

MOSTON HEALTH FORUM

Minutes of Meeting on 8 June 2009

Present

Brenda Fawcett	NEPHRA (Chair) (Bren)
Councillor Henry Cooper	Moston Councillor and Resident
Tracey Bentley	Parkfield Dance Centre
Dena Murphy	NEPHRA
Jan Gorton	Local Resident
Brian Manning	Moston Meadows Resident
Edith Manning	Moston Meadows Resident
Jerry Benjamin	Moston Resident
Martin Roberts	Sports Development
Marjorie Williams	Local Resident
Adrian Atkins	Broadway Leisure Centre
Paul Edwards	Moston Meadows Resident
Jenny Wynn	Manchester Youth Service
Jean Wilkinson	New Moston & District Community Association (Local Resident)
Shirley McCardell	Zest

Apologies :

Charles LeClere	Local Resident
Cllr. Rita Tavenor	Local Councillor and Resident
Ann Watson	Manchester Adult Education
Andrew Chittim	MAES
Penny Sankey	PCT
Julian Palfreyman	PCT
Joan Ball	Libraries
Rev. Charles Gorton	Local Resident (Vicar of St. Chad's New Moston & St. John, Moston)
Margaret Wheelden	New Moston & District Community Association Rep (Local resident)
Jo Seymour	Private Sector Housing
Tara Davies	Public Health Development Service (PCT)
Stephen Green	Work Solutions

1. Bren welcomed everyone to the Moston Health Forum, and asked everyone to introduce themselves.

2. **Matters Arising**

- (a) Information/Health Forum Day at New Moston Library – early May 09
Although this day had seemed relatively quiet, a number of people were interested in the information about the cancer campaigns, the health forum, NEPHRA and the Cook & Taste sessions. We had a steady stream of visitors and at the quiet times, the team – Bren, Edith, Dena, and several NEPHRA volunteers had chance to chat to each other, something we rarely get time to do. It was felt this was a very useful day.

For
Action
By:

**Bren/
Dena**

Bren and Dena are going to staff the Health Forum and a NEPHRA stall on a future Saturday morning.

(b) Moston Heath Forum Newsletter

Bren had brought copies of the Moston Health Forum Newsletter to the meeting. Bren had produced these and they had already been circulated to New Moston Library, and Hazeldene Health Centre and local New Moston Shops. What is needed now is for members of the Health Forum to tell Bren how many newsletters they need and for them to be dropped in Churches, Community Centres, local GP's surgeries and local shops. Many Health Forum Members offered to do this. **A big thanks to Bren for doing this newsletter.** It was a much harder job to obtain the information and produce this first newsletter. The next newsletter should be much smaller – 4 pages, rather than the 8 of this one. It was agreed that the next newsletter will be targeted at an Autumn production.

Everyone

(c) Health Forum Women's Health Day

The Women's Day in March at New Moston Primary School was amazingly chaotic. Over 150 women attended and children were released from classes and also came with mums and grans. We had a real mix of ages with young mums and their mums attending and lots of different cultures. Despite taking over the 2 halls, the outside play area, 2 meeting rooms and the quadrangle in the middle for the Tai Chi, and making use of the open corridor, there still seemed too little space for the number of people. All the activities were well used. A list of the comments which women placed on the board covering 'Positive Life Tips' and 'Positive Characteristics which women possess' were circulated at the meeting.

(d) Issues raised at the March HF

The issues raised at the last meeting concerning, the Crossing and Bus Shelter by Hazeldene Health Centre, and the lights on Broadway close to the Broadway Leisure Centre had been passed to Ward Co-ordination by Shirley. Unfortunately there had been no feedback, and Shirley will chase a response.

