted)

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**Healthwatch update**

Welcome to Doreen Hounslea, who has been contracted to work on the development of Healthwatch in Wigan.

Doreen is a Director at Mallory Business Associates Ltd. Living in the local community and as a member of the Shevington Patient Participation group she is well placed to take up this challenge. In the past Doreen was

- Executive Director of Commissioning & Community Engagement at NHS Central Lancashire
- Director of Commissioning at Preston Primary Care Trust
- Senior Manager, Primary Care at NHS North West

**Healthwatch Survey**

Many thanks to everyone who has completed one of the Healthwatch survey forms. If you would like to offer your views and have not already done so the survey is available on the Council’s website:

http://www.wigan.gov.uk/Consultation/Healthwatch/

Contact the LINk office (see back page) for an Easy Read version or hard copy.

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**Macmillan Mobile Cancer Support in Wigan**

The Macmillan Mobile Cancer Information and Support Service is coming to Wigan in June.

On Friday 22nd June 2012, the Macmillan Cancer Information Bus will be in Wigan between 10.00 and 4.00, located outside Wilkinsons on Standishgate. No appointment is needed, just pop in and see a member of the team. All information is free and completely confidential.

For further information please visit www.macmillan.org.uk or call our free support line on 0808 808 0000.
Friends and Family Test of our Local Healthcare Services

Did you know how valuable your opinion of local healthcare services is? – from April 2013 plans are to be put in place for patients to be asked the question:

**Would you recommend your Hospital Ward, Accident & Emergency Department or Healthcare Service to your friends and family?**

Giving and using this information will help the public compare healthcare services and will help organisations to identify what is working well for patients and what improvements might be needed to raise standards.

In Wigan we have a team of local people who visit care homes and hospitals to see how well their services meet the needs of those who use them. Health and Care Together plan to expand the number of their visits this year and you can help them decide where their visits should focus.

Ask yourself the question “Would I recommend my care to a friend or relative?” and get in touch with us and tell us about your experience – why it was good or could be improved. It’s easy to get in touch - we’re independent and your details will be kept confidential.

Contact details Tel: 01942 705522, 01942 705839, or e-mail info@healthandcaretogether.co.uk or text to 07525 237731

Carers Forum Quarterly Event.

All Carers are invited to attend the next carers forum quarterly event featuring a presentation by:

**Trish Anderson**

(the Interim Chief Accountable Officer, Wigan Borough Clinical Commissioning)

**On the Wigan Borough Clinical Commissioning Group and Clinical Commissioning**

**plus**

**A presentation on welfare benefits**

**14th June 2012 at St. Peters Pavilion**

Hurst Street, Hindley, WN2 3DN (Sat Nav use WN2 3DF).

10.00 – 1.00pm lunch provided

Booking is essential please phone the Carers Centre 01942 705959
As you are aware Wigan Borough CCG represents the GP’s in the Ashton, Leigh and Wigan Borough who from April 2013 will be responsible for commissioning the majority of local health services on behalf of their patients.

GP’s will take over the responsibility for commissioning local health services as part of the government’s health reform, details of which can be found in the government white paper publication ‘Equity and Excellence: Liberating the NHS’.

Wigan Borough CCG want you to have the opportunity to be fully involved in the decisions they take and want to ensure that the idea of ‘no decision about me, without me’ becomes the way they routinely work.

They will do this in the following by:

- Asking you what you think about local health services
- Listening to what you think works well, and what doesn’t
- Informing you about current developments
- Involving you in the decisions they have to make
- Showing you how your views have helped shape local health services

They want to involve patients and the wider population in the decisions that they need to make about commissioning (buying) that meet the needs of people living in Ashton, Leigh & Wigan.

As members of Patient Participation Groups (PPGs) you have taken the opportunity to get involved and, working together as part of the PPG Network you have had regular contact with CCG representatives and have heard updates on the plans for the future. (continued on the next page)
From April 2012 you now have the opportunity to attend the CCG Board meetings which will take place regularly, in public at Wigan Life Centre, College Avenue, Wigan, WN1 1NJ.

There will be a item on each agenda for ‘questions from the public’ - this is your opportunity to meet the Board and speak to them directly. The dates of the Wigan Borough Clinical Commissioning Group Board Meetings all beginning at 1.30 at the Life Centre are:

- 26th June 2012
- 28th August 2012
- 23rd October 2012
- 18th December 2012
- 24th July 2012
- 25th September 2012
- 27th November 2012

Let your friends, family, patients, carers or colleagues know that they are welcome to go along too.

If you would like more information contact Paul Wilson, WBCCG Communications 01942 482943 or email paulwilson7@nhs.net or check the Wigan Borough CCG website www.wiganboroughccg.nhs.uk

Patient Participation Group (PPG) Network Meeting

The next meeting of the PPG Network will take place on Thursday, 12th July 2012, 2pm to 4 pm at St. Peters Pavilion, Hurst Street, Hindley WN2 3DN (Sat Nav use WN2 3DF)

A speaker from the Care Quality Commission will be attending to inform the Network about the new registration process for GPs and primary medical services, how they will be required to comply with the essential standards which cover quality and safety and what input PPGs can have in this process.

If you require further information contact Karen Wilson on 01942 705839 or email karenw@thebha.org.uk

Get Involved in the Patient Participation Network

If your patient participation group would like to get involved with our network please contact Karen Wilson on 01942 705522 or karenw@thebha.org.uk Please forward any contributions to the Network News to Karen before 1st July 2012 for inclusion in the next newsletter. PPGs wishing to submit stories about their experiences are particularly welcome.
5 Boroughs Partnership Events

Launch of a video for carers,

‘How does it feel when your loved one is sectioned?’,
on 22nd June, at Winwick Leisure Centre, Myddleton Lane, Winwick, Warrington, WA2 8WA. Travel expenses will be paid on the day to service users and carers. Open to all staff, carers and 3rd sector organisations within the 5 Boroughs. To book a place please contact: Katherine.earlam@5bp.nhs.uk For queries or further information telephone: 01925 664450.

