



Partnership Engagement Network (PEN)

Report of Conference held on 11 October 2021

Background

The Partnership Engagement Network (PEN) was established as part of a multi-agency approach to provide public and partners with an identified and structured method to influence the work of public services and to proactively feed in issues and ideas.

The approach ensures that the structures exist to have ongoing conversation with the public and stakeholders and creates forums for people and organisations to get their voices heard, but also to hear about and contribute to the development of public sector programmes and work.

Introduction

On 11 October 2021 representatives from Tameside Council, NHS Tameside and Glossop Clinical Commissioning Group and Tameside and Glossop Integrated Care NHS Foundation Trust along with public, stakeholders, partners, and voluntary, community and faith sectors came together for the third virtual PEN Conference of 2021. There were around 40 participants in total.

Participants heard a presentation on the Tameside Community Champions Network followed by two rounds of workshops.

Facilitated Workshops

Five facilitated workshops took place to gain input on the development of options, emerging ideas and specific issues and challenges currently facing the local area. The approach to the workshops was flexible with the workshop leads invited to facilitate the workshop in the way which worked best for the topic they were delivering. Each had an appointed scribe to record the discussion. Key points and notes of these discussions are available at Appendix 2 onwards. A sixth workshop was arranged but due to unforeseen circumstances did not go ahead on the day.

Participants were invited to take part in a choice of two of the following five workshops:

- Community Champions
- Heart Failure Care Plan
- Understanding Cancer
- Waste Policy Consultation
- Preventing Homelessness and Rough Sleeping Strategy 2022-25

The discussions and feedback captured during these workshops will be used to provide data, information, evidence and insight to the development of public services in Tameside and Glossop. The full notes of each of the workshops are included in the attached appendices (2 to 6).

Post Conference Feedback Survey

All participants were invited to take part in a post-conference feedback survey, which was shared with the full list of PEN members. The key findings of the survey are as follows:

- All of those who responded said they would attend another PEN Conference in future
- All respondents rated the organisation of the Conference as Good (20%) or Very Good (80%)
- All respondents rated the presentation overall as Good (60%) or Very Good (40%). When asked to make comments about the presentation, respondents generally described them as 'informative' and the right length of time.
- 80% did not experience technical issues during the conference
- When asked to make comments about the workshops, respondents were generally positive, citing 'good choice' and wanting to attend more in future.
- When asked what topics they would like to see at future conferences, respondents said:
 - Employment & training opportunities
 - Presentations from community groups about their work – celebrating success
 - Information/discussion on GP surgeries
 - LGBTQ+ information/support

Appendices

The following appendices are attached:

- Appendix 1 – Conference Agenda
- Appendix 2 – Workshop notes; Community Champions
- Appendix 3 – Workshop notes; Heart Failure Care Plan
- Appendix 4 – Workshop notes; Understanding Cancer
- Appendix 5 – Workshop notes; Waste Policy Consultation
- Appendix 6 – Workshop notes; Preventing Homelessness & Rough Sleeping Strategy 2022-25
- Appendix 7 – Post Conference Feedback Survey Findings



Appendix 1

PARTNERSHIP ENGAGEMENT NETWORK CONFERENCE

Date: Monday 11 October 2021

Time: 10am – 12.30pm

Venue: Zoom

AGENDA

1.	Introductions – Karen Huntley, NHS Tameside and Glossop Clinical Commissioning Group, Lay Member for Public and Patient Engagement	10am –10.05am (5 minutes)
2.	Welcome – Councillor Brenda Warrington (Executive Leader, Tameside Council) and Jane McCall (Chair of NHS Tameside and Glossop Integrated Care Foundation Trust)	10.05am - 10.15am (10 minutes)
3.	Presentation – Tameside and Glossop Community Champions Network (Jordanna Rawlinson, Head of Communications, Tameside Council) and Graham Thomas (Community Champions Programme Manager, Tameside Council)	10.15am-10.35am (20 minutes)
	BREAK (15 minutes)	10.35am-10.50am (15 minutes)
5.	Breakout - Workshops – Round 1 (See overleaf)	10.50am-11.30am (40 minutes)
6.	Feedback – 1 key point from each table	11.30am-11.35am (5 minutes)
7.	Breakout - Workshops – Round 2 (See overleaf)	11.35am-12.15pm (40 minutes)
8.	Feedback – 1 key point from each table	12.15pm-12.20pm (5 minutes)
9.	Close – Karen Huntley, NHS Tameside and Glossop Clinical Commissioning Group, Lay Member for Public and Patient Engagement	12.20pm - 12.30pm (10 minutes)

