

Committee: Health Scrutiny Committee

Date: July 2009

Report title: Progress regarding arrangements for the Health Scrutiny Committee's consultation on older people's health services

1. BACKGROUND

- 1.1 At its meeting on 26th May, the Health Scrutiny Committee expressed interest in carrying out a consultation project with older people, to inform the development of the Committee's work programme for 2009/10.
- 1.2 This consultation exercise aims to provide a snapshot of user experiences which can be analysed to identify potential trends and, if appropriate, lead to further in-depth follow-up work by the Committee.
 - It is not intended to present a definitive picture of user experiences, but rather a taster of potential issues for further exploration.
- 1.3 In carrying out this piece of work, the Committee aims to proactively involve older people in setting the Scrutiny Committee's work programme, in order to ensure that the Committee's work reflects the needs of local residents.
- 1.4 This report sets out a list of confirmed or planned consultation activities which have been arranged on behalf of the Scrutiny Committee.

2. CONSULTATION PROGRAMME

Consultation activity	Date / Time / Location	Notes
<p>Consultation activity</p> <p>Coffee afternoon at Spay House Extra Care Housing Scheme (organised by the PCT)</p>	<p>Wednesday 22nd July</p> <p>Starting at 10am, ending at 12pm</p> <p>Older on Street, Reddishworth Suite, Houldsworth Mill, Reddish</p>	<p>Extra Care Housing (ECH) is accommodation comprising of self-contained flats, consulted with varying amounts of services supported which can be tailored to meet the needs of older people.</p> <p>20 tenants live in the ECH scheme at Spay House in Reddish, and around 30 attend the coffee afternoons. Tenants' ages range from 60s-80s and many are currently accessing health services.</p> <p>Members and staff are currently assessing health services and 8pm to talk to participants and receive feedback from the PCT staff who are 2 Members are invited to attend the coffee afternoon to talk informally to tenants.</p> <p>This is a potentially useful way for Members to access views from the Resource Centres (Parkview, Ada Kay and Whitehill); the Asian</p>
<p>Interviews with older people attending</p>	<p>Throughout July (dates to be confirmed)</p>	<p>The Council runs three Resource Centres</p>

Resource Centres		<p>Heritage Centre in Heaton Moor; and various dispersed services, all of which provide day care for older people who require more support than that provided by an ordinary day centre or luncheon club.</p> <p>The Resource Centres are currently evaluating their own processes for obtaining feedback from service users, and are keen to assist the Scrutiny Committee in carrying out its consultation around older people's health services. A list of dates for visiting the Resources Centres and dispersed services will be confirmed early next week.</p> <p>The consultation will be in small groups or individual interviews depending on participants' needs.</p>
Interviews with patients involved in the Telehealth pilot	To be confirmed	<p>The Telehealth scheme aims to increase patient independence by providing patients with equipment to monitor their symptoms and support their own self care.</p> <p>The scheme has been piloted in Stockport by 25 patients suffering Chronic Obstructive Pulmonary Disease (COPD), which encompasses chronic bronchitis and emphysema.</p> <p>The Practice Based Commissioning Team (who are leading on the implementation and evaluation of the Telehealth pilot) are keen to support the Scrutiny Committee's consultation project as part of their agenda for integrating patient experiences into the</p>
Consultation activity	Date / Time / Location	Notes
		<p>commissioning process.</p> <p>The team is currently identifying older patients involved in the Telehealth pilot who are happy to talk to 2 or 3 Members.</p> <p>Again this may be through a small discussion group or individual interviews depending on the patients' specific needs</p>
Consultation in residential and care homes	In progress	<p>As previously discussed, the LINK has agreed to visit residential and care homes on behalf of the Scrutiny Committee.</p> <p>LINK members are currently in the process of contacting a cross section of residential and care homes across the borough and will</p>

		report their findings back to the Committee. Maria Kildunne from the LINK will be attending the meeting on 7 th July to provide a progress update
--	--	---

The Committee is invited to:

- 1. nominate Members to carry out the various consultation activities;**
- 2. suggest any other community groups / drop in centres for inclusion in the consultation programme.**