

**Minutes of the Healthwatch Sefton Steering Group meeting.
Held Monday 25th April 2022, 1pm.
Virtual meeting using the platform Zoom.**

Attendees:

Chair:

Bill Bruce (BB)	Chair
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Locality Representatives:

Maurice Byrne (MB)	Locality representative – Maghull
Brian Clark (BC)	Locality representative – North Southport

Organisational Representatives:

Will Mullen (WM)	Transforming Care Partnership Board
Jan Comer (JC)	Transforming Care Partnership Board
Sharon Cotterall (SC)	Every Child Matters Forum

Apologies:

Anne Major (AM) *	Locality representative - Central Southport
Jan Sterling (JS)	Locality representative – Formby
Anne Major (AM) *	Sefton Partnership for Older Citizens (SPOC)
Karen Christie (KC)	Health & Social Care Forum
Kevin Halewood (KH)	Locality representative – Crosby
Helen Roberts (HR)	Locality representative – Seaforth & Litherland
Mandy Williams (MW)	Signposting & Information Officer (Healthwatch)
Marguerite Dawson (MD)	Engagement officer (Healthwatch Sefton)

Staff Team:

Diane Blair (DB)	Manager
Wendy Andersen (WA)	Engagement & Participation manager
Thomas Rogers (TR)	Administration Officer

* has a dual role.



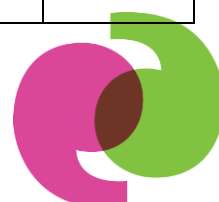
Agenda Item	Notes	Action
1.	<p>Welcome, apologies and Declarations of interest.</p> <p>BB welcomed all members. The following declarations of interest were shared in line with the agenda:</p> <p>BB – daughter is a GP and works in a practice in Formby and is also a member of Southport and Formby Clinical Commissioning Group.</p>	
2.	<p>Minutes of the last meeting for approval.</p> <p>DB explained that unfortunately the file containing the minutes from the previous meeting was corrupted and they will need to typed up again.</p>	DB
3.	<p>Action Tracker</p> <p><u>Walton Centre NHS Foundation Trust (installation of an additional car park pay machine):</u> WA updated that despite further contact there had been no progress with this. Action: WA to raise at the next meeting of the trusts 'Patient Experience Group' meeting.</p> <p><u>Accessibility of Rowlands Pharmacy (Birkdale):</u> contact had been made with Cllr Kelly to ask for a copy of the letter shared with Rowlands pharmacy. Cllr Kelly had originally made a complaint using the pharmacy online complaints website and then when subsequently Cllr Kelly did not receive a reply, an email was sent to raise the issue again. Action: Healthwatch to raise this issue further with commissioners, local GP practices in the area and the local MP.</p> <p><u>Emerging issue: Evening discharges (Accident and Emergency services) at Southport & Ormskirk Hospital NHS Trust.</u> Brendan Prescott, Deputy Director of Quality, Risk and Assurance had</p>	<p>WA</p> <p>DB/MD</p>



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	<p>agreed to share a copy of the trusts policy for discharge. Action: This to be followed up.</p> <p><u>Current market position:</u> an online session is being organised for members to find out more about the current market within adult social care. Action: details of the session to be shared with members when confirmed.</p> <p><u>To explore how Healthwatch Sefton can review and utilise feedback left on local Facebook pages to support our own work:</u> This work is being explored and will be included into our communications workstream. Action: Progress updates will be shared with the group on a regular basis.</p> <p><u>Impact of local housing developments:</u> recommendations from the task and finish group (meeting with Sefton MBC and discussion with Healthwatch England) are being progressed.</p> <p><u>Liverpool Women's Hospital NHS Foundation Trust – Invitation to join the Patient Experience Group:</u> Anne Major has picked up this volunteer role and will be attending future meetings. BB highlighted the Ockenden report and how one of the key issues is how patients haven't felt listened to. MB agreed that our involvement in this is important and Healthwatch Sefton should be engaging further. DB updated on a recent meeting with Southport Ormskirk Sefton Maternity Voices Partnership and how we plan to work with them.</p>	<p>DB</p> <p>DB</p> <p>DB</p>
4.	<p>Strategic updates:</p> <p><u>Integrated Care Board Engagement strategy and Healthwatch involvement.</u></p> <p>DB updated members on a commissioned piece of work which Healthwatch Sefton will be working on to contribute local feedback to the above draft strategy. Healthwatch Sefton is being commissioned to sit on a Task & Finish group which is overseeing this (DB is attending the meetings) and to hold small</p>	



