

Community Champion Network Meeting

Tuesday 31st March 2015

Held at: Brunswick Youth & Community Centre

Chair

Keith Lloyd(KL)

Brunswick Youth & Community Centre

Attendees

Val Bayliff (VB)

Sefton O.P.E.R.A.

Libby Kitt (LK)

Individual Locality Representative - Seaforth & Litherland

Fred Roberts (FR)

Individual Locality Representative - Bootle

Maurice Byrne (MB)

Individual Locality Representative - Maghull

Barbara Rouse (BR)

Bootle YMCA & Oxford House High Rise

Natalie Greedus (NG)

May Logan Centre

Paul Walmsley (PW)

HMP Kennet / Kirkham

Tony Medlicott (TM)

Healthwatch Steering Group

Healthwatch Sefton Staff

Wendy Andersen (WA)

Healthwatch Engagement and Participation Officer

Speakers/ Guests

Stephen Astles (SA)

Head of CCG Development, South Sefton Clinical
Commissioning Group

Ian Senior (IS)

Liverpool Community Health

Angela Curran(AC)

Locality Development Support NHS South Sefton Clinical
Commissioning Group

Apologies

Joan Cummings (JC)

Linacre Methodist Mission

Debbie Kelly (DK)

May Logan Centre

Diane Blair (DB)

Healthwatch Manager

Julie Bennett (JB)

Individual Locality Representative - Crosby

Michelle Colleran (MC)

New Directions, Bootle Resource Centre

Representative

Library services (South & Central Sefton)

Notes from February 2015

Agreed by members as correct.

Apologies

Provided and noted.

Declarations of Interest

The Chair asked for network members to declare any declarations of interest prior to the meeting or during any discussions that take place during the meeting.

MB declared an interest - Lead Governor for Aintree Hospital.

Action Log - February 2015

KL thanked WA for introducing the action log and confirmed he felt this was clear for network members to follow.

WA worked through the actions. Please refer to action log for updates. Included in the action log will be additional actions from today's meeting.

Notes from action log:

Action Log Ref No. 2 (Bowersdale Resource Centre) - LK confirmed she is meeting with Sara the new Centre Manager for the Bowersdale Resource Centre. A date has now been set.

Action Log Ref No. 12 - (Choose & Book) - LK confirmed that the questionnaires for the Enter & View visits at the GP surgeries had been amended to include a question to both patients and staff around choose & book.

Action Log Ref No. 14 - (End of Life) - Community Champion Network felt this was an area that they would like to keep on the agenda and find out more information about. A discussion was held around how to take this forward. The group were asked to consider who they would like to come out and talk about the topic and whether it would be to the network or wider community e.g. coffee morning. Network members agreed they would initially like to find out more information as a network (also invite Healthwatch Steering Group members). The following was agreed:

Action: WA to contact SA to arrange a speaker for a future network meeting. In addition network members stated they would like attendance from hospices. WA suggested Woodlands Hospice at Aintree hospital as this had previously been discussed at the Healthwatch Steering Group and WA had also visited last week. Also another hospice to be

invited. MB stated that he had a contact at Aintree hospital, the lead doctor for palliative care who would be willing to come along to a network meeting.

Liverpool Community Health (LCH) - Ian Senior

IS came along to the network meeting to provide an overview of the LCH - New Implementation Model.

It was stated that structural changes had been occurring and that LCH were mobilising a number of areas including:

- Cultural
- Management from the top down
- Number of layers in the organisation

Previously the work was divisional and included Adult Services, Primary Care and Children's Services but with the transitional changes the new model will evolve in to areas such as:

- Leadership at local level
- Working more closely with the Clinical Commissioning Group (CCG) and other partners
- Moving away from some service areas e.g. prison health services
- A greater voice at ground level
- Removing unnecessary layers
- Understanding what is being commissioned and delivered

The four locality areas are:

- South Sefton
- South Liverpool
- Central Liverpool
- North Liverpool

The South Sefton Leadership team will be clinically led and will be modelled across your four localities:

- Bootle
- Maghull
- Seaforth, Litherland & Netherton
- Crosby (including Hightown)

LCH will be working to align services more around Primary Care and every GP will be working more closely with their nursing teams.

An example given by IS was the treatment rooms. Ear syringing clinics have been introduced after it was identified that 50% of people passing through the treatment rooms were for this treatment. This is part of the re-modelling process.

VB stated that the network had in the past had issues with LCH around the work being more centred in Liverpool than Sefton. IS confirmed this will change with the South Sefton Leadership Team having more control locally and being able to manage their own budgets for their locality. VB asked if there would be an opportunity for the network to put their questions to the Leadership Team? IS stated 'Yes' this would be possible and that LCH would be happy to attend future Network meetings. VB confirmed that she felt along with network members really happy to see locality work now being the way forward for LCH. IS stated that he would relish partnership working as part of the informing and influencing of services.

