

Joint - South & Central and
Southport & Formby Community Champion Network Meeting
23rd May 2019

Themed network meeting – Podiatry services

Held at: Formby PDC

Chair

Ken Lowe (KL)

South Southport Locality Rep

Attendee

Barbara Rouse (BR)	Bootle YMCA / Bootle Action group
Joanne English (JE)	People First Merseyside
Emma Grange (EG)	People First Merseyside
Lesley Curran (LC)	People First Merseyside
Simon Walker (SW)	People First Merseyside
Nicola Hall (NH)	People First Merseyside
Joan McArdle (JMc)	Swan Centre
Clare Johnston (CJ)	Sefton Carers Centre
Anne Major (AM)	Central Southport Locality Representative
Maurice Byrne (MB)	Maghull Locality Representative
Chris Dale (CD)	Age Concern Crosby
Sarah Proctor (SP)	Woodvale and Ainsdale Community Assoc
Chris Burgess (CB)	Healthwatch Sefton member
Justine Shenton (JS)	Sefton Advocacy
Tony Wright (TW)	Southport Deaf Centre

Healthwatch staff member(s)

Betty Boner (BB)	Healthwatch Sefton Engagement Officer
Wendy Andersen (WA)	Healthwatch Sefton Engagement Manager
Louise Malone (LM)	Healthwatch Sefton Communications Officer

Speakers / support team

Judith Gent Jones (JGJ)	Lancashire Care NHS Foundation Trust
Janet Spallen (JS)	NHS South Sefton CCG
Claire Ravenscroft (CR)	Mersey Care NHS Foundation Trust

Apologies

Jerryann Blayney (JB)	Bowersdale Resource Centre (Expect Ltd)
Sarah Oldnall (SO)	Bootle Locality Representative
Diane Foulston (DF)	Crosby Locality Representative
Val Johnson (VJ)	Brunswick Youth & Community Centre
Sandra Bell (SB)	Reach Mens Centre
Margi Roberts (MR)	Kids Konnect
Debbie Stephens (DS)	St Leonards Youth and Community Centre
Marie Savin (MS)	Netherton Neighbourhood Centre

1. Introductions & Housekeeping

KL welcomed all members and guest speakers to Formby PDC. House keeping was covered and members and speakers were asked to introduce themselves.

BB asked all members to abide by the Kindness and Respect guide which was placed at the back of the room and informed members that cards were available on the desks for members to write down any additional questions that were not answered on the day. Any additional questions will be taken away and presented to the appropriate speaker.

2. Presentations from both Mersey Care NHS Foundation Trust and Lancashire Care NHS Foundation Trust

Mersey Care - GC introduced both herself and CR to members and provided an overview of her role as Podiatry Clinical Manager.

A presentation was provided covering areas such as:

- What is podiatry?
- What is Mersey Care Podiatry Service?
- Ambitions for the future

The presentation was on Power Point and copies were distributed for members. Mersey Care will send over an electronic version to be shared with members.

Lancashire Care - JGJ introduced herself and re-iterated the content of the Mersey Care presentation.

JGJ continued to explain:

- The service has 20 staff members – some none qualified.
- There is a domiciliary element
- Patient demographics is changing
- Future plans are in place
- Conversations being had across the north west – looking at best practice
- They have recently responded to Ainsdale Health & Wellbeing Centre Healthwatch report
- Appointments being safeguarded/holding appointments for emergencies and this appears to be working well
- ‘You Said We Did’ information shared see attached.

Questions & Answers session:

Q. MB stated he was diabetic and that foot care was essential. People can develop sudden and acute problems; is there a system for them to be seen?

A. GC stated yes, appointments are blocked each day for these patients. If a patient has a sudden problem they can ring the service and will not be turned away. Also housebound patients with wound care needs are seen within 48 hours.

A. JGJ stated they also had a drop-in clinic but patients needs to be registered with the service to access the drop-in. This additional clinic has helped to ease the congestion.

Q. BR stated you see young people wearing higher and higher heels, how will this impact on them in later life?

A. GC stated it is all about wearing footwear appropriate to the activity. Also can depend on medical background.

Q. CD, Age Concern stated they run 3 lunch club events and asked if Mersey Care could attend the events? Can Mersey Care tell members how they can access the service; can application forms be given out at the events? Is there a charge for this?

A. GC stated yes they Mersey Care can come out and visit the Age Concern lunch club events and no they would not charge to come out. **Action: WA to share contact details.**

Q. AM asked if they worked closely with the falls clinics?

A. JGJ stated they are a separate service but that they do work closely with them.

Q. BC stated he recently had attended for his diabetic check and at that check he was asked if he could cut his own nails. How do you tell people and let them know about this service?

Joint A. Stands at Tesco, Stands during Carers week, promoted during Foot Health month, Trust websites. In addition the Trust's are looking at NHS Choices to communicate to patients.

Q. JS stated a while ago you were looking to sub-contract out some of the podiatry services, is this still on the agenda?

