

Joanne Dorsman - Neighbourhood Transformation Programme Manager. Bolton NHS Foundation Trust

Joanne provided an overview of her role and update on latest work. Please find



Neighbourhood
Update for CRPCN 1

slides embedded.

Essentially Joanne's role is to ensure health and care deliver services in a much more person centred and joined up way. A major part of this is establishing and embedding the 'One front door' approach – this will minimise the amount of time people/families have to tell 'their story' as they access different parts of the health and social care system.

Joanne welcomed discussion and input from the membership around their own experiences over the past months and what they felt priorities were and what still needs to be done.

There were two key strands of discussion:

1. The impact of covid on young people's mental health (both now and in the longer-term) and the need for access to appropriate services and support in a timely manner, particular for those with complex needs. Joanne explained about the current locality Multi-Disciplinary Teams (MDTs) and respective 'hubs' that organisations can and should be linked to in order to seek advice and support for individual's needs.
2. The difficulty with and essentially the negative impact of GPs (Primary Care) being reluctant to see patients face to face. It was noted that body language accounts for 70% of a person's expression and understanding in terms of communication and so although there is an acknowledgment to the need and positives associated with alternative methods of GP engagement, there has to still be a place for face to face consultation and presentation. This has to also be balanced with staff safety and wellbeing.

Key contact details:

- Castle Hill main triage and support line: 01204 331155
- Covid 19 Humanitarian Hub: 01204 337221
- Greater Manchester Mental Health Foundation Trust 24/7 helpline: 0800 953 0285
- Hannah Carrington, Project Manager for Adult Mental Health, Bolton NHS CCG: hannahcarrington@nhs.net.
- Michelle Del Rosso, Bolton at Home, Tonge with the Haulgh Big Local are currently going out to consultation to identify new community needs following the Covid-19 pandemic. To link in with this piece of work contact Michelle: michelledelrosso@boltonathome.org.uk

Lauren McKechnie, Health, Wellbeing and Inclusion Manager (Bolton CVS) / VCSE Development Lead (Bolton NHS Foundation Trust) – 2019-2024 'Strategy Pledge'

Lauren introduced the strategy and subsequent pledge to the membership. Please follow link (pledge is on page 10): [Bolton NHS FT Strategy 2019-24](#)

Covid has generated discussion, debate, action and accountability at mass, in real time unlike anything we have experienced before. The principles outlined in the pledge are arguably more understandable and relatable for the general public at the moment as we work through the pandemic.

There is a genuine purpose to the pledge and the aspiration is that it does not sit as a flat, superficial gesture as part of a strategic document but is something that the people of Bolton identify with and buy-in to.

The membership agreed with the above. It was noted that there is an importance for people to take accountability of their own health and wellbeing and that our health services are there to further support and underpin this.

The point was raised that there is a need to acknowledge that where the pledge might seem reasonable and tangible for the 'worried well' to buy in to, in reality it may look and feel very different for an individual/family living in poverty and/or have other priorities around their life, health, economic situation or wellbeing.

ACTION: Lauren to take initial feedback to leads within the FT and further devise what meaningful engagement with Bolton's communities, via the voluntary and community sector, may look like. Lauren to feedback at next ETAG.

Date and Time of Next Meeting

The next E-TAG is due to take place **Friday 30th October 2020 at 10am.**

Participants were encouraged to be mindful of those who perhaps have not engaged in the remote E-TAG sessions and if possible, connect with them outside of the meeting and encourage them to attend.

If you would like to suggest a specific topic to be the focus of the next catch up, or if you have any pertinent questions you would like to discuss, please contact Lauren via lauren@boltoncvs.org.uk