WORKSHOPS	
A	Community Champions – (Jordanna Rawlinson (Head of Communications, Tameside Council) and Graham Thomas (Community Champions Programme Manager, Tameside Council))
B	Heart Failure Care Plan – (Nancy McNeilance, Programme Development Lead, Health Innovation Manchester, Laura Marshall, Health Innovation Manchester & Nick Hartsorne-Evans, Chief Executive, Pumping Marvellous Foundation Charity)
C	Young People Wellbeing Questionnaire – (Amanda Carbery, Project Manager, Greater Manchester Combined Authority)
D	Understanding Cancer – (Dr Lydia Briggs, PhD, RN, Macmillan Lead Cancer Nurse, GM Cancer Clinical Lead for Personalised Care, Hannah Silcock, Senior Transformation Manager, NHS Tameside and Glossop Integrated Care Foundation Trust)
E	Waste Consultation – Garry Parker, Head of Waste Management, Operations and Neighbourhoods, Tameside Council
F	Preventing Homelessness and Rough Sleeping Strategy 2022-25 – Sally Atueyi (Policy & Strategy Officer, Operations and Neighbourhoods, Tameside Council)

Workshop notes: Community Champions

The Community Champions is a program launched in 2020 to provide important messaging to the community with regards to Covid-19. The aim of this workshop was to explore ideas and suggestions for how Community Champions can move forward post-Covid and maintain engagement with communities with messaging on health and wellbeing.

Key points from the discussion:

- Community Champions has been for some an opportunity to give back to their community
- Theme for 2022 – help Tameside get back on its feet
- Many people are still afraid to return out since the pandemic
- Many community groups will have collapsed during this time. Champions group can fill the void and build back activities. Use its existing network to help people get back to where they were. For example run activities such as walks.
- Think about what people and communities need – and attract different people to become champions and help address issues
- Idea – provide a certificate of volunteering for Champions involvement, or references for work opportunities. This may help people into work and develop confidence so that they can gain more skills. Community champions is an opportunity to start small and contribute.
- Idea – develop disability champions
- People awaiting care – website link in with those with long-term health conditions
- Champions can help people in mental distress – get over those first steps, get involved in projects, take walks in the park.
- Lived experience of 267 – see what the appetite is to provide that in meetings prior to decision-making and do more case studies
- Promote people and community groups in Tameside
- Bring people together – set up buddies to attend groups
- How the Trust can help – can members of the trust be Champions.
- Patient experience group can offer members to come and speak to the Champions and engage new members.
- Environment should be a big focus – perhaps this could help engage younger members too.
- Hold a Champions event – celebrate its work, allow people to meet and talk to other Champions, look at the group's future direction.

Workshop notes; Heart Failure Care Plan

Currently there is no standard way in which heart failure care is delivered, this leads to variations in how people receive care. Health Innovation Manchester are looking to engage individuals to help inform the development of a user-friendly care plan for both digital and paper-based care plans.

Key points from discussion:

- The joined up information between medical professionals is something patients want, as this will stop patients having to repeat themselves. Query: how much support patients will get from GP's if they move to a digital way of communicating?
- One participant's experience was that once released from a specialist back to a GP, they can be met with resistance about their problem. This can lead to patients ignoring symptoms convincing themselves that they are okay, when they may not be.
- It was said that patients are on board with this work and committed to what it aims to do, however there is uncertainty as to whether the GPs are invested and involved in the shared care. An offer was made to join the project team up with some patient groups.
- It was confirmed that GPs are involved in the work, for example providing advice and guidance on how to roll the plan out. There has been engagement at several forums where each practice from Tameside and Glossop has been on the call.
- The suggestion was made to use patient groups and networks as this will help build confidence in the care plan.
- It was said that it is a fantastic piece of work and the more that can be done to get patients involved and more responsible, the better. However there is work to be done the GP's sides, public side and secondary care.
- It was said that for those living with a heart condition, they live with constant anxiety around medication, appointments and the fear of something happening next. in light of this, the level of work that has gone into the care plan is appreciated.
- The care plan is a positive way forward as many patients are frustrated with the communication in health care, especially those who are a under a number of consultants, and the care plan seeks to improve the lines of communication. This is the first issue that needs to be resolved and queried if the care plan app would also be beneficial to those with other long term conditions, especially those with rarer conditions as they can be neglected in health care and receive less support.
- Question as to whether all patients' health records will be in the same place to access at any time as many patients have multiple conditions are under multiple consultants and hospitals. It was clarified that the goal of the care plan is to be able any access information at any time.

