

Community Champion Network Meeting

Tuesday 25<sup>th</sup> November 2014

Held at: Linacre Methodist Mission

**Chair**

Val Bayliff (VB)

Sefton O.P.E.R.A.

**Attendees**

Keith Lloyd (KL)

Brunswick Youth & Community Centre

Libby Kitt (LK)

Individual Locality Representative - Seaforth & Litherland

Caroline Cushion (CC)

One Vision Housing

Joan Cumming (JC)

Linacre Methodist Mission

Margi Roberts (MR)

Seaforth RAG

Debbie Kelly (DK)

May Logan Centre

Gavin Hobson (GH)

Crosby Library Services

**Healthwatch Sefton Staff**

Wendy Andersen (WA)

Healthwatch Engagement and Participation Officer

**Speakers/ Guests**

Tina Ewart

CCG Locality Lead for Crosby

**Apologies**

Paul Walmsley (PW)

HMP Kennet

Julie Bennett (JB)

Individual Locality Representative - Crosby

Barbara Rouse (BR)

Bootle YMCA & Oxford House High Rise

Diane Blair (DB)

Healthwatch Manager

**Notes and Actions outstanding from previous meeting**

- 111 Patient Engagement Event TH stated there would be another event being held in Warrington. Healthwatch's and patient groups would be invited along to attend. **Action: TH to provide information to Healthwatch to be shared with the network.**
- Choose & Book - MR raised an issue around the Choose & book system at Aintree hospital. She stated the last couple of times she had tried to use the service there were no appointments available and was told she would have to wait for one to be sent out. She also raised the issue around the 0345 not being a local rate number. TH stated they were aware of issues around this service particularly with Aintree Hospital. He stated a meeting had been set up with Aintree hospital to discuss the process of contacting

patients and capacity issues. TH stated 3 of the main areas affected are ENT, Ophthalmology and GI & Liver. **Action: TH to look into the 0345 number and what costs are attached. TH to keep the network up-to-date on progress with the Choose & Book system at Aintree hospital.**

### Apologies

Provided and noted.

Members asked if there had been apologies from both the Healthwatch Sefton Maghull Locality Representative & Bootle Locality Representative. It was confirmed no apologies had been received.

### Updates from Healthwatch Sefton

#### **Ashworth Hospital**

WA stated the first stand had been held at Ashworth Hospital to gather experiences from staff. A second stand was due to take place in December 2014. This was a 3 month project to gather experiences from Sefton residents of working age. **Action: WA to keep the network up-to-date on progress.**

#### **HMP Kennet**

Partnership agreement approved but still awaiting a signature from HMP Kennet Senior Management. Angela Lucas will be following this up. An outreach session within HMP Kennet is being planned for Wednesday 3<sup>rd</sup> December but will only be able to go ahead if the partnership agreement is in place prior to this date. **Action: WA / AL to keep the network informed.**

#### **Partnership work - HMP Kennet, Brunswick Youth & Community Centre & Healthwatch Sefton**

Following on from the previous Community Champion Network meeting held in October 2014 all 3 organisations above decided to get together to plan a new project for offenders from both HMP Kennet & HMP Liverpool. This project aims to support offenders accessing information and advice in the community when they are either on Release on Temporary Licence (ROTL) or being released from their establishment. The project aims to be a follow on from the outreach being offered by Healthwatch Sefton within the establishment but will cover a wider remit in the community including support with accessing services such as employment, signposting, health & social care, mental health, drugs & alcohol and many more services. The project will be a pilot for the initial 3 months January - March 2015 and the drop in service will be run every Thursday with an evaluation being carried out to determine how successful it has been. During the day a lunch will be on offer for those who attend free of charge. KL asked members if anyone felt they could contribute by offering their services on the day to contact him directly. **Action: WA, KL & AL to keep the network informed. Network members to contact KL if they would like to be involved in the project.**

## **Podiatry**

WA reported that a draft report had been submitted to both Liverpool Community Health and South Sefton CCG. The statutory 20 working days has been given for responses to be returned to Healthwatch Sefton. **Action: WA to keep the network informed.**

