

Healthwatch Bristol Advisory Group Open Event

Tuesday 17 October 2017

The Vassal Centre, Gill Avenue, Bristol

Sarah Ambe, Manager, Healthwatch Bristol, welcomed everyone to the event and introduced Roopindera Kaur, Steffie Denton, Kervon Grant and Morgan Daly who helped organise the event and would be facilitating the workshops later in the programme.

Bristol Pharmaceutical Needs Assessment (BPNA): Barbara Coleman, Bristol City Council – Public Health Department

Barbara explained that the Bristol Health and Wellbeing Board has a mandatory duty to regularly produce a BPNA and the next one is due in April 2018. She then talked through her power point presentation which, very briefly, summarised the findings of a 147 page document which will record the results from the period from September 2016 to September 2017 BPNA.

Among the facts she covered were e.g.:

- There are 93 pharmacies in Bristol which is one less than in 2015
- 100% of people live within a five mile drive of a pharmacy
- 99.4% of people are within a mile of walking distance to a pharmacy (except in Charlton Mead – a growing area) and Broomhill Road, which is on the border of the Bath and North East Somerset area
- Availability of opening hours in various locations
- The guidelines for opening hours

Some 2,265 people on The Bristol Citizens' Panel were sent the survey and 22% responded.

Questions and Answers (Q&A)

Q: In small organisations, who are not 'on-line', language is often an issue. We would welcome someone to come and talk to us.

A: We wish to talk to as many people as possible. Pharmacies tend to have people who can speak different languages.

Q: Who do we contact about which service?

A: We are commissioned by NHS England (Essential Services). Additional Services are commissioned by Bristol City Council.

Q: What do Community Health do?

A: They provide e.g. physiotherapy services.

Action: Barbara will provide a map of commissioned services for distribution

Sarah asked that any further questions be written down for passing on to Barbara. Barbara said that she is happy to hear/receive comments and added that there are only six weeks left for this.

What is Healthwatch Bristol? Sarah Ambe, Healthwatch Bristol (HwB) Manager

Sarah talked through her power point presentation which explained what HwB is and does. She went on to explain that the Advisory Group will be working on mental health issues until the end of the year and possibly beyond. It is also embedded in other themes within various other Healthwatch (Hw) areas.

On Tuesday 6 March 2018 there will be a HwB Conference: 2018 and Beyond: What next? The Conference will look at the priorities for HwB from April 2018.

Workshops: Mental Health Key Priorities Work stream

Children and Adolescents Mental Health Services (CAMHS): Roopindera Kaur
Adult Mental Health Services (AMHS): Steffie Denton
Engagement with Black and Minority Ethnic (BAME) Groups: Kervon Grant
The Justice System: Sarah Ambe
Engagement with the Homeless: Morgan Daly

Participants were asked (using the flipcharts) to:

- Record the different areas of work you think HwB could engage with
- Score the priority
- Suggest events we could be part of
- Invite us to events
- Suggest partnerships

Results in appendix 1 below

Community Pot funding: Sarah Ambe

Sarah introduced the HW Community Pot Funding and invited interested groups to contact her for more information and an application form at:

sarahambe@thecareforum.org.uk

Healthwatch Bristol Advisory Group: Sarah Ambe

- Terms of reference
- Roles of membership
- What should the group be called – Advisory Group or Steering Group?

Sarah explained that HwB is considering how this group should evolve and welcomes comments. It is proposed that meetings will be held bi-monthly with the next meeting to be held on Tuesday 16 January 2018.

The terms of reference are available for anyone who may wish to join the HwB Advisory/Steering Group. HwB would also welcome co-opted professionals on the group.

Current Advisory Group roles are:

- Equalities
- Health and Wellbeing Board
- Quality
- Children and Young People (C&YP)
- Disability
- Innovation leads

It is hoped that co-opted professionals, more volunteers, the public and carers will also join the group.

Q: Does HwB have a C&YP group?

A: There is not a dedicated group but we do go into e.g. schools to contact them.

Q: Could there be C&YP on the Advisory Group?

A: With under 18's there could be safeguarding issues etc. but with 18-25 year olds (e.g. students) this would not be a problem.

Q: University students may be interested in this.

A: University of the West of England students are coming on board in January 2018.

Q: At the Peerfest Event there was a group of 6th Formers from Manchester who are trained to talk to peer groups.

A: We would have to do that in partnership,

Appendix 1

Children and Adolescents Mental Health Services (CAMHS): Roopindera Kaur

Partnership work/engagement priorities

1. Off the Record
2. CAMHS
3. Schools
4. Barnardos

Adult Mental Health Services (AMHS): Steffie Denton

Priorities

1. Link up with BIMH re Enter and View
2. How to support and guide crossovers and partnership working between organisations and the hard to reach
3. Pass up concerns/unresolved issues to H&WBB, STP and QSG
4. CASS now covers MH and housing!

Engagement with Black and Minority Ethnic (BAME) Groups: Kervon Grant

Priorities – BME is the top priority in this

1. Health Fair – Accessing and understanding services available in Bristol
2. Bristol Work Zone
3. Mapping and audit/kite marking for Community Services
4. Working with GPs

The Justice System: Sarah Ambe

Priorities

1. Working with the Chaplaincy community to hear ex-prisoners voices
2. Horfield Prison – get good commissions to work with them
3. De-stigmatising offenders
4. Detaching offences from e.g. MH needs
5. Families of prisoners and the impact on them

Engagement with the Homeless: Morgan Daly

Priorities

1. Homeless people do not want lots of leaflets – they would rather talk
2. Use existing links and organisations
3. Work with the specialist homeless nurse at the BRI to talk to patients
4. Inform the MH Strategy
Inform the Suicide Prevention Strategy
Inform the STP

Other priorities for 2018

Accessible Information Standard – a feedback forum for people with sensory/information support needs

Mental Health and people aged over 50 in social isolation

Health visiting and early years

Healthwatch campaigning to promote on issues about health inequalities

Engagement – can Hw help the Pharmaceutical Needs Assessment staff to speak to focus groups in the community?

Q: The Community Access Support Service is a good group to engage with.

A: Hw has connections with them.

Q: It is good to have the opportunity to engage.

A: Hw has a strong identity but many in the community do not know what it does. Please encourage people to contact us with issues.

Q: Issues in the community – we advocate for our service users and would like Hw to help us get issues addressed. Build a relationship for that advocacy.

A: We analyse feedback to ensure issues are addressed by commissioners and providers. We are going back to e.g. services which have had an E&V visit to see if recommendations have been acted on.

Q: Individuals often do not feel their issue has been addressed when they get a letter back. It puts people off engaging.

A: Hw can help with that.

Q: People get asked a lot of questions and a report is produced. What people want to know is – how will this affect my life?

A: That is why we are going back to things, so that people can see what has happened.

The next Hw Bristol meeting will be on Tuesday 16 January 2018