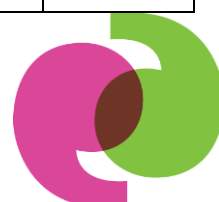
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	<p>focus groups within the Healthwatch network to review the national ten principles of engagement.</p> <p>The national deadline for the submission of the Cheshire and Merseyside engagement framework to NHS England is 27th May 2022. The local plan is to hold focus groups with the staff team and Healthwatch volunteers. Actions: dates for the focus groups will be shared and an update will be provided at the next meeting.</p> <p>BB updated on the strategic meetings recently attended and shared that although they are going well, he felt that there was something wrong with the ethos of meetings. There is often a denial of the current issues facing residents and BB felt that we need to start encouraging people at meetings to be more realistic about the issues facing people. There is a lot of positivity at meetings about the great work taking place and it often feels that if anything negative is raised, it isn't always taken as constructive.</p> <p>SC agreed and shared some feedback about the work of the 'Every Child Matters' forum. There is a real need to think about the current experiences of local people and families and look at the local offer to help with those problems with families are facing.</p> <p>BB explained that as an organisation, Healthwatch should not be reluctant to ask those difficult questions we may have and its important that our role as independent health and care champion is noted.</p> <p>JC shared feedback from People First and how members are not listened to. Members attend meetings and raise concerns about health issues and nothing is done about it. JC gave an example of People First being told that a case study would be taken for a recent experience shared but explained that nothing is ever done to help or support their members.</p>	<p>DB</p>



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	Members agreed that there should be an ethos which is based on a 'no blame culture'. MB felt that often officers are worried about what they share or say at meetings as this may impact their roles but agreed that a 'no blame culture' is important.	
5.	<p>Building our relationships with Primary Care Networks (PCN).</p> <p>Meetings have taken place with Dr R Caudwell (Southport & Formby PCN) and Dr Gillespie (South Sefton PCN) and BB shared that both meetings had been useful. An online meeting had taken place with Dr Caudwell and he was in the process of recruiting to the management team. A face to face meeting had taken place with Dr Gillespie. There is a small team in place and Dr Gillespie spoke to us about their plans and how they want to work with us. The diversity in approaches to service delivery across practices had been discussed and how Healthwatch could support with communication. The networks have no statutory powers but have programmes of work which are both locally and nationally driven. This work will develop over the next few months.</p> <p>WA had updated on the work with PPGs at the meeting with Dr Gillespie and the support packs which had been produced locally. WA had also discussed some of the ideas for a wider group across PCN networks to support with engagement work.</p> <p>BB highlighted that the two Sefton networks do communicate and also have contact with other networks across the patch. During the meetings, BB had raised points relating to NHS pressures, increasing poverty and the impact of this and how people will be having to make difficult choices. Action: update to be provided to the group on a regular basis.</p>	
6.	<p>Chairperson recruitment update.</p> <p>DB updated that the revised role and person specification had been signed off by the board. In terms of the recruitment</p>	