## **Out Patients (Deaf / Hard of hearing patients)**

WA confirmed that this piece of work had been agreed by the Healthwatch Sefton Steering Group. The work is looking to focus on Aintree Hospital Trust and Southport & Ormskirk Hospital Trust. The project will be an initial pilot of 3 months between February 2015 - April 2015 to gauge patients experiences and views on the out patients departments. A report will be produced on the outcomes in line with Healthwatch Sefton's protocols. **Action: WA to amend the project plan and take this area of work forward. Posters have previously been agreed by the network.**

**Healthwatch Sefton Members meeting** - WA read out an email from Diane Blair detailing participants comments and suggestions what they felt the day should entail. (All network members had been invited along to the planning meeting). VB and KL stated they would still like to have their input and were asked to email Diane directly with comments. Comments from today's meeting included: members would like it to be focussed more on local issues rather than NHS England. To focus on what successes we had had and what the future 12 month work plan should include. **Action: Network members to email Diane Blair direct with any further comments / ideas.**

**Experience Boxes** - WA reported that she had not had many responses re: groups wanting to house one of the new experience boxes. WA has reviewed the membership and has ordered the boxes for the groups who are currently housing a box at present and who do have this on show for the community. Boxes will be issued to groups during December 2014.

## **Locality Reps update and feedback from Healthwatch Steering Group**

**LK provided the update:**

**Flu Clinics** - LK stated that the Healthwatch Steering Group agreed that work needed to be done around flu clinics being held in the North and not the South of the borough. Questions need to be asked such as : How many people access the clinics? What the uptake is of residents having the flu vaccination with comparisons made between North & South Sefton. LK confirmed this was now on the Steering Group work plan.

**Prescriptions** - LK confirmed this was discussed at the Steering Group and that the Steering Group had agreed to ask for a representative from medicines management to come out and talk to members. Community Champion Network members asked if the representative could be asked to talk at a Steering Group meeting and for Community Champion Network members to be invited along. This was suggested due to the number of meetings already taking place. Both the issue around the underspend on prescriptions and consultants recommending drugs that the GP's

will not prescribe can be asked at the meeting. **Action: LK to take this suggestion forward to the Steering Group.**

**Healthwatch Steering Group & Community Champion Network - more joined up work and recognition** - LK confirmed this area of work is on the Steering Group agenda and that Healthwatch Sefton are awaiting the outcome of funding before progressing. **Action: LK to keep the network informed of progress.**

**Hearing Loop** - LK confirmed that the request for the Hearing Loop is being taken forward to the Board meeting on 15<sup>th</sup> December 2014. **Action: LK to report back to the network at the next meeting.**

**Litherland Town Hall - Walk-in Waiting area** - WA informed the network that Fred Roberts had raised the issue of the walk-in waiting area at the last Steering Group meeting. WA asked network members if they had received any feedback or had any experiences of the waiting area. Comments from members included:

- Very small and cramped
- Lots of people end up standing and waiting times can run up to 4 hours
- Can be quite dangerous for people with walking aids or prams
- Think the service has outgrown the original demand
- Communication - no signs are placed up to inform patients of waiting times
- Transport problems for Sefton residents (This will fall under the Transport project)

LK suggested that walk-in waiting area could possibly be an area for the Enter and View team to consider. **Action: LK to take forward to Steering Group.**

### **Emerging Issues from network members**

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

**SSP Practices** - One member provided an experience that had been shared with her from a community member. It involved a child being off ill from school and the parent needing to ask the doctor for a note / dates as proof. The parent was told by the surgery that there may be a charge for the note and was told that the patient should know this. The parent was also told she would need to put her request in writing to the surgery. Surgery is: Rawson Road, Seaforth.

LK updated the network on a piece of work that the Steering Group are working on around GP access. LK stated that there were 5 SSP practices within the Seaforth, Litherland & Netherton area. LK stated that questionnaires had already been designed for both patients and staff to complete and that a question was in the patient questionnaire around costs. LK stated that as part of the project Healthwatch Sefton will be talking to the CCG at locality level to inform them of the work and will be starting off by meeting with the Seaforth, Litherland & Netherton

locality lead (Angela Parkinson). LK informed the group that SSP practices are still being targeted by the press and that the CQC are inspecting the Hightown practice at present. MR shared the patient story with LK to be incorporated into the work. **Action: LK to keep the network informed.**

**Services for children with autism** - A member raised concerns around the lack of services for both the child and parent / carers for children with autism in Sefton. JC stated that she attended the Linacre Mission food bank on a regular basis and this is often raised by the parents.