Workshop notes; Understanding Cancer

The purpose of this workshop was to gain feedback on the best ways to promote and improve people's understanding of personalised care for cancer patients in the future. Personalised care can significantly improve people's experiences and quality of life for those who have been diagnosed with cancer. This engagement exercise gathered ideas around what personalised care might look like and informed participants on what is hoping to be achieved at Tameside Hospital. The discussion was structured by two questions, with room for general comments.

Key points from the discussion:

Q1 - If someone you knew received, a cancer diagnoses what support would you expect to be available to them?

- Mental Health Support – follow up quickly maybe next day
- Financial advice and support, to allow the patient to concentrate on getting well
- Specific advice to carers – who will help with caring responsibilities
- Reassurance and support to choose what is best for us what is realistic for individuals
- Continuity of care a consistent person
- Ability to challenge a doctor's judgment and choose what is best for them, having a two way conversation
- Having someone to talk to about ongoing care, what to expect and when, bring up these points early to allow people to prepare.
- Provision of holistic support for the whole family.

Q2 - Now that you have some knowledge about personalised care, what the key messages that we should communicate to the public?

- Be involved in making decisions about the care you receive
- Inform people that they can be involved
- You know you and what you can cope with, and you understand your own body and circumstances
- Enable people to ask for what they are thinking about
- Give people a choice on treatment and final wishes and information on how choices will impact their life and their loved ones after they are gone
- Success stories to be shared

General comments:

- Receiving a cancer diagnosis isn't as bleak as it used to be down to fabulous treatment and personalised care received
- Personalised care will be raised at the public involvement group at the patient networks; more information required to inform decision.
- Generally the conversation about dying should be happening more openly discussions around wills, funeral wishes etc
- 100 day challenge with NESTA – Glossop looked at personalised end of life care – is this still in place is it worth looking at?

Workshop notes; Waste Policy Consultation

This workshop took place as part of the Waste Policy Consultation that ran between July and October 2021. The aim of the consultation was to gain the views of anyone who lives in Tameside on proposed amendments to the waste policy. The changes being considered include charging for replacement recycling bins and moving black bin (plastic bottles, glass and cans) and blue bin (paper and cardboard) recycling collections to every three weeks. If adopted, the amended Waste Policy will help reduce operating costs and safeguard limited funds for vital council services that support the most vulnerable.

Participants heard a presentation outlining the context to the proposed changes, what engagement has taken place so far, and were asked to give their thoughts.

Key points from the discussion:

- There is an increasing amount of fly-tipping taking place in the borough. There were concerns raised that people on low incomes will find it easier to fly-tip if they cannot pay for bins. The issue of more bins being stolen was raised.
- Is there potential for bins to be locked to prevent people putting waste into other people's bins?
- Idea: that the Community Champions group be used to educate people on bin collections and fly-tipping?
- Is there a "grow your own approach" in waste services to develop and train our own drivers?
- Suggestion that putting more information about costs and income of service will help to explain the situation to residents.
- Participants took the opportunity to ask questions around other areas of waste management. A question was raised on why there are charges for use of waste disposal sites.
- There were also criticisms about the quality of "Pull out and return" service from residents.
- It was said that the brown bin is the most essential to collect due to deterioration of bio-waste. Therefore it is essential that the service ensures that brown bins can be emptied on a more regular basis. This would show residents there are benefits to changes instead of cutting services.
- The inability to recycle certain plastics was said to be an issue.
- One participant asked a question on Tameside's level of compliance with putting the right waste in right bin.
- Do we secure damaged bins, and is there a problem with rats in the borough?