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	process, interested people will be asked to send in their CV with an accompanying letter. The recruitment pack will be sent out to all members and members were asked to consider/ promote to people who may be interested. Action: progress on recruitment to be updated at the next meeting.	DB
7.	<p>Issues raised by our Community Champion networks</p> <p>South & Central Sefton</p> <p><u>Midwifery</u> – Liverpool Women’s NHS Foundation Trust had been due to present at the last network meeting but had not attended. One of the community champions had brought some feedback to the meeting and there had been a discussion about experiences. Positive feedback on Gynaecology services was shared, feedback was shared on Maternity services and feedback about how overworked and stressed Midwives were and how they were understaffed. It was commented on about alarms going off all night on wards and pain relief to patients being slow following caesarean. Members highlighted that similar themes were included within the recent Ockenden report. The issues had been raised at the meeting of the Trusts Patient Experience Group meeting which WA and AM had attended.</p> <p><u>Loneliness</u> – it had been reported that through GP closures and there being less face-to-face appointments, people who used to see their GP are now not being identified as being lonely and are slipping through the net. The Samaritans had echoed this and said loneliness is a regular problem with callers. BB shared how this was sad to hear. JC updated on the role of Social Prescribers and how their role could support with this. It was agreed that more funding was probably required to improve this.</p> <p><u>Covid cases</u> – members had talked about the rise in Covid cases in Sefton and how they were concerned about this.</p>	



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	<p>Southport and Formby</p> <p><u>Memory clinic</u> – it was reported that there were long delays for appointments for the memory clinic, causing delays in diagnosis. The service is based at the Hartley hospital in Southport. It was highlighted that the lack of diagnosis can have an impact on issues such as dealings with Adult Social Care and finances and treatment. BC explained that the issue had also been raised at Sefton Partnership for Older Citizens (SPOC). Action: It was agreed that this issue be raised with both the Sefton Dementia Friendly Communities' Network and directly with Mersey Care NHS Foundation Trust when Healthwatch next attend their patient experience group.</p> <p><u>Facilities in Sefton Council swimming pools for disabled people.</u> This issue related to the availability of hoists, pool temperature, disabled changing room facilities, and no access to hydrotherapy pools. Justine Shenton has been in touch with Jeff Jones from Sefton Council for an update. This issue links to the Southport and Ormskirk Hospital NHS Trust leisure facilities and the closure of their swimming pool. Action: the update gained from Justine Shenton to be shared back to the champions network when they next meet.</p> <p><u>Disabled parking at local hospital sites.</u> Guidance had been issued during April 2021 which detailed how free hospital parking facilities should be in place for blue badge holders. DB shared that Healthwatch is currently checking in with local hospital trusts to see if this is in place. This issue had previously been raised with Healthwatch and the response from NHS providers was that having a blue badge allows access to more accessible parking bays near to entrance points and does not entitle the badge holder to access free parking. MB had recently parked at the Aintree University Hospital site and confirmed that</p>	<p>DB</p> <p>MD</p>



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	<p>blue badge parking spaces were behind barriered car parks. Action: update to be provided at the next meeting.</p> <p>The Community Champion network had also asked for it to be noted that the public and community members who access their services, continue to share concerns about GP access.</p> <p>BB thanked members of the community champion networks for their continued supported in highlighting the issues being raised by our local communities.</p>	DB/MD /WA
8.	<p>Issues from our network members for consideration</p> <p>SC shared that Sefton Parent Carer Forum have raised access to respite as an issue and this was being picked up and addressed. SC was thanked for sharing this feedback.</p>	
9.	<p>Engagement work plan update</p> <p>The plan had been shared with members previously and WA highlighted one of the new projects.</p> <p><u>Review of Long Covid clinics</u> - Working with Healthwatch Liverpool, Knowsley and St Helens, we are working on a joint project to gather the experiences and stories of local people who are being supported with long covid symptoms via the community service offer being provided by Mersey Care NHS Foundation Trust. A survey has been agreed, focus groups are planned, as are telephone calls with local residents. Healthwatch Liverpool will be drafting the final report which will be ready in August.</p>	
10.	<p>Progress report on key work areas.</p> <p>a) <u>Strengthening and supporting Patient Participation groups (PPGs)</u></p>	