Some suggestions raised by members of services available were:

- St. Leonard's have developed a sensory room
- Netherton Activity Centre has a sensory room

**Action: WA to ask the Healthwatch Signposting Officer what services she has on the database or to find out what is available for Sefton residents. Healthwatch Sefton Steering Group to take this issue forward with the Every Child Matters Forum (ECM) to find out what services they are aware of for children with autism.**

**Children's Network** - LK mentioned that a children's network was being set up to provide children with a voice. KL asked what this entailed as he worked with younger people and had not heard anything about it. **Action: LK to feedback to the network once she has more information on this.**

**Care Bill** - VB asked if Healthwatch would be monitoring the effect of the new Care Bill? VB said she felt it would be very important for the Healthwatch to have a full understanding and be able to assess what the impact is on Sefton residents. It was asked if the 'Share your experience' forms could be adapted to include specific questions to residents who have been impacted by the Care Bill. **Action: LK to take this forward to the Steering Group.**

### **EPEG update:**

**Out of Hours Pharmacy at the Walk-In Centre Litherland** - WA stated that Diane Blair is awaiting an update at the December EPEG meeting. WA informed members that an email had been received yesterday from the CCG asking for Community Champions to support a further Out of Hours Pharmacy consultation which will be run borough wide in the first 2 weeks in January. **Action: WA to email the CCG to ask why there was a further consultation and if the questions were the same? Network members agreed they would support the consultation once further clarification was received.**

**EPEG minutes** - Diane Blair raised the issues of the network at the last EPEG meeting. Future EPEG minutes will be shared and will include the Action Tracker. **Action: Network members to continue to receive the EPEG minutes and to feedback any comments to EPEG via Diane Blair.**

## Healthy Setting Network update

Caroline Cushion provided the update and stated there were a number of guest speakers at the meeting including:

Nicola Clark, Health Improvement, Sefton Council: This update was around alcohol awareness week in Sefton and the focus being on alcohol and children. Dry January was also going to be rolled out again in January 2015.

Peter Lyons from STARS - Sefton Treatment & Recovery Services/Lifeline. Peter updated the Healthy Setting Network of the three bases - Canal Street Bootle, Great George Road Waterloo and Church Street Southport. KL also stated that Lifeline were working from out of the Brunswick Youth and Community Centre.

Jane Groves CAB Outreach Services Sefton: a very comprehensive overview of the CAB was provided, which is a locally based independent Charity.

Outreach is no longer based with Children Centres, but is hosted by GP clusters. CAB provides a wide range of support to people needing help with debt, disability assessments/Tribunals, bankruptcy and benefit claims.

Sarah Nock: Health and Wellbeing Team Sefton provided an update and stated that new promotional materials would be ready to circulate shortly.

Sefton Advice Service (SAS) - A partnership website going live in Sefton. This is a VCF initiative which entails lead organisations being a lead point of contact for advice. **Action: WA to share with Clare Platt, Healthwatch Sefton's Signposting Officer.**

Sefton Carers Leavers Centre - Care Leavers is currently Lottery funded and is based in Brunswick Parade, Waterloo. As a charity it is headed up by Venus. The centre supports young people aged 14-25 years who have been involved in the Social Care System. The centre is newly developed and a calendar of events is being planned.

## Issues to be taken forward to Healthwatch Steering Group

- Can the Community Champion Network receive copies of the Person Specifications, Terms of Reference and Term of Office for any roles that are undertaken to represent Healthwatch Sefton?

- Is there a Role of Members in place? Can the Network receive a copy of this once in place?

- Choose & Book - Can the Steering Group add this to their work plan to monitor? Community Champions will be asking for Terry Hill to attend a network meeting to explain the process of how this should be working in practice. Group members had different stories of how this currently works in their localities when attending GP surgeries.

- SSP practices - issues were raised by members (including patient stories) around SSP practices. Libby updated the Network re: work that Healthwatch was currently planning around GP's. Steering Group to keep network members updated. In addition members asked if Healthwatch were aware of what the contractual obligations were of the SSP practices and if they were being met? In addition is the patient voice included in the contractual remit? Tina Ewart was also asked to take this back to the CCG to ask if the CCG's had any powers to take action if contractual requirements were not being met.