Workshop notes; Preventing Homelessness and Rough Sleeping Strategy 2022-25

Tameside Council is in the process of developing a Preventing Homelessness and Ending Rough Sleeping Strategy for 2022-2025. The ambition in Tameside is to prevent homelessness, achieve a reduction in single homelessness and to end rough sleeping altogether.

The purpose of the workshop was to give participants the opportunity to share their views on why they think people become homeless in Tameside and what should be done to prevent homelessness and end rough sleeping to enable us to shape our future plans.

Key priorities that emerged from our discussions related to:

- Care leavers
- Young people
- Military veterans
- Those with palliative care needs
- The relationship between health and housing
- The ageing population
- The housing and social care crisis
- Private landlords and increasing rents.

The following points were made:

- Care leavers are placed in homes that are sometimes unsuitable for their needs and they have no support. They need more support moving forward as the tenancies sometimes fail and then there are ongoing problems with managing tenancies and life skills.
- Service personnel leaving the forces/veterans should be given careful consideration and priority, although it was confirmed that veterans are one of the priority groups.
- We are living in a housing crisis and there is an ageing population with health problems and unsuitable properties.
- People with palliative care needs have special needs and should be given choices when their properties become unsuitable.
- Private landlords are getting rid of properties and increasing rent, which is making it unaffordable for people to stay in their accommodation

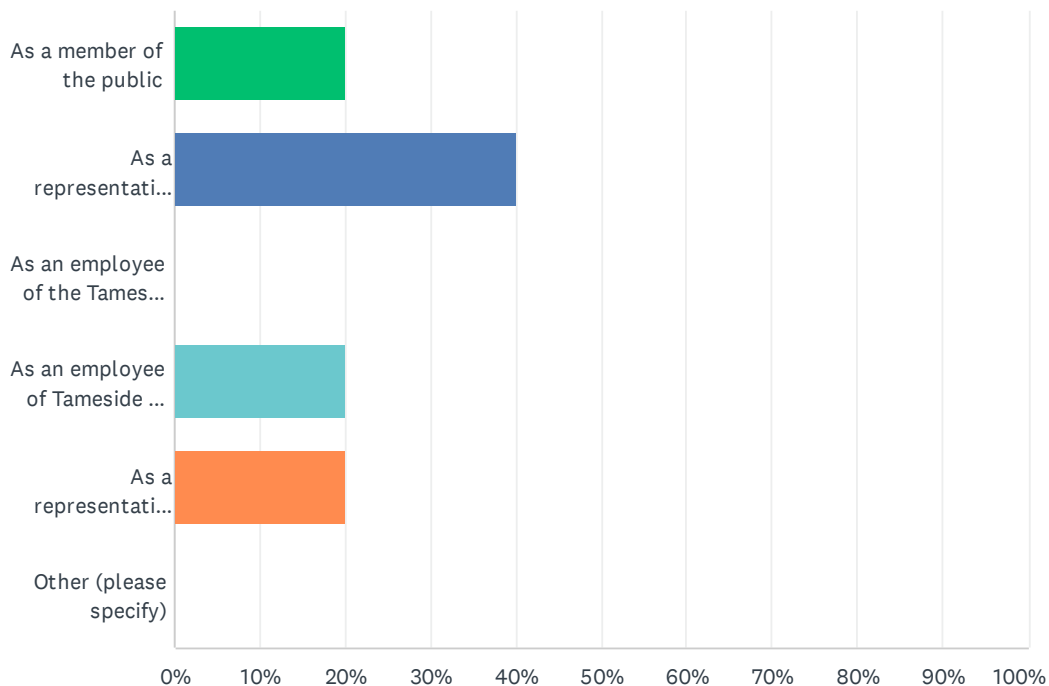
Suggested actions:

- Early intervention and prevention of homelessness
- Spot where there are risks. Identify key contacts to get to the right person at the right time. Who is that person? Are they housing based?
- GPs need to be more involved. Having a health contact person would be helpful.
- Raise awareness regarding the Private Rented Sector, what are the rights of tenants with regard to eviction process.
- Put the person first; have joined up MDT meetings with professionals and partnerships.
- We need a person who is non-statutory where they can collect info and feedback to partnerships.

