

Health Ambassadors Action Points

Meeting: Health Ambassadors

Date: Monday 30 October 2017

Location: Trades Club, Frenchgate, Doncaster

Notes/ actions from the Health Ambassadors meeting 30 October 2017.

1. Health Ambassadors are keen to recruit new members – specifically from a Mental Health background. One opportunity to speak to Doncaster Mind or the People Focussed Group to identify a representative

Action - CH to meet with Doncaster Mind and PFG to identify a rep and then feedback at next Health Ambassador meeting on 27 November 2017

2. Health Ambassadors agreed that they would like to write a letter outlining the continued need for a Deaf Community Development Worker and expressing their concerns that if this post does not continue then there will be a detrimental impact on a community of people who are seldom heard.

The letter should be sent to Dr David Crichton – Chair of NHS Doncaster CCG and Damian Allen – Director of People and Communities at Doncaster Council – it would be helpful to cc the letter to the Chair of Healthwatch Doncaster – Steve Shore – and the Portfolio Holder for Adults – Cllr Rachel Blake

Actions

CH to draft a letter, send it to AG for review by 15 November. AG to send the letter to DA for comment and signing.

The draft letter needs to be sent to DA for comment and signing by 17 November

3. Dennis Atkin will send around a report on Cancer services that was discussed by Karen Leivers at NHS Doncaster CCG's EEC meeting – Dennis would like comments, feedback and questions for a discussion at the next meeting on 30 November with Karen Leivers

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Action

DA to share the report via email with Health Ambassadors by 7 November

4. Health Ambassadors have collectively agreed that the next meeting should take the form of an informal but structured conversation/discussion with a Commissioning Manager/Lead from NHS Doncaster CCG – the area of interest for the meeting on 30 November is Cancer and the Commissioning Manager/Lead to invite is Karen Leivers – it was also suggested that it would be useful to invite a cancer clinician to the meeting – Karen Leivers can identify the most appropriate clinician to invite.

Actions

CH to email Karen Leivers and invite her to the next meeting with the background to the informal but structured conversations around Cancer services and experiences

CH to develop a structure for the informal conversations around Cancer – the structure needs to be developed and shared with Health Ambassadors by 16 November so that any final tweaks and changes can be made so that the final structure can be shared with the agenda and papers on 20 November in advance of the meeting on 27 November.

5. There was a discussion around the Hospital Services Review that is being led by the Working Together Team as part of the Accountable Care System (ACS). The Working Together team would like to work with Healthwatch Doncaster to facilitate and support 3 community conversations with seldom heard groups. There need to be a minimum of 10 people in each conversation.

The Health Ambassadors agreed to support these conversations in the following areas:

- Complex learning needs – children, families and carers – Dennis Atkin
- Asylum Seekers and Refugees – Julia Burne
- LBGQTQ – Cath Fox – this can be linked into a screening of the Doncaster Pride video
- Deaf Community
- People Focussed Group

Actions

DA to identify a potential date/location for a community conversation for Children, Families and Carers with complex learning needs

JB to identify a potential date/location for a community conversation with Asylum Seekers and Refugees

PN to identify some potential dates with Deaf community groups for a community conversation

AG to pursue booking the Second Space in CAST for a screening on Doncaster Pride video and a community conversation

CH to make links with PFG and arrange a community conversation at the PFG's next group meeting

AG to follow up potential dates and identify support for the community conversations around the Hospital Services Review

The conversations around the Hospital Services Review need to take place before the end of November 2017 if possible.

6. There was a brief update on the Missed Hospital Appointments work that is being led by Healthwatch Doncaster – Health Ambassadors should have received an email update explaining the background to the work and links to the online survey.

Health Ambassadors are encouraged to share the info and the links to their survey through their networks and encourage as many people to get involved as possible.

The next phase of the Missed Appointments work is community-based engagement – are there opportunities for Healthwatch Doncaster to work closely with Health Ambassadors to support community sessions focussing on Missed Appointments in hospitals e.g Can Healthwatch Doncaster work with the Veterans group through Andy Martin and Ashworth Barracks or are there other groups and networks that the Health Ambassadors can identify to involve in the Missed Hospital Appointments work.

Actions

CH to resend the Missed Appointments info and email and encourage all Health Ambassadors to share the info and the link to the survey across their networks and social media

If there are questions or if Health Ambassadors want a discussion about the project then they can contact Debbie Hilditch – Missed Appointments Project Lead – Deborah.hilditch@healthwatchdoncaster.org.uk

CH to contact Health Ambassadors with a view to arranging community discussions re: Missed Appointments – starting with Andy Martin re: opportunities to engage with Veterans and Ashworth Barracks – by 8 November 2017

7. Ellie Gordon came to a Health Ambassadors meeting for a discussion about Mental Health – the Health Ambassadors would like an update from Ellie about what was learnt from the meeting and where this information has been helpful and used in the on-gong work around Mental Health

Action

AG to contact Ellie Gordon for an update and feedback at the next meeting