

Health Ambassadors Action Points

Meeting: Health Ambassadors

Date: Monday 25 February 2019

Time: 2.00pm – 4.00pm

Location: Club 39, Doncaster

Members Present: Dennis Atkin (DA) – Learning Disability and Cancer Services
 Cath Fox (CF) – LGBTQ Community
 Andy Martin (AM) – Veteran Community
 Vickie Robinson (VR) – Transmission
 Lisa Lee (LL) – Transmission
 Julia Burns (JB) – Conversation Club for Asylum Seekers and Refugees
 Jill Long (JL) – Macmillan Engagement & Communications Officer, Yorkshire Cancer Patient Forum/ Healthwatch Wakefield

Apologies: Carmelle Harold (CH) – Changing Lives for Women

In Attendance: Emily Green (EG) – Business Support Officer, Healthwatch Doncaster – minute taker

Jill Telford (JT) – Engagement Team Manager, Healthwatch Doncaster

1	Welcome, Introductions and Housekeeping	<p>DA welcomed everyone to the meeting and introductions were made.</p> <p>Jill Long (JL) introduced herself and explained her role. JL supports a Cancer Patient Forum ran by Macmillan and Healthwatch Wakefield to ensure patients voices are heard and represented at the highest level. JL is very interested the Health Ambassador group and hopes to attend future meetings.</p>	
2	Apologies	Carmelle Harold (CH) – Changing Lives for Women	
3.	Minutes of the last meeting and matters arising	<p>Review of the minutes</p> <p>The Health Ambassadors reviewed the minutes from the meeting held on 28 January 2019. CF raised an error in the minutes - agenda item 6 (Ambassador updates) in relation to funding for Transmission. EG to amend minutes.</p> <p>The minutes were then agreed and set as a true record by those present at the last meeting.</p>	

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		<p>Matters arising and actions from the last meeting</p> <p>Deaf Community Representatives DA informed the group he has contacted the Deaf Communication College twice regarding a rep but still waiting for a response. Action: CF offered to contact the Deaf Signing Group at RDaSH for a representative. Action: EG to contact Mary Jones to see if she is aware of Deaf Community representatives in the Doncaster area.</p> <p>Primary Care engagement As requested, AM has approached the Veteran Community to be involved in raising their concerns on access to Primary Care services. AM is currently awaiting a response.</p>	
4.	Update on Access to Primary Care survey – Jill Telford	<p>Background: Healthwatch Doncaster have had discussions with Primary Care Doncaster, Doncaster CCG and LMC. DCCG are currently reviewing their PC strategy and want to seek views from patients on access to Primary Care Services</p> <p>JT explained a draft survey has been produced to help capture patients and publics views on their access to primary care services.</p> <p>The group was asked if they are aware of any events taking place in Doncaster over the Easter period where the HWD team can complete the survey and target a larger footfall.</p> <p>The Health Ambassadors are keen to help complete the surveys with their partners and networks once the project has been launched.</p>	
5.	Feedback from EEC meeting – Dennis Atkin	<p>DA was unable to attend the EEC meeting held on 7 February 2019 and has been provided feedback from the meeting. A topic raised during the EEC meeting was 'How does End of Life response affect hard to each group's.</p> <p>DA has contacted the relevant contact who offers support in End of Life and is currently waiting for an update.</p>	
	Feedback from North Road Group practice Patient Forum – Dennis Atkin	<p>DA provided an update on what was discussed at the Patient Forum:</p> <ul style="list-style-type: none"> • There was a presentation by 'Fire Fly' who offer a door-to-door transport service with six buses to 	

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		<p>support patients to attend cancer appointments at Park Hospital.</p> <ul style="list-style-type: none"> • Patients at the forum discussed issues about the GP practice in regards to accessibility and changes to how prescriptions are issued. <p>This lead onto a further discussion on Health Ambassadors raising their own personal issues and circumstances relating to accessing GPs and prescriptions/ medication.</p>	
	<p>Ambassador updates</p>	<p>Lisa Lee – Transmission LL informed the group that Transmission meetings now take place at Doncaster Unitarian Christian Church and identified the group are running low on funding to facilitate the group. This lead onto a further discussion and JT made a suggestion for Transmission to consider the Micro-grants scheme at Healthwatch once it is realised this year. EG to send details to the ambassadors about the Micro-grants scheme once realised.</p> <p>Vicky Robinson – Transmission VR is awaiting for a response about an issue that was raised at the last meeting. JT to contact Doncaster CCG on this matter.</p> <p>Andy Martin – Veteran Community AM has completed an interview with Doncaster Free Press about the Health Ambassadors. The article should be realised shortly.</p> <p>Cath Fox – Doncaster Pride CF provided an update on this year’s Doncaster pride event. There have been changes to policies regarding security and alcohol for this year’s event.</p> <p>Julia Burns – Conversation Club JB raised recent barriers and problems Asylum Seekers and Refugees face when registering with GPs. These concerns include local GPs having a miss understanding on registration as most GP practices are asking for Photo ID. JB added that NHS England have stated you can register without photo ID and HWE have sent out guidance on this that supports NHS England’s document. JB would like NHS England to attend a Target Session with GPs and DCCG to support this document and get the message across to GPs that</p>	

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		<p>you can register without photo ID and break some barriers. JB is currently looking at contacting NHS to attend this meeting. Action: DA to get this topic onto EEC meeting agenda to help raise awareness of these issues.</p>	
	AOB	<p>DA mentioned there is a committee in DCCG for Gypsy and Traveller community. DA is hoping to achieve an outcome for a potential new representative. DA to provide an update on this at a future meeting.</p> <p>Vicki is awaiting an issue that was raised at the last meeting. JT to contact DCCG on this matter.</p>	

Next meeting: 25 March 2019 2.00pm – 4.00pm at Club39

Future meetings:

22 April 2019 2.00pm – 4.00pm

28 May 2019 2.00pm – 4.00pm