Shirley

3. An Introduction from Esther PSA from new Moston and Broadhurst Primary School

Esther explained that she had heard about the Women's Health Day at New Moston Primary and thought this would be an excellent event to provide at Broadhurst. Broadhurst was threatened with closure last year which meant that they lost children, which meant they then lost money to invest. The School has high levels of free school meals, and pupils have many different needs, including special needs. A new Head has been appointed, Alison Marshall, and the school is really turning round. The staff who are at the school now are working really hard to make a difference and it is a really happy school. Esther wishes to bring the community into the school, not only to show that it is a good school with good staff, but to get parents more involved in their children's school life.

The Event is on Wednesday 1 July – 1.30-4.30pm and Health Forum Members are invited.

Zest is involved, as is Bren from NEPHRA, and Martin from Sports Development is supplying 2 coaches.

**Other activities/organisations involved
Arts About Manchester**

Artist from Adult Education
Zest – Tai Chi
NEPHRA – Smoothie Bike
PACE

And lots more

Other suggestions were: the Crime Prevention Van and Blackley Fire Station for the Tender to visit.

As well as advertising through Parents – the Advertiser is going to send a photographer and Shirley suggested contacting Eve at the Advertiser to get something in her Community Column.

Everyone complimented Esther on such a full programme of activities at her first event.

**Shirley/
Bren**

4. Presentation on Sickle Cell

Shirley had received a late telephone call the morning of the meeting to say that Maria and Shabana could not attend today's meeting. It was agreed to invite them both to the September meeting.

5. Care Services Issues

Issues with Care Agencies and Services had been raised in the community and brought to this meeting :

- Agency staff arriving at unscheduled and unacceptable times to put their client to bed, ie 5.30pm in the evening
- Ignoring emergency signs when attending ie curtains closed, no answer – one person left on the floor until relative discovered.
- No assessment of medication, personal care

There seemed to be a consensus amongst those people who received care that they were worried about coming down too hard on agency staff – in case the person being cared for would be 'punished in hidden ways' when receiving the care they were paying for.

Apart from the personal issues above, many of the care staff are very young and appear to receive very little training from the agencies who employ them. They also get no time to travel between clients – so this makes them run late and also makes them sloppy in terms of investigating problems and their work practices. There needs to be appropriate care to meet Care Plans, but many agency staff do not have the care plan of the client they are visiting.

Is there a proper complaint procedure for care services? What is it? Who would best be contacted?

Cllr. Cooper offered to take up one individual case, and Shirley will send the information to Nat at the Carers Forum to see what representations they can and have made.

Shirley

6. Unacceptable Service at Local GP Practices/Health Centres

The following issues were raised in relation to all the Moston residents' GP services. We have members who are patients at Valentines, Hazeldene, St. Georges – and they all indicated they had experienced similar issues. These will be taken up with the PCT via Shirley.

- Residents having to make appointment on the morning of attendance, and then having to wait over an hour – all practices.
- Resident had a sick child, made the appointment and then child vomited – arrived 3 mins late for appointment and told they would have to make a new appointment.

Shirley

- Appointments made for blood tests, then the doctor covering for colleagues on training, but patients still expected to turn up and wait – no contact to tell the patients they can come later rather than sit for over an hour and wait.
- Flashing signs installed to tell patients they are next in – if visually impaired, there is no audio commentary to compliment.
- At Hazeldene, a patient discharged from having a Quadriceps Biopsy, informed they needed their sutures removal in 7 days and to go to their GP – by 20 May. Patient tried to make an appointment as soon as discharged, to keep to the 7 days – no GP or Health Centre could accommodate until mid-late June – had to resort to sitting for hours in the Ancoats Walk-in Clinic.
- Keeping their extended opening hours secret – no advertising of the fact they open early on Wednesday – so not a service.
- Hazeldene - Even if a prescription is ready on the early opening, it cannot be collected from the surgery, unless the person actually works.
- Hazeldene - New medication prescribed by hospital – hospital prescription taken to Practice, on collection – no prescription or medication – told the prescription lost. Patient went back 3 times, and on third time told no medication – but hospital supply had run out. Person had to threaten a sit-in before being presented with a prescription – on presenting at Pharmacy, told it was an emergency 7 day supply – not a month. A week later, had to book another appointment and attend GP – GP said the patient should not take up GP appointment time – patient really annoyed and explained situation – GP looked it up on computer and there was the original prescription on the screen.
- Parents cannot get an 'out of school time' appointment for children – yet the parents are being fined by the schools for their children being late and keeping their children out of school.