- Have mentors. Include people who have lived a similar life experience as some of the hard to engage clients.
- Have people from diverse communities who can do face to face support and engagement.
- Involve young person's organisations before it gets to crisis stage.
- Offer to work with schools / colleges.

Q1 Please select the main capacity in which you attended the Partnership Engagement Network Conference? (Please select one option only)

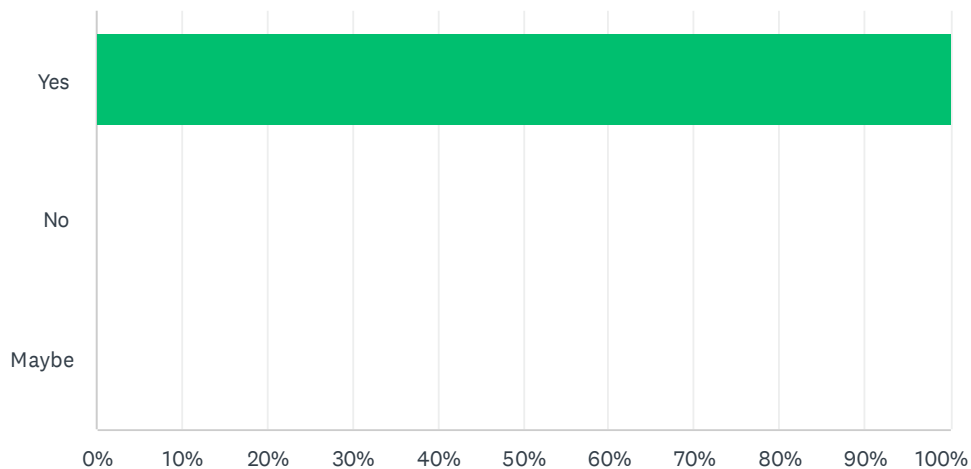
Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
As a member of the public	20.00%	1
As a representative or a member of a voluntary, community or faith group	40.00%	2
As an employee of the Tameside and Glossop Strategic Commission (Council and CCG)	0.00%	0
As an employee of Tameside and Glossop Integrated Care NHS Foundation Trust	20.00%	1
As a representative of a partner organisation	20.00%	1
Other (please specify)	0.00%	0
TOTAL		5

Q2 Would you attend another PEN conference or engagement session in the future?

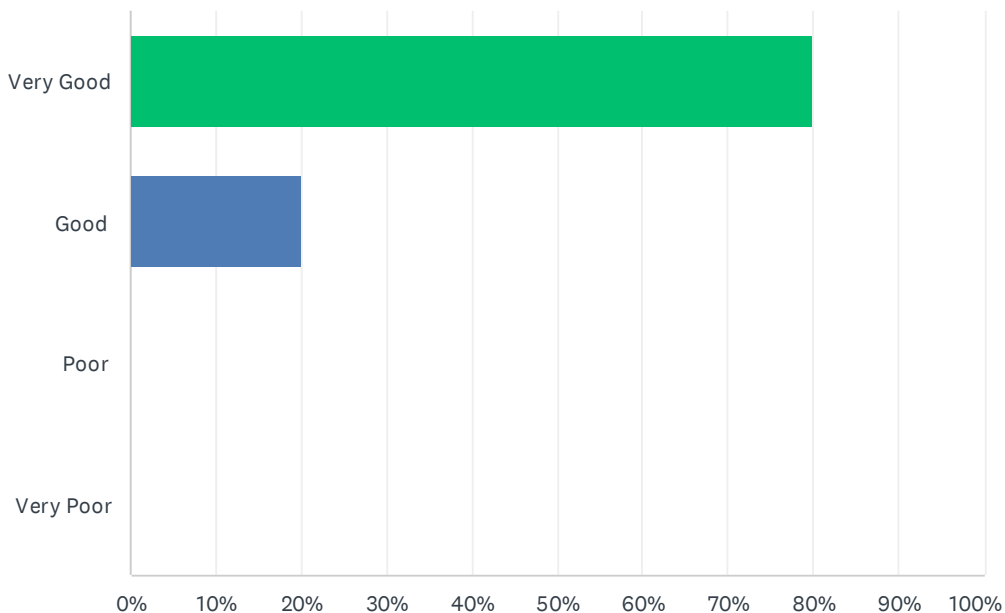
Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	5
No	0.00%	0
Maybe	0.00%	0
TOTAL		5