A. This was a consideration and was in relation to low level patients who were out of our scope to see. JS stated as commissioners of the service they are looking to achieve consistency throughout the patch. Patients who attend purely for routine nail clippings with no clinical reason are being identified. Patients are being triaged at the first appointment and assessment of their needs is carried out. A discussion is had with the patient including advice on self care. Other areas being looked at are working closely with care homes and being able to signpost to paid nail cutting services. So far scoping has found the average cost of nail clippings is £20 - £25 north Sefton and a little cheaper in south Sefton. People on average need their nails clipped every 3 – 4 months.

Q. CB asked if there is a shortage of Podiatrists.

A. Yes there is a shortage across the country; we are now looking at apprenticeships and trying to recruit graduates would be really beneficial.

Q. MB stated he felt care assistants within care homes and GP practices are key to this and do they receive any training. MB stated he is aware of some care homes that he visits and staff do not provide any assistance, residents have to pay for it.

A. JS stated from a commissioner point of view they are working on standards for best practice. We are working with the local authority who hold the contracts for care homes and how we can provide training to staff.

Q. SP asked if someone is suffering with long term foot pain do they have to go to their GP first?

A. GC stated no, they can come direct to us. It would be advisable for a patient to access the podiatry service first before the GP.

Q. BR stated she is diabetic and receives a call from her nurse every 3 months to go and be seen. Do all diabetics receive the same care?

A. It depends on the individual patient and their needs / risks categories.

Q. LC asked if Mersey Care would visit their office and speak to their members?

A. CR stated yes they would love to visit People First Merseyside.

Q. JS stated that their members always report of their difficulties getting an appointment. They are asked to make another appointment but then find it difficult to get one.

A. JGJ stated in the north if a patient needs to be seen within 6 weeks they are then given an appointment slot before they leave. All other patients have to phone nearer the time.

Q. JS then asked if someone in south Sefton needs to be seen within 6 weeks is it the same process for them?

A. Yes

Q. CD asked if they sent text reminders to patients?

A. This is currently being looked into.

Q. AM do hospitals refer into your service?

A. JGJ stated in the north we work collaboratively and this is easier with the systems in place. GC stated they had also been working closely with Aintree hospital.

Q. Members asked where can people access the application form for podiatry?

A. Trust website, GP, Local Health Services. [Action: An electronic copy will be shared with WA for circulation.](#)

3. People First Merseyside – Red Flag project

People First Merseyside members presented their Red Flag Film including:

- Look after your lungs
- Cancer Red Flag Symptoms

CR requested for People First to visit the Life Rooms and show the video. [Action: WA to share contact details.](#)

4. Code of Conduct / Declarations of Interest

All members to abide by the Code of Conduct and declare any Declarations of Interest.

5. Inclusivity of members

Reminder: To ensure meetings are inclusive of all members. Members and guest speakers to ensure:

- No jargon, abbreviations or big words to be used during meetings.
- Presentations and resources that are handed out to be available on the day in a size 16 font. Guest speakers are informed of this prior to all meetings.

6. Agreeing notes and review outstanding actions.

The notes from the meeting held on Tuesday 2nd April 2019 were previously circulated to all members for comments or amendments and were today agreed as accurate at the meeting.

Outstanding actions following the April 2019 meeting include:

No outstanding actions.

7. Previous emerging issues / questions taken forward to Healthwatch Steering group.

- No issues or questions taken forward from the April 2019 meeting.

8. Healthwatch Sefton & Locality Rep updates. For comment only.

A Healthwatch Sefton written update has been circulated to network members, this included an update on PPG's (Patient Participation Group's), GP Access, South Sefton Urgent Care review and Primary Care Network. Action: [update previously circulated to members and attached.](#)

9. Emerging health or social care themes to be taken forward to Steering group

- Care homes /establishments for people with learning disabilities. After the recent Panorama episode featuring abuse at a Learning Disability hospital members would like this issue to be raised at Steering group. People First Merseyside will be showing the episode to members as a group so that they can discuss and learn from what happened.

Members were reminded to complete 'Tell us what issue(s) Healthwatch Sefton should be focussing on.

10. Information exchange/ Any Other Business.

Members to forward any further information to be shared to WA.

People First Merseyside updates:

- STOMP project is stopping the over medication of people with a learning disability, autism or both. People First Merseyside are producing a video.
- DAVID project – People First Merseyside have received funding for this project and they are currently recruiting for staff members.

Other updates included:

- MB reported on the meeting regarding the merger of Aintree, Heart & Chest and The Royal hospitals. MB stated that there are concerns people are not aware of the merger.
- MB informed members he is a representative on the Cardio Vascular patient group on behalf of Healthwatch Sefton. The group covers Merseyside and north Cheshire and aims to analyse and improve support for patients. There is financial resources available to improve facilities for patients in the community. There is a self management app that encourages people to help themselves. At present every GP in Knowsley can provide access to the app for free to patients.
- CJ reported that Sefton Carers were now close to finishing the interviews for the Personal Health Budget posts. When a person is being assessed for eligibility they will be able to access support. One of the posts will be based at Sefton Advocacy.

Finally the news that Betty Boner is leaving Healthwatch Sefton. Everyone wishes to thank Betty for all her hard work and wish her luck and happiness in her future.

Date and Time of Next Meeting:

Tuesday 16th July 2019

Venue: Sefton Carers

DRAFT