‘Ignite Your Life’
A Mental Health & Well-Being Workshop & Exhibition, Thursday 12th July, with Art & Craft displays, Poets Corner, Entertainment, workshops, music and much more, plus exhibition stands from local support services, from 12.30pm - 4.30pm at Walton Gardens, Walton Lea Road, Warrington, WA4 6SN. Refreshments will be provided and travel expenses will be paid on the day to service users, carers & volunteers. For more details contact Katherine Earlam or Adrian Barrowdale on 01925 664450 or email Katherine.earlam@5bp.nhs.uk.

www.healthandcaretogether.co.uk
Improvements made in Diabetic Care in Wigan

The care being offered to diabetics in Wigan has improved over the last 12 months according to a recent study. In 2011 there were less medication errors, management errors and severe hypoglycaemic attacks according to the National Diabetes Inpatient Audit. The audit gathered figures over a seven day period at Wrightington Wigan Leigh NHS Foundation Trust (WWL). Improvements are still being made to reduce prescription errors and the amount of minor hypoglycaemic attacks.

For more information about diabetes visit [http://www.diabetes.org.uk](http://www.diabetes.org.uk)

Telephone 020 7424 1000,
Email info@diabetes.org.uk

Wrightington, Wigan & Leigh NHS Foundation Trust has launched the:

Patients Discharge Charter

The charter sets out the standards you can expect when being discharged from the three hospitals of Wrightington, Wigan & Leigh NHS Foundation Trust. The charter launched as part of National Nurses Day, sets out a standard that all patients can expect from their healthcare team. The charter covers all aspects of discharge from medication, the time of discharge, keeping you and your carers informed and working with other health and social care partners to ensure that planned discharge or transfer requirements are supported and immediate equipment needs are met.

Pauline Law, Acting Deputy Director of Nursing and Patient Services says “'The Patient Discharge Charter' will ensure that all our patients are discharged safely and effectively. It is part of the continuous work we do to ensure that our patients have the best possible experience whilst in our care.”

We always welcome your ideas and suggestions for improving our services.

Please contact Andrea Arkwright 01942 822193/773140
Check out the website [http://www.wwl.nhs.uk](http://www.wwl.nhs.uk)
Experiences of the Lesbian, Gay and Bisexual (LGB) Community Sought

The Lesbian and Gay Foundation (LGF) have launched the LGB GP Patient Experience Survey to find out about lesbian, gay and bisexual (LGB) patients experiences of their GPs. It only takes 5 minutes to complete, but the answers you give will be used to maintain and improve GP services for LGB people across the country. It is vitally important that LGB people stand up for their needs and experiences, and have them acknowledged by all healthcare professionals, including GPs. Survey closes Friday 15th June 2012.

To complete the survey please visit: www.lgf.org.uk/gpexperiences

Follow Health and Care Together on: Facebook ‘Healthandcaretogether Wigan’ and for all our latest tweets see ’@WiganLINk1’.
Questionnaire about Home Care Services

The Care Quality Commission (CQC) is inviting you to complete a short online survey which will be used to help with their themed inspection programme of over 250 home care agencies in England. There are two separate surveys, one for people receiving care from a home care service and one for relatives and carers. They take about 20 minutes to complete and all information will be treated confidentially. The surveys will close at the end of August 2012. If you cannot access the online survey but would like to complete the survey contact the LINk office (contact details on the back page).

Survey for people having home care services (Home Care)
https://webdataforms.cqc.org.uk/checkbox/dcasu.aspx

Survey for relatives and carers
https://webdataforms.cqc.org.uk/checkbox/dcaadv.aspx

The CQC makes sure that care provided by Health and Care organisations such as hospitals, dentists, ambulances and care homes meets Government standards.

Have your say on Ambulance Services in the North West

Why not join forces with the North West Ambulance Service (NWAS) and have your say on how the NWAS operates? By becoming a member of North West Ambulance Service you can:-

• Have your say on how things are run
• Help shape the future of the service
• Stay in touch with the latest news
• Tell us what your community wants and needs
• Receive membership discounts

Get involved in your ambulance service as we become a Foundation Trust. We will still be part of the NHS, treating patients free of charge whenever you need us. However, the services will be run locally with local people as members and governors having their say in how services are developed and delivered.

We need people from right across our region

• Cheshire  • Cumbria  • Lancashire  • Merseyside
• Greater Manchester

membership@nwas.nhs.uk
www.nwas.nhs.uk
0845 112 0 999.
Health and Care Together is . . . a Local Involvement Network (LINk), (every Borough in the country has a LINk). These have been set up to give all individuals the opportunity to comment on the health and social care services they receive.

Here at Health and Care Together we listen to your views and pass them on to the people who plan and run services with the intention of making them better. We are the network that can give you your voice to make a positive change to the care you receive.

Anyone can get involved with Health and Care Together. If you would like to contribute to our newsletter please contact the office.

Do you want to LINk up?

So many ways to get involved—come along and have some fun whilst making a difference!

If you would like to be kept informed about Health and Care Together’s events, would like to participate, or require any further information, write to us at:
Freepost RRZR-ACRS-BAJT,
Wigan Borough Local Involvement Network,
1st Floor Office CT3, Wigan Investment Centre,
Waterside Drive, Wigan, WN3 5BA. Tel: 01942 705522, 01942 705839, or e-mail info@healthandcaretogether.co.uk
Alternatively you can text your views on 07525 237731.

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