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	<p>WA and MD continue to support the steering group with WA chairing the meeting. The key agenda items for the last meeting included:</p> <ul style="list-style-type: none"> •An update on the GP Access survey •A health check of Sefton PPG's •A PPG journey – Ainsdale Medical Centre, their successes, challenges and future plans •Setting up a PPG – one member telling their story of starting the setup of a PPG at their GP practice in Crosby •General discussion – network members ideas on how we can support general practice with PPG's. <p>The meetings/sessions are seen as an extension of the support packs. Moving forward, the meetings will be held every three months. BB asked what would happen to this work when the Clinical Commissioning Groups disappear at the end of June and would the Primary Care Networks pick this up? WA shared that officers involved had indicated that they would still be involved.</p> <p>b) <u>Review of domiciliary care</u></p> <p>This project was to be launched in May but there has been a request for Healthwatch and the Commissioner to present the engagement plan for this work to Sefton MBC Public Engagement and Consultation Panel which takes place Friday 27th May. Once we have presented and gathered the feedback and suggestions, this project will be implemented.</p> <p>c) <u>Review of the community continence service</u></p> <p>A meeting had been held with Anne Bennett and Eunice Bretherton from Mersey Care NHS Foundation Trust. There had been an agreement to take this project forward with full support from the provider. The draft survey will be shared with the</p>	



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	<p>continence team for consideration and a further meeting has been scheduled.</p> <p>d) <u>Supported Living.</u></p> <p>Healthwatch continues to work with Sefton Carers Centre on this area of work and two surveys have been drafted, one for those already living within supported living accommodation and those who are in the process of considering this. A further planning meeting has been arranged.</p>	
11.	<p>Work plan prioritisation – update & discussion</p> <p>DB had been looking at how other local Healthwatch undertake this and had spoken with Healthwatch Knowsley. In summary, they present what their existing priorities have been, provide a list of potential new priorities based on information captured on the feedback centre over the past 12 months. They ask people to star/tick if the priority should be retained or if a new one should be added. In their experience, asking blanket questions and asking ‘what do you think’ questions have tended to draw a blank.</p> <p>Members discussed this and what our approach should be. MB felt that we should be involving our membership and the public. Roadshows in all localities across Primary Care Networks could be held. BC agreed with this idea and felt that people should be encouraged to get out and about. Other suggestions including sending an email to all members.</p> <p>JC asked if people across Sefton were aware of Healthwatch and its role as the roadshows could help with promotion. JC also shared that social media is also important. JC highlighted that often for example, the social prescriber role which was mentioned earlier in the meeting is often not known about and asked if this was the same for Healthwatch? Members discussed this and felt that if we could undertake some promotion with NHS staff then this would be a good start so they can promote us to</p>	



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	<p>patients they see. BC gave an example of going to an appointment with a phlebotomist and having to explain what Healthwatch was. Action: following the discussion it was agreed to look at this further and dedicate more time to discuss this at the next meeting.</p>	DB
12.	<p>Outstanding reports.</p> <p>a) <u>Walton Centre NHS Foundation Trust – Report from the Healthwatch Online engagement session (08.02.2022)</u></p> <p>WA explained that the online engagement event was held in February in partnership with Healthwatch Liverpool who were responsible for drafting the report. The report is outstanding and continues to be drafted by Healthwatch Liverpool who were unable to share it in time for today's meeting. Action: Report to be shared at the next meeting for consideration.</p> <p>b) <u>Response to the Healthwatch Sefton GP Access draft report.</u></p> <p>The formal response from Clinical Commissioners was due (13th April). A reminder had been sent on the 14th April and to date there has been no response. Action: a further request for the formal response to be sent to Fiona Taylor and report to be shared at the next meeting.</p>	<p>WA</p> <p>WA</p>
13.	<p>Issue for consideration</p> <p>a) <u>Healthwatch and Cancer Alliance meetings (monthly)</u></p> <p>WA had attended a meeting with the Cancer Alliance and they want to work with Healthwatch across Cheshire and Merseyside. They want to hold a meeting with all local Healthwatch on a monthly basis (30 minutes) and members were asked if Healthwatch Sefton should send an ambassador. Attendance at the meetings was agreed, as it was discussed how important this is with many patients struggling with Cancer care. JC shared that she may have someone who could attend from People First</p>	

