

**Minutes of the Healthwatch Sefton Steering Group meeting.**

**Held Tuesday 6<sup>th</sup> December 2022. 10:30 – 12:30**

**Sing Plus Community Resource Centre. 53, Cambridge Road. Seaforth.  
Merseyside. L21 1EZ**

**Attendees:**

**Steering Group members:**

John Turner (JT)	Chairperson
Brian Clark (BC)	Locality representative – North Southport
Will Mullen (WM)	Transforming Care Co-production Board
Jan Comer (JC)	Transforming Care Co-production Board
Georgia Ribbens (GR)	Sefton Young Advisors
Karen Christie (KC)	Health & Social Care Forum

**Staff Team:**

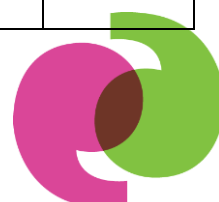
Diane Blair (DB)	Manager
Clare Blasbery (CB)	Digital Communications Officer

**Apologies:**

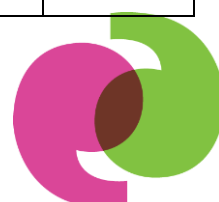
Anne Major (AM)	Locality representative – Central Southport
Kevin Halewood (KH)	Locality representative – Crosby
Maurice Byrne (MB)	Locality representative – Maghull
Jan Sterling (JS)	Locality representative – Formby
Vicky Keeley (VK)	Sefton Carers Centre
Yael Smith (YS)	Sefton Parent Carer Forum
Sharon Cotterall (SC)	Every Child Matters Forum
Marguerite Dawson (MD)	Engagement & Participation Officer (Staff team)
Wendy Andersen (WA)	Engagement & Participation manager (Staff team)
Amanda Williams (AW)	Signposting and Information Officer (Staff team)
Kate Grace (KG)	Complaints Advocate (Staff team)



Agenda Item	Notes	Action
1.	<p><b>Introductions and apologies.</b></p> <p>JT welcomed everyone and introductions were made. JT highlighted the code of conduct, noting previous declarations.</p>	
2.	<p><b>Minutes of the last meeting for approval.</b></p> <p>The minutes of the last meeting were approved as an accurate record.</p>	
3.	<p><b>Action Tracker.</b></p> <p><u>Walton Centre NHS Foundation Trust (installation of an additional card only car-park pay machine (Sid Watkins)):</u> machine is installed and working. A site visit took place (22.11.2022) to make sure everything was working and discussions have been taking place about a joint press release. <b>Action:</b> update to be provided at the next meeting.</p> <p><u>Accessibility of Rowlands Pharmacy (Birkdale):</u> a response from Cllr Veidman (Cabinet member for planning &amp; building control) had been received since the papers had been sent out and key points were explored. It was agreed to write to Rowlands one final time to highlight that they were in breach of their duty of care to patients. <b>Action:</b> DB to share supporting information with JT who will draft the letter.</p> <p><u>Current market position (adult social care):</u> the session is taking place, Tuesday 24th January on zoom. Invites have been shared with volunteers.</p> <p><u>Disabled parking at local hospital trusts:</u> contact details for Michelle Kitson (Southport &amp; Ormskirk Hospital NHS Trust) have been shared with Liverpool University Hospital to support them</p>	<p><b>CB</b></p> <p><b>DB/JT</b></p>