VB asked if LCH would have an emphasis on 'Care Closer to Home'? IS stated that LCH would be working with partners including the CCG and Aintree hospital to take this forward. The work would build on the Virtual Wards and that LCH are working to strengthen this.

FR stated that the network had been asked their thoughts in the past. VB confirmed that FR was referring to a speaker that came along to the network to talk about and get feedback on the LCH strategic plan. FR asked if this plan was continuing or if what IS was talking about was different. IS confirmed that the LCH strategic plan was being implemented but that they were building on this and making structural changes.

IS confirmed that LCH had made the decision not to become a Foundation Trust as they did not feel this would be the right course of action for the organisation. SA stated that he felt it didn't matter who the name was on the top of the paper the important issue was the services delivered. VB stated that she felt as long as LCH were using local knowledge they would be able to deliver more effective services.

IS went on to chat about the budgets and informed the network that the budgets were devolving to the local areas and that they would be managed by the Leadership Teams. To ensure this is effective training and support will be put in place.

VB asked for an overview on Patient Engagement? IS stated that this was very important to LCH and that he had requested to come along to the network meeting today and felt this was the start of the journey here.

BR asked if there was enough money in the budget for South Sefton to employ all the staff needed? IS stated 'Yes' to this question and stated that the restructure of the organisation would help with this.

FR asked who was responsible for the budgets in relation to the buildings in South Sefton? IS responded that when the PCT ended it was split between LCH and the Integrated Care Organisation (ICO). He stated that there were still lots of discussions going on across South Sefton and that this issue was very complex. IS stated that some of the buildings that staff are housed in are very costly and that work and discussions need to be had moving forward with the CCG.

VB asked if the services needed locally would be joined up in buildings e.g. include the voluntary sector along with LCH, Social Services etc.. IS stated that 'Yes' LCH were working to achieve more joined up work on a local level. VB stated that she felt the Community Champion network needed to be integrated into the discussions.

IS stated ideas to join up with the Community Champion Network including:

- Buddying up (Healthwatch Locality Reps to buddy up with LCH Locality Teams)
- LCH to attend any of our meetings / forums (happy to attend if we inform them)
- Community Champion Network - LCH happy to attend when invited along

KL stated that he felt the Voluntary Sector are a key supporter in joined up services and felt this needed to be embedded in the LCH Model.

Action:

IS will inform Healthwatch of the details for the Clinical Leads in the Localities.

AC will chase up the 6 weekly meetings held to see if a network member could attend.

AC will chase up were they are up to with the Healthwatch Locality Reps meeting with the GP leads.

The Chair thanked Ian Senior for his overview on behalf of the Network.

South Sefton Clinical Commissioning Group - Stephen Astles

SA came along to provide the group with an update on the Mental Health Review taking place. SA confirmed that Gordon Jones who was to chat with the network today had taken early redundancy therefore was unable to be present.

SA will forward the presentation to WA to be shared with the network after it has been presented to the Governing Body. The report outlines what services they have, don't have and need. SA confirmed that they want services on a locality basis and that they are aware current services did not meet this need. SA stated the 'Key Principles' are proposed on locality models and the challenge will be in the delivery.

SA stated that a new post would be in place within the next 3 months for a Mental Health Commissioner. It will be their responsibility to sit down with key stakeholders. NG stated it would be good for the voluntary sector to be included in this.

BR asked if the 'Clock View' was now open? SA confirmed this was now open. LK stated that it opened on 17th February and that it was a lovely facility. LK stated she thought it was the same number of beds as Stoddard House and that Stoddard was now no longer in use. **Action: SA to send further information on the 'Clock View' for WA to circulate.**

The Chair expressed his thanks on behalf of the Network for Stephen Astles attending and providing this update.

Locality Reps update and feedback from Healthwatch Steering Group

Healthwatch Sefton Steering Group bi monthly meetings -

LK informed the network that the Steering Group had agreed to now meet bi-monthly. Network members expressed their concerns at this and have asked:

- Why was this decision made?
- What criteria was used to make this decision?

TM stated that he felt the decision was made due to pressures on members time.

Network members stated that they felt this was a wrong decision for Healthwatch with all the issues currently around Health & Social care being faced by local people. Members felt that Healthwatch should be quick to act on issues and not have to be waiting for 2 months for concerns and views to be raised at the Steering Group meetings. E.G network members today have raised issues and would not want to wait until the next Healthwatch Steering Group meeting which is planned for 20th May. Members voiced their concerns around feeling that if the infrastructure is not valued they don't want the Champion Network to feel tokenistic. They also felt the decision to take the Steering Group meetings to bi-monthly reduced the emphasis of the Community Champion Network and members felt like communication channels were being pulled away.

