Croydon Shadow Healthwatch End of Year Showcase

Notes of the Event.

16:30pm – 18:30pm 11th April 2012

CVA Resource Centre, 82 London Road, Croydon CR0 2TB

1) Welcome, Introductions and Health and Safety

Dudley Edwards Vice-Chair , of Croydon Shadow Healthwatch And Vice chair of the Improving, Promoting and Sustaining Mental Health task group.welcomed all to the End of Year showcase. Other members of the Steering Group present were also introduced.

2) Croydon Shadow Healthwatch Pathfinder Highlights of the past year

Overall

The Vice Chair presented the successes and key outcomes of the Croydon Shadow Healthwatch Pathfinder programme of work for 2011/2012. They include:

- We currently have representation on the following bodies:
  -Shadow Health and Wellbeing Board,
  -Joint Strategic Needs Assessment Group
  -Health and Social Care Overview and Scrutiny Sub-committee
  -(For full list see presentation)
- We achieved Pathfinder status for the Department of Health
- Contribution to the Better Services Better Value review
- Mystery shopping initiative with the Croydon Pharmaceutical committee
- Enter and View programme into Care and Nursing homes focusing on diabetes care
- Input to the development of the NHS Croydon Equalities action plan for 2012/13 through the Equality Delivery System
- Involvement in the development, clinical governance and publicity of the NHS 111 pilot in Croydon

(The full presentation can be read and downloaded by clicking the link below: http://www.cvalive.org.uk/link/en-gb/steeringgrouptaskgroups.aspx)

Questions

Q1. What is the change in child and adult protection in Croydon.

A1. As Shadow Healthwatch Croydon we are now involved in looking into this and contributing strategically.

Each task group Chair or Vice Chair or representative then gave a presentation on the key outcomes of their priority areas for 2011-2012. All presentations given can be found on www.croydonlink.org.uk or by clicking on the link below:
http://www.cvalive.org.uk/link/en-gb/steeringgrouptaskgroups.aspx

Question and Answer
Reducing Inequalities Amongst Vulnerable Groups task group

Q1. Where can I obtain a copy of the report on Transforming Local Services for Transient Communities, Refugees and Asylum Seekers in Croydon when it's available?

A1. All Croydon Shadow Healthwatch Pathfinder reports are located today on the information table at the back of the venue. They can also be read or downloaded from our website www.Croydonlink.org.uk. If you require a hard copy of Transforming Local Services for Transient Communities, Refugees and Asylum Seekers in Croydon please contact the office and a copy will be posted to you.

3) Task Group Questions and Showcase Round Tables

The Showcase then went into roundtable discussions each facilitated by a Steering Group member. This allowed those present to ask detailed questions about the last year of work and for the Chairs to present their suggestions on how that work could be developed in 2012/2013.

4) Local Healthwatch

David Freeman, Head of the Third Sector, Croydon Council, delivered a presentation of the proposed framework for Local Healthwatch in Croydon, the planned timeline to establish this body and gave details of the extensive public consultation that would be carried out over the next couple of months. The consultation will give the public a full say in the shape of Croydon Local Healthwatch. To see David's full presentation, please click link below: http://www.cvalive.org.uk/link/en-gb/steeringgrouptaskgroups.aspx.

To see the proposal for Local Healthwatch that has been submitted to the Croydon Shadow Health and Wellbeing Board please go to:
http://www.croydon.gov.uk/contents/documents/meetings/Health_Wellbeing/1160006/2012-04-19/hwbb20120419agenda2.pdf.
(See page 31)

Question
Q1. I understood that the new Act says that Healthwatch is no longer statutory. Is Healthwatch going to be merged with the CQC and is it a statutory body?

A1. National Healthwatch is a committee of the Care Quality Commission, local Healthwatch will not be statutory body but there will be a statutory requirement for it to exist. Each Healthwatch will be able request support from Healthwatch England.

Priorities 2012-2013

Dudley Edwards, Vice-Chair of Croydon Shadow Healthwatch Pathfinder gave a brief review of recommendations by the Steering group of outcomes and outputs that members could consider delivering in 2012/2013. Sylvia Wachuku-King proposed that the current priorities and workplan is carried by forward until 31 March 2012. Lynette Patterson seconded this proposal.

Members all agreed to give the Croydon Shadow Healthwatch Pathfinder Steering Group the mandate to continue with
1) Reducing Inequalities Amongst Vulnerable Groups

2) Sexual Health Including Teenage Pregnancy
3) Improving, Promoting and Sustaining Mental Health

as priorities for April 2012-March 2013.

5) Young People's Involvement

Nicole Beckford, Xpress worker Emmanuel Mensah and Sinade Flanders, a Social Care student from Croydon College delivered a presentation on what had been young peoples' involvement in Croydon Shadow Healthwatch during the year (see www for the full presentation). 'GET IT RiGHT', which is a report summarising a piece of work on young people's views on sexual and mental health in Croydon is available. Copies can be read on www.croydonlink.org.uk. or through emailing jennine.bailey@cvalive.org.uk.

6) Launch of GP visit guidance tool 'How to make the most of your visit with the doctor or nurse'

'How to make the most of your visit with the Doctor/Nurse, which is a tool that can be used by patients and carers and developed by . Sylvia Wachuku-King, member of Croydon Shadow Healthwatch Pathfinder and Croydon Health Champion was launched. Sylvia gave a brief presentation and answered questions on the use and development of the tool. The tool which can be used throughout the borough during GP and hospital visits has been developed as a small scale pilot with support from Croydon Shadow Healthwatch Pathfinder. Copies can be obtained from jennine.bailey@cvalive.org.uk or by calling 020 8253 7090.

Meeting ended at 6:50

Attendance List.

Dudley Edwards (DE) - Vice Chair
Janet Grant (JG)
Fatima Koroma (FK)

David Freeman (DF) - Head of the Third Sector, Croydon Council

Folake Segun (FS) – Coordinator
Paul Macey (PM) - Community Involvement Worker
Nicole Beckford (NB) – Community Involvement Worker
Jennine Bailey (JB) – Administrator
Balwinder Ryatt (BR) – Volunteer

Jim Mansell
Emmanuel Mensah
Sinade Flanders
Pat Knight
Eleen Uwal
Mary Chambers
Kumiko Akatsuka
Jenny Muschump
Lynette Patterson
Mark Justice
J Overtoh
A Cairnie
Bharti Pati
Anna D'Agostino
Janet Maya
Allison Strong
Terry Crooke
Benny Miller

Chritian Wilcox