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	<p>to gain an overview of the system used at Southport Hospital.  <b>Action:</b> update to be provided when available.</p> <p>There was a discussion about the current parking difficulties being faced by patients on the Aintree University Hospital site. DB made a request to members to consider authorising a formal letter to the Chief Executive to highlight the issues relating to blue badge parking and parking at the Aintree site. JT suggested that Healthwatch should not be writing to Chief Executives of NHS Trusts. DB explained why this process had been put into place and had worked to date. <b>Action:</b> JT to draft a letter and send this to the Director of Estates. If there was no formal response within the statutory 20 working day deadline, the Chief Executive would be informed.</p> <p><u>Southport &amp; Ormskirk Hospital Trust: appointment letters:</u> there was no one present at the meeting to update on this action.  <b>Action:</b> update to be provided at the next meeting.</p> <p><u>E-consult:</u> the mapping exercise has been discussed at a joint operational meeting. A new online system 'Patches' is being introduced and will replace e-consult. There will be an update provided for community champions. <b>Action:</b> update to be provided at the next meeting.</p> <p><u>Updating our work plan:</u> DB updated that a meeting is scheduled for 9<sup>th</sup> January 2023 with Stephen Williams, Eleanor Moulton and Debbie Fairclough to discuss this further. <b>Action:</b> update to be provided at the next meeting.</p> <p><u>Development of Youth Voice:</u> GR updated that the network continues to meet and how she had provided support at the last</p>	<p><b>DB</b></p> <p><b>JT</b></p> <p><b>MD/AM</b></p> <p><b>MD/WA</b></p> <p><b>DB</b></p>



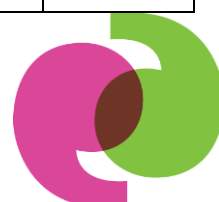
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	<p>Patient Participation Group meeting to share tips for engaging young people.</p> <p><u>2-hour urgent community response service:</u> VK had shared an email update with DB. The commissioner of the service was coordinating a meeting with St Helens who have both Carer and self-referrals live on their system. <b>Action:</b> Update to be provided when available.</p> <p><u>Mersey Care NHS Foundation Trust</u> – issues raised about appointments for medication reviews for Dementia and memory clinic assessments had been picked up by Zoe Prince (Associate Director of Nursing and Patient Experience. <b>Action:</b> Diane to meet with Claire Timmons, Assistant Director of Nursing-Community Mental Health to discuss the issue further.</p> <p><u>Patient story (access to Podiatry services) for individuals with a learning disability</u>– a letter had been sent to the Chief Executive of Mersey Care NHS Foundation Trust, to find out how patients access and information needs are recorded and how the system in place offers a fair and inclusive service. Joe Rafferty had responded immediately and thanked Healthwatch for raising the issue. <b>Action:</b> response to be shared when available.</p> <p><u>Maternity Services (trainee Midwives)</u> -concerns had been shared by VK about trainee Midwives (Liverpool Women's NHS Foundation Trust) paying high parking charges when on hospital placements. AM had confirmed that student midwives did not have to pay for their parking when on placement with Southport &amp; Ormskirk Hospital NHS Trust.</p> <p><u>Petition by Damian Moore (MP) – Children's A &amp; E department at Southport Hospital</u>- DB had looked into the petition which</p>	<p><b>VK</b></p> <p><b>DB</b></p> <p><b>WA</b></p>



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	<p>had been on the MPs Facebook page. The shaping care together programme is currently on hold as NHS Cheshire and Merseyside examine all ongoing NHS plans.</p> <p><u>People First's 'do not attempt cardiopulmonary resuscitation' project</u> – JT had drafted a summary paper for People First which was passed to WM and JC. People First were meeting that afternoon to look at the project and JT was thanked for the information. They have been working on this all year and looking at what is important to them about this process. JT updated that he found the NHS process very complicated.</p>	
4.	<p><b>Report from the Chairperson.</b></p> <p>JT had met with JS, Locality Representative for Formby via zoom and face-to-face with KH in Crosby.</p> <p>A tour of Alder Hey NHS Foundation Trust had also taken place with the Director of Nursing, Pauline Brown. It had been an excellent visit and key areas including the accident and emergency department had been visited. The department had been busy but the team had been impressive in coping with the demand. JT had visited a Cancer ward, wards having their own chefs and chill out areas. The trust is busy and very in demand.</p> <p>There had been a meeting with Bev Pennington, the new Director of Nursing for the Aintree University Hospital site. They were seeing a high rise in delayed discharges with 30% of acute beds not accessible, which was a serious issue. This national</p>	