In summary the Community Champion Network would like the Healthwatch Steering Group to reconsider their decision to change their meetings to bi-monthly. The Community Champion Network intend to continue their meetings monthly.

GP Access -

LK stated that the Enter & View team met yesterday. The questionnaire originally used at Hightown surgery had now been amended to include a question around the 'Choose & Book' system. This will be asked to both patients and staff to raise awareness of the service. The next GP surgery that they will visit will be Glovers Lane surgery, Netherton.

Flu Vaccines -

LK confirmed this was discussed at the Healthwatch Steering Group meeting but that it is still vague as to when this work will commence.

Public Transport -

LK confirmed that there was no clarity as yet on the Healthwatch work plan to this area of work.

Network members asked if Task & Finish groups could be set up to deal with issues on the Healthwatch Steering Group work plan.

Action: Network members have asked if they can have clarity from the Steering Group of how the above issues are being dealt with in the work plan.

Healthwatch Steering Group Locality Representatives -

LK confirmed that she had booked in a date with WA towards the end of April to start to visit Community Champion members who are unable to make it along to the meetings. FR asked if he could do the same.

Action: FR to arrange a date with WA to visit Community Champion Centres in the Bootle area.

Healthwatch Sefton Representative Role

WA informed the group that network members were emailed the role description on 12th March for comments. At this point no comments had been received. It was agreed that members would be given one extra week to comment on the role description.

Action: WA to email out to all network members again providing an opportunity for comments within one week.

Emerging Issues from network members

Network members are given the opportunity to present any emerging issues they are aware of from their local communities.

Men Behaving Brilliantly group - VB previously reported on the lack of men's health services in Sefton. VB reported that she had recently had someone from the urology team at Aintree to come out and chat with their group which was well received and successful. NG stated that the May Logan have Health Lifestyle trainers that could offer men's health services. A discussion took place and it was decided to keep this as an agenda item. It was agreed as a starting point for WA to email out to network members, Department of Health, Active Sefton, Sefton CVS to ask what they offer at present to map current services on offer.

Action: WA to email out to members to ask if they provide any current men's health services and to report back at the next Community Champion Network meeting.

Disabled Parking at Aintree hospital - FR stated that he felt it was an issue with the lack of disabled parking outside A&E departments outside local hospitals, in particular he referred to Aintree University Hospital.

Action: WA to take to the next Patient Experience Group held at Aintree hospital to ask if there are any plans to introduce disabled parking outside both the A&E department and new Trauma Centre.

EPEG update:

No EPEG updated was provided at this meeting due to Diane Blair not being present.

Action: EPEG notes to be circulated to network members.

Issues to be taken forward to Healthwatch Steering Group

Exit Strategy

Network members would like to ask if the Steering Group could start to plan an exit strategy for Healthwatch come September so that members are aware of what will be in place when decisions are made come March 2016.

Health & Wellbeing Board

VB asked if a Health & Wellbeing Board Representative have been or could be invited along to a Steering Group meeting to discuss the ways forward for Healthwatch coming up to and post March 2016?

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Healthwatch Sefton Steering Group Minutes

Network members asked if they could also be emailed to network members along with the work plan.

Information exchange / Any other business

BR highlighted the Men's Health Sefton Golden Days. This is currently run out of the Bootle YMCA and is funded by 2 local housing groups.

Action: BR to send further information to WA to be included in the information being collected to map out services for Men's Health.

Make Every Contact Count training - AC informed the group that this training is for admin staff from the GP surgeries and is aimed at raising awareness of issues such as Deaf Awareness, Human Trafficking and people with learning disabilities. The training is due to start on 22nd April 2015.

Action: AC to provide updates on this work at a future network meeting.

Stay Warm Event, Sefton Opera - VB reported that Sefton Opera had held 2 stay warm events, one being at the Bootle Cricket Club and the other at the Atkinson Centre in Southport. Both events were a success with 150 older people receiving information and guidance and in addition referrals were made into relevant support organisations. WA confirmed that Healthwatch did

attend and successfully gathered experiences from attendees in relation to the current 'Out Patient' project.

Requests for speakers

- End of Life Care - WA to organise speakers for a future Network meeting.

The Chair thanked everyone today for their input and attendance today.

Date and Time of Next Meeting:

Tuesday 31st March 2015 at 10.30am (10.00am tea/coffee)
Venue: TBA