# Minutes of the Cheshire & Mersey Patch Meeting – 9th March 2023

**Present:** Adam Ballinger (Countess of Chester); Kathryn Bennett (Mid Cheshire); Graham Breckon (Countess of Chester); Tilly Dixon (Mid Cheshire); Victoria Ferri (Royal Liverpool); Samantha Gillies (University of Liverpool); Natalie Hall (Alder Hey); Tracy Owen (Mersey Care); Susan Smith (Mid Cheshire – Chair); Yvonne Stubbington (St Helens and Knowsley); Alison Thornley (East Cheshire);

**Apologies:** Fabriba Bannerman (Edge Hill); Carolyn Benny (Liverpool John Moores University); Jacqueline Pearce (Wirral); Debbie Spencer (University of Chester); Gemma Wright (Liverpool John Moores University)

**Review of Actions:**

1. SS: Liaise with Gil Young about national e-learning programme and supporting joint ICS training initiatives. Informal national group has formed to look at developing. A page will shortly be available on Learning Zone, *(closed*).
2. ALL:Consider what steps we could take as a group to support improving local ICS health literacy offer: joint programme delivery, shared information for ICS website, skills exchange, confidence building sessions etc. No response, different approach to be taken (closed).

**Digital Inclusion – upskilling staff, students and patients**

* DS notified that University of Chester has been running a rolling programme of webinars. The topics change slightly each month, but they include Making the most of e-books; How to manage your references effectively using Endnote; Searching systematically; Utilising databases for wellbeing; Researching commercial companies for job applications and interviews. There are two digital skills weeks, aiming to provide students and staff with additional opportunities to develop digital skills. Topics covered include ICT Proficiency, Information, Data, and Media Literacies, Digital Creation, Problem Solving and Innovation, Digital Communication, Collaboration, and Partnership, Digital Learning and Development, Digital Identity & Wellbeing. A discovery tool to reflect on their digital capabilities and to identify current strengths and areas for development
* AT said they are [Digital Champions](https://digital-transformation.hee.nhs.uk/building-a-digital-workforce/digital-literacy/digital-champions) for East Cheshire NHS Foundation Trust. They have offered training but found low uptake due to how generic the skills are. It was noted that people come for support on an ad hoc basis with a specific need. They have created a [digital literature page](https://www.eastcheshirenhslibrary.net/digital-literacy.html).
* SG described the [KnowHow](https://libguides.liverpool.ac.uk/knowhow) package, where staff and students where they can work through PowerPoint presentations.
* YS identified that there is a training gap at St Helens and Knowsley. Only basic skills are covered.
* SS has been trying to get mentioned in the Digital Strategy at Mid Cheshire, with limited success. Most training is conducted through IT Training or Digital Clinical Systems trainers. Courses also exist to build confidence in using technology. It is recognised by the Workforce Group that the library has a role in lending IT equipment and providing space for people to build confidence in skills and gain support if required. IT training is difficult to contact if you do not have the skills to email or use teams, so the library supports referral to the service.
* SS had a meeting with an executive lead about literacies and the relationship between them. She has been asked to create a flow to link it together in a more coherent way.
* The Integrated Care System has produced a [digital exclusion heat map](https://app.powerbi.com/view?r=eyJrIjoiYzIzODYyYzAtMDQ0NC00NTA2LWEzZjEtY2NlZTE3Yzc5ZTE1IiwidCI6Ijg1OTE4ZmY4LTQ3OWYtNDZlNi1iMDE2LTE1YzY4YWVkZTc4OCJ9&pageName=ReportSection9546b630beaee0b97a00). Liverpool has a [companion site](https://lcrbemore.co.uk/digitalaccess/) which outlines digital inclusion support. SS is querying if there is scope to link this work with the [Health Education England Health Literacy Geodata](http://healthliteracy.geodata.uk/).
* A lot of the support at Countess of Chester is ad hoc and not specific training. New starters are being sent to the library for help with ESR logins. They help people with varying levels of digital literacy.
* VF wanted the library to be involved with using resources like clinicalskills.net. She gets HCA’s to sign up to OpenAthens and go on clinicalskills.net. It is useful to promote PC use over phones due to the screen size and functionality.
* SS has worked with unions. The union leaders are aware they can use the library space and they book a room to run courses for members.
* TO shared that there are ad hoc cases of people struggling with IT. L&D already have a programme of basic skills.

**AOB:**

* Gil Young has provided SS with public library contacts. Emails have been sent out to invite to join the group.
* Mid Cheshire Executive Lead has advised SS that money is available at a place-based level. SS is considering building a business case for two posts within the Integrated Care Board level for knowledge manager to develop a strategy for sharing learning across the place and also as a health literacy officer to support co-ordination of health literacy services for the public. SS is looking for support to help draft, to ensure that cases do not impact on any current service level agreements in place.

**Actions:**

* **GB:** to check local contacts for public library services.
* **All:** consider case for ICB support positions.
* **GW:** to feedback from LILAC conference and community to café.

**Next meeting:** 13th April 2023 10am Health Literacy overview from the national resource team.