- Services for children with autism - A network member stated that she attends the food bank at Linacre Mission and an emerging issue seems to be the lack of services for children with autism in Sefton. Parents are asking for services to support both themselves and their children. Clare Platt - Communications Officer to be asked to look into what is available. Can the Steering Group take this forward to the ECM forum to find out what services are available for Sefton residents.

- Care Bill - Can the Healthwatch Steering group add this to their work plan? The network discussed this at length and felt that Healthwatch needed to have full understanding and be able to assess the impact. It was asked if the experience forms could be adapted to include social care and the impact it has on the relatives / carers as well? Can the Healthwatch Steering Group feedback to the network all information in relation to the Care Bill and any work being undertaken?

### **CCG Locality Lead update**

Tina Ewart attended from the CCG.

TE informed the network that she was the Locality Representative for the Crosby locality. She said this included 10 practices including the Hightown practice.

Discussions ensued around the SSP practices and what actions if any could the CCG take if an SSP practice was not complying / performing to their contract. LK & TE stated that the practices were contracted by NHS England and not the local CCG's. KL further asked if it is deemed that an SSP is not complying with their contractual requirements although it is NHS England responsible for this does the CCG have any say? How do the CCG's get to find out about it? Are they asked to get involved in any decision making? LK stated that SSP practices are complying with contractual target requirements. It was then asked if the contractual requirements included the patient voice ? LK mentioned that from next month all GP practices will have to carry out the Friends & Family Test. **Action: LK to take this issue forward to the Steering Group and to find out how the patient voice fits into the contractual requirements. . TE to find out what if any involvement the CCG would have around SSP practices not meeting contractual requirements?**

LK asked TE if the CCG's are looking at co-commissioning around primary care? TE stated yes but that this was in its infancy and that Angela Parkinson (Seaforth, Litherland & Netherton) Locality Manager would be leading on this area.

TE went on to inform the network about the Crosby Locality and how they had been given money to develop respiratory care. The money is currently being used to train practice staff in the use of new inhalers and techniques, investing in new inhalers and training for care home staff.

VB asked TE how would a patient be referred into the virtual ward? TE stated this was generally be by their own GP but that all partner providers were aware of the virtual ward and could also refer a patient. TE explained how the virtual ward was initially set up for patients who were over 65 years of age with at least 2 long term conditions. VB asked if the patient would have to agree to being referred? TE stated yes the patient would be consulted and have to agree. LK asked if the carers perspective was taken into account? TE stated yes and that carers were also assessed as part of the process.

Intermediate care - VB asked if intermediate care was held out in the community and who it was run by? TE and LK mentioned that the CCG buys the beds for the population of Sefton and that Liverpool Community Health were the providers of the service. WA mentioned that Healthwatch Sefton were currently engaging with patients who are receiving intermediate care at Aintree Hospital, ward 35. This was in conjunction with the CCG.

### Any Other Business

- Veterans Project, Bowersdale Resource Centre - MR stated the official launch of the Veterans project was being held tomorrow at the Bowersdale Centre.
- MT stated that there was a bring and buy today being held in Seaforth. Details given to network members.
- Sefton Library Services - GH updated the group around the Sefton Library Home Services. GH stated that they are looking for volunteers ideally who can drive and also to promote the service to people who would use it. **Action: GH to forward all information to WA for circulation and to include TE.**
- CC asked for us to share if groups or venues would be interested in access to free exercise. **Action: CC to forward info to WA for circulation.**
- MR informed the group that it was the Seaforth light switch on this coming Saturday. All welcome between 1 - 5 pm.
- VB informed the group re: Sefton Opera's Christmas Music Extravaganza being held at Bootle Cricket Club, Wadam Road on Monday 8<sup>th</sup> December from 1pm - 4pm. In addition the Keep Warm Event is being held on 16<sup>th</sup> February 2015 at the Atkinson in Southport followed by the tea dance. VB stated that they are hoping to have the winter warm packs if funding is secured again and these will be given out during January 2015.



### Requests for speakers

To ask Terry Hill to provide an overview of the Choose & Book system.

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

**Date and Time of Next Meeting:**

**Tuesday 27<sup>th</sup> January 2015 at 10.30am (10.00am tea/coffee)**

**Venue: TBA**