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	<p>problem had been discussed and how social care was being impacted with recruitment issues.</p> <p>JT had met with Deborah Butcher, Sefton Place Director who also continues to have responsibility for adult social care in Sefton and had met with Dwayne Johnson, Chief Executive, Sefton Council and spoken about current issues, particularly issues with social workers.</p> <p>Three meetings had been held with different personnel from Mersey Care NHS Foundation Trust and JT had attended a meeting with South Sefton Primary Care Network. At this meeting, JT had pressed hard on the process of accessing appointments and what he referred to as the 8am scramble. The response to this was that everything had been put in place to address the issues and everything had failed. Members provided examples of systems working well and not so well, with KC highlighting that an unwell person will give up. It was also agreed that there is no clear rationale for not providing advance appointments. JC explained that other services should be accessed, including chemists. Current pressures on primary care were also discussed, including parents worried about Strep A.</p> <p>JT finished his update by informing members that he had attended a session with Healthwatch England at which he found out about their strategy and direction of travel and had also attended Marine Football club's lunch event with KH, WA and MW at which there had been a warm welcome handing out Healthwatch literature to over 80 people.</p>	



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5.	<p><b>Ambassador report.</b></p> <p>The ambassador report was taken as read with the issues being asked for consideration by the group being reviewed as follows:</p> <p>From attending the Sefton Adult Safeguarding Partnership meeting in October, the group was asked to consider if when gathering feedback from residents, Healthwatch should be asking about the impact of the cost of living/energy crisis on their health and well-being. <b>Action:</b> This was agreed and will be taken forward.</p> <p>From the same meeting, the group was asked to consider holding an online session to gain an understanding of the new structures in place across Mersey Care NHS Foundation Trust. This session would be for volunteers. <b>Action:</b> Online session agreed and to be organised.</p> <p>From the Sefton Partnership Board held in October, the group was asked to note the update on the findings from GP Access and request a copy of the findings. The report had been included on the meeting agenda (agenda item 12).</p> <p>The group was asked for agreement to continue to work with adult social care to ensure they involve people with lived experience in their work, to capture their feedback and ensure services are shaped to local need. DB updated that this work forms part of the new Healthwatch specification. <b>Action:</b> formal plan/ update to be shared with the group when available.</p> <p>AM had attended the North West Ambulance Service (Nwas) Patient Transport service meeting (November) and the group were asked to consider issues which they were hearing about</p>	<p><b>CB/MD /WA</b></p> <p><b>DB</b></p> <p><b>DB</b></p>

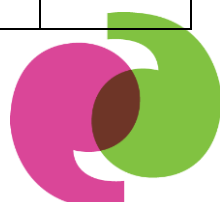


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	<p>and share them with NWAS. JC updated that following their attendance at the south &amp; central Sefton Community Champion meeting, NWAS were planning to work with People First to ensure that their calls can identify patient's additional needs so that they are flagged and communications over the telephone can be improved. They will be working with call handlers and training will be identified.</p> <p>KC highlighted that when booking patient transport, you can only book one week in advance of the appointment and this causes panic when there are no available slots. Sometimes you only find out that you have a seat on the ambulance just before an appointment. You book the return journey at the same time and sometimes you can wait up to 4 hours following the appointment to be picked up. This can be difficult for the Carer when the patient has more complex needs. If you use a special wheelchair then you are unable to use the service. Overall the process is unnecessary stressful. <b>Action:</b> This feedback to be shared with AM.</p> <p>JC updated on the apprentice scheme which NWAS have in place, to support in taking on new trainees.</p>	DB
6.	<p><b>Issues/Themes from steering group membership/ Community Champion networks for consideration.</b></p> <p><u>South &amp; Central Sefton Community Champion network</u></p> <p>DB provided an update on behalf of WA. Guest speakers at the November meeting were:</p> <p>Jan Leonard updated on Sefton Place structures</p> <p>Jane Elliott updated on primary care</p> <p>Engagement manager, NWAS.</p>	





