



**Notes of the Question and Answer Session held following  
the Annual Members Meeting  
held on Thursday 22<sup>nd</sup> September 2016  
at The Floral Pavilion, New Brighton**

**QUESTION AND ANSWER SESSION - NOTES**

Mike Maier opened the question and answer session and thanked everyone who had submitted questions. Mike was joined by his fellow panel members; Sheena Cumiskey, Chief Executive, Dr Anushta Sivananthan, Medical Director, Avril Devaney, Director of Nursing, Therapies and Patient Partnership, Andy Styring, Director of Operations and Andy Harland, Deputy Director of Finance.

Mike invited Dr Sivananthan to answer the first question;

**What equivalent 999 service for physical health is available for mental health (out of hours i.e. evenings and weekends)?**

Dr Sivananthan advised that for patients who receive care from CWP under the care programme approach (CPA), they will have a an emergency contact number within their care plan which will put them in contact with the home treatment team who will be able to provide emergency advice and care as required. For patients who are not under CPA, they are able to access urgent care via their GP or GP out of hours or, in an acute emergency, from A&E. In both of these options, there is mental health interface an input via emergency referrals for counselling an input from liaison psychiatry teams.

There was a further verbal query from a member present highlighting some of the personal difficulties she had experienced in accessing emergency care. Dr Sivananthan acknowledged that accessing emergency care can be difficult and there remains work to be done. She advised that the implementation of shared record systems including the Wirral and Cheshire Care Records would assist in providing integrated care for service users in an emergency situation.

**What is the Trust's financial debt in 'actual' fact according to the national reports?**

Andy Harland advised that, as reported in the Annual Report and Accounts, the Trust debt or deficit was £2 million. However, accounting rules and regulations mean that certain exception items can be discounted from the "bottom line" meaning that the Trust had a small surplus at the end of 2015/16 from normal operations of £0.2 million. Andy advised that some of these exclusions were very technical in nature so did not propose to outline them, but invited anyone with particular queries to contact him directly and he would be happy to discuss further.

**What is the developing relationships with Wirral surgeries e.g helping to relieve A&E**

Sarah Quinn, General Manger for Wirral Services, who was in the audience of the Annual Members Meeting was asked to answer this query.

Sarah updated member that work is being done with GPs on the Wirral to be able to provide more integrated care for patients; especially in relation to urgent care and complex, frail elderly patients.

Sarah advised that work is also being done with GP Federations on the Wirral to understand the local needs of the communities so that community mental health care services can be designed in partnership with GPs to meet these needs.

**How many hospitals does CWP cover?**

Andy Styring advised that CWP provides services from over 90 different sites. Inpatient care for adults and older people is provided from 3 main sites;

- Bowmere Hospital on the Countess of Chester Health Park

- Springview Unit based at Clatterbridge
- Millbrook Unit based at Macclesfield District General Hospital

Andy advised that there was close working with the acute hospitals on these sites and, although the Trust does not have any inpatient wards based at Leighton Hospital, there is a Liaison Psychiatry Team based there which has close working links.

Some specialist inpatient services are also provided by the Trust; Low secure forensic services are provided at Saddlebridge Recovery Centre and Alderley Unit on the Soss Moss site in Macclesfield and Learning Disability Services are provided at Eastway on the Countess of Chester Health Park and from the Rosemount site in Macclesfield.

Mike invited Sheena to answer the next question;

**Do we have an STP for Cheshire and Merseyside, if so, can we see it and how does CWP fit into it?**

Sheena provided a brief overview of what the Sustainability and Transformation plan was; it is looking at the implementation of the 5 Year Forward View for Mental Health and involved looking at how the population health needs could be met most efficiently across localities. In the case of CWP, this is Cheshire and Merseyside. She advised that it remains and work in progress and will develop over time, so there is not currently a document which can be viewed or shared.

Sheena advised that engagement with stakeholders is one of the next stages of the development of the STP and that the STP would be using the existing building blocks of the locality transformation plans - Healthy Wirral, West Cheshire Way, Connecting Care and Caring Together.

**How does the Trust intend to measure the outcomes/success of initiatives such as the person centred framework?**

Mike asked Avril Devaney to address the final question received.

Avril advised that it is during the design stages of a new framework that it is decided how the success of it is decided. As the Person Centred Framework remains in the development stages, it has not yet been finalised what the outcome measures and the way of gauging the success of it will be. Avril outlined some of the possible ways in which the impact of the framework could be assessed including;

- Friends and Family Test results
- Review of incidents and findings of incident investigations
- Annual staff survey
- Patient surveys (e.g. CQC patient survey)

Avril acknowledged the difficulty in establishing a baseline for comparison when implementing something like the Patient Centred Framework. She advised that it was likely that some existing measures would be used to assess the impact of the framework, but that there might also be some new metrics introduced.