Q3 How would you rate the organisation of the event? (Please tick one box only)

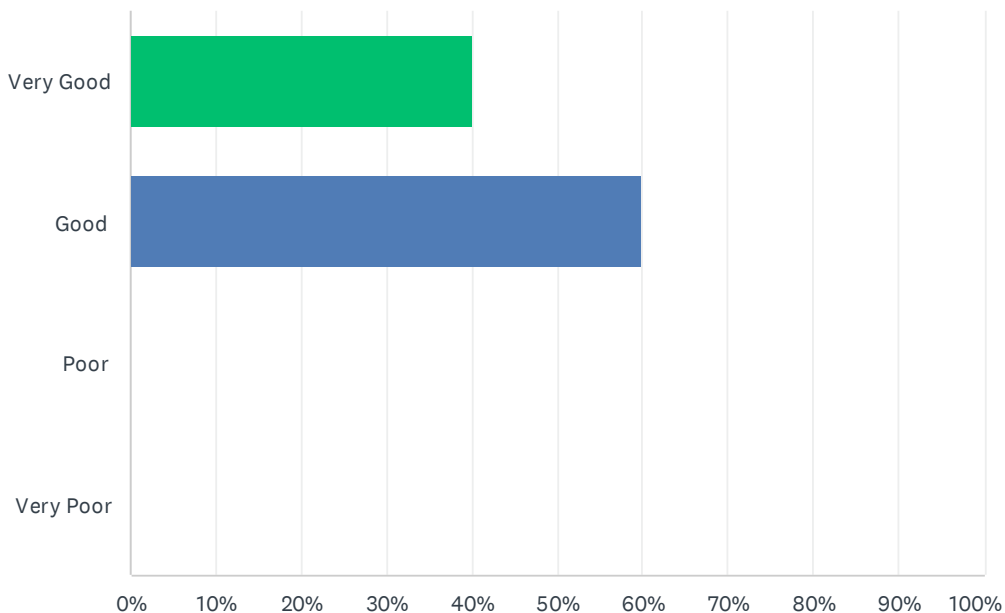
Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Good	80.00%	4
Good	20.00%	1
Poor	0.00%	0
Very Poor	0.00%	0
TOTAL		5

Q4 How would you rate the presentations overall? (Please tick one box only)

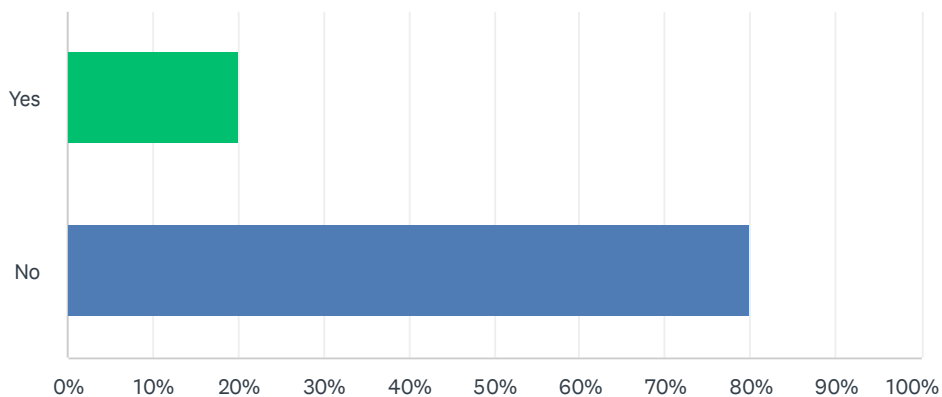
Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very Good	40.00%	2
Good	60.00%	3
Poor	0.00%	0
Very Poor	0.00%	0
TOTAL		5

Q9 Did you experience any technical issues during the session(s)?

Answered: 5 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	20.00%	1
No	80.00%	4
TOTAL		5