7. **New GP Practice at Simpson**

Julian had sent his apologies to the meeting, but had confirmed that the new GP Practice at Simpson is due to open in August 2009 and that the service providers are the 'not for profit' Go Doc. This Company is keen to make sure that they engage with the local community, and will be organising an open session before opening, so that they can gauge the views of the local community and introduce themselves.

Many of the residents indicated that they felt there should be information displayed on the fence of the new GP Practice Site. Many people are trying to find out what is going on, and there is nothing there to indicate when it is opening, how it is progressing etc.

8. **Treasurers Report**

Tracey provided a Report on the Income and Expenditure from the Health Forum Account. There were many more bills relating to the Country Dancing, the Women's Day and the Newsletter, yet to be received, but the Account was still looking healthy.

Tracey asked for permission to put the Health Forum account onto an Internet Banking basis, and this was agreed.

Shirley/
Julian

Tracey

For
Action
By:

9. Moston ME Information Day

It was agreed to hold an open meeting at New Moston Library regarding ME. This will be arranged with time for publicity to be cascaded throughout the Moston area – people from Harpurhey will also be welcome. Harpurhey Health Forum held a similar session earlier this year, which proved very enlightening.

**Shirley/
Bren**

10. Moston Health Event at Moston Fields School – beg September

It was agreed to hold a Health Event at Moston Fields School – first week in September when the school returns from summer break. It was thought the event should be from 4.00-7.00pm. Paul will speak to the school to get agreement, and Paul, Brian and Edith will also speak to other members of their association to get support for the day. Paul will also speak to Malcolm Gregory and George Viatic about the Health Forum and the Health Event.

**Paul/
Shirley/
All**

11. Podiatry Day (Happy Feet)

It was also agreed that we should hold another Podiatry event, because the last one was so successful. It was agreed that we would hold this in the Autumn.

**Bren/
Shirley/
All**

12. Report Backs

Jenny gave a very full report back on the work of the **Youth Service**, explaining that the work on Health Work was still continuing. Zest Yoga sessions which happened on Monday evenings at Moston Youth Centre proved very popular.

Youth Service staff have undergone C Card Training and Moston Youth Centre is a C Card registered centre. The C Card scheme is a project by which young people can have access to free condoms. It is administered by Brook.

The North West District Youth Forum, which meets at Moston Youth Centre,

Has been looking at health issues. On the back of this they will be linking with the Teenage pregnancy unit to look at young people friendly publicity. Jenny also explained that the Youth Contact Team work is informed by the Local Tasking Meeting and so do not have regular sessions in New Moston.

She believes that Parktastic were delivering activities for young people in and around park areas.

Martin gave a very full written report of the **Sports Development** activities which were happening in Moston Ward.

Jan explained that St. John's in Ashley Lane (the sister Church to St. Chad's) was 100 years old, and as a celebration a Flower Festival was being organised. Everyone is welcome.

13. Any Other Business

Jerry asked whether anyone had been invited to the City of Manchester Stadium that evening, because she had been invited and had no-one to go with – it was connected to GMP and Homewatch.

Paul, Edith and Dena will be attending and said they would see Jerry inside the Stadium and they could all sit together.

Bren asked whether Paul could act as a key person to get information and leaflets out around the Ben area of Moston because we were missing getting information out there. Paul readily agreed, and also said he will bring Moston Fields into it to get information further circulated.

Dates of Next Meetings : 14 September 2009 (moved to 7 September 2009)

7 December 2009

8 March 2010 (AGM)

All 2.00pm at the Parkfield Dance Centre – unless otherwise advertised.