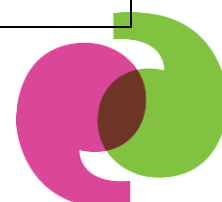


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	who had experience of Cancer. SC updated on her national work on a number of Cancer charity meetings and BC also offered to support, as he had been involved in the 'Transforming Cancer Care group. Action: As there had been a number of apologies for the meeting, it was agreed to share this ambassador opportunity wider with all steering group members.	DB
14.	<p>Any Other Business</p> <p>BC updated members on an issue relating to Southport & Ormskirk Hospital NHS Trust which AM had shared. The trust has now implemented its colour coded signage across the trust, there being colour coded areas to help people navigate around the buildings/areas. There has been positive feedback about this improvement work.</p> <p>BB shared that he would be on annual leave 2 weeks from today and unavailable for Healthwatch work.</p>	

Key decisions log

[key decisions will be included in the action tracker of the next meeting held]

Agenda item	Issue	Decision and agreed action(s)	To be actioned by
4	Involvement in Cheshire and Merseyside ICB Engagement Framework	Focus groups for staff and volunteers to be set up and information shared	DB
7	Delays with the memory clinic at the Hartley Hospital and the wider impacts this has on people.	Feedback to be shared with Sefton Dementia Friendly Communities network and Mersey Care NHS Foundation Trust Patient Experience Group	DB



7	Facilities in Sefton Council swimming pools for disabled people	Feedback from Sefton MBC to be fed back to the next Southport & Formby Community Champion network meeting	MD
7	Disabled parking at local hospitals – guidance relating to free parking	Contact to be made with local acute providers and feedback shared at the next steering group meeting	DB/MD/WA
13.	Cheshire and Merseyside Cancer Alliance	Healthwatch Sefton to agree an ambassador to attend the monthly Healthwatch meetings.	DB

Attendance Tracker

Name / Representing	<u>Nov</u> <u>2021</u>	<u>Jan</u> <u>2022</u>	<u>April</u> <u>2022</u>
Bill Bruce – Chair	✓	✓	✓
Brian Clark OBE. Locality representative: North Southport	Vacant	Vacant	✓
Anne Major. Locality representative: Central Southport	✓	✓	
Brian Clark OBE. Locality representative: Ainsdale & Birkdale *moved role from April meeting	x	✓	Vacant
Jan Sterling. Locality representative: Formby	x	✓	x
Locality representative: Hightown & Ince Blundell	Vacant	Vacant	Vacant
Kevin Halewood: Locality representative: Crosby	✓	x	X
Helen Roberts: Locality representative: Seaforth & Litherland	x	x	X
Locality representative: Bootle	Vacant	Vacant	Vacant
Locality representative: Netherton	Vacant	Vacant	Vacant



Maurice Byrne: Locality representative: Maghull	✓	✓	✓
Karen Christie - Health and Social Care Forum	X	✓	X
Helen Scanlan- Sefton Parent Carer Forum	X	X	X
Sefton Equalities Network	Vacant	Vacant	Vacant
Anne Major - Sefton Partnership for Older Citizens (Jan 2021 onwards)	✓	✓	X
Brian Causey: Sefton Carers Independent Action Group	X	X	X
Racheal Darvill - Sefton Carers Centre - Carers Voice	X	X	X
Ellie Egerton- White - Sefton Young Advisors	X	X	X
Transforming Care Partnership Board Will Mullen and Jan Comer	✓	X	✓
Sharon Cotterall – Every Child Matters Forum	X	✓	✓