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	<p>The issues raised were noted below, alongside an outcome:</p> <ul style="list-style-type: none"> <li>• Patients 4<sup>th</sup> Covid Booster vaccination is not being registered on patient records. MB had placed some calls and found out that this is a national issue.</li> <li>• GP Access – lots of discussion around GP access and the bottle neck of patients ringing at 8 am. A GP practice answer service was highlighted as they include a message asking patients to call at 8am.</li> <li>• Network members also highlighted to the commissioner, details of a GP practice that offers a call back system. It had been agreed that this feedback would be looked at to see if the good practice can be shared across other practices.</li> <li>• NWAS agreed to work with People First Merseyside to improve accessibility to support their call handlers to identify members with a communication difficulty so that they are flagged on the system when calling.</li> </ul> <p>There were no updates available from the Southport &amp; Formby Community Champion network.</p>	
7.	<p><b>Work plan update</b></p> <p><u>Domiciliary Care Project update.</u></p> <p>DB updated that the team have a further cohort of residents to contact to ensure there is a good sample. This work will support the procurement of the new delivery model for home care for Sefton and the commissioner would like to gain feedback on the draft specification for this tender. An online session has been organised for our steering group/ community champions (10<sup>th</sup></p>	



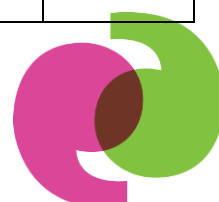
Agenda Item	Notes	Action
	<p>January). <b>Action:</b> invitations to be emailed to members this week.</p> <p><u>Community Service engagement.</u></p> <p>DB provided an update on behalf of WA. Work has been ongoing gathering feedback from residents on accessing health and social care services. Between August – November, feedback has been shared on the following issues;</p> <ul style="list-style-type: none"> <li>• Treatment is not as good from the Sefton Road Family Health Clinic compared to other south Sefton clinics</li> <li>• There are difficulties making appointments with the Podiatry service, patients being told to ring back, with long waiting times between appointments</li> <li>• Difficulties have been reported for patients with a Learning Disability when booking appointments</li> <li>• Difficulty to book Phlebotomy appointments over the phone</li> <li>• We have received information that on a weekly basis at Netherton Health Centre, the reception areas are open to the public but there are no reception staff available to help</li> <li>• When posters were dropped off at Thornton Clinic, (September), the community services window was closed. A patient in the waiting area commented that it was always closed.</li> </ul> <p>WA has contacted Mersey Care NHS Foundation Trust to request Healthwatch outreach sessions within patient waiting areas. This has now been agreed for all centres across Sefton and will commence January 2023.</p>	<p><b>DB</b></p>



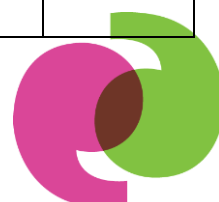
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	<p><u>Accessible Information Standard (Primary Care).</u></p> <p>DB updated that this is a piece of work which involves a number of partners including; NHS Cheshire &amp; Merseyside (Sefton Partnership), Sefton MBC, Sefton CVS, Care Quality Commission and NHS Informatics.</p> <p>The second planning meeting was held (1<sup>st</sup> December). An update from NHS England is awaited on the outcome of their review of the standards (based on the work of Healthwatch across England). In light of this, it was agreed to map local resources and training to support practices and look pull together support packs, similar to those we co-produced for patient participation groups.</p> <p>JC updated on the work of People First over the past six years with the Royal Liverpool Hospital on their accessibility systems and how Southport &amp; Formby District General Hospital don't have access to external patient information. JT commented that NHS services were available from cradle to grave but local NHS providers do not have the processes in place to share patient records.</p> <p><u>Listening Events.</u></p> <p>In partnership with Healthwatch Knowsley and Liverpool, DB updated that listening events will be taking place at both Accident &amp; Emergency departments under Liverpool University Hospitals NHS Foundation Trust. Healthwatch Liverpool with support from Knowsley will be visiting the new Liverpool Royal department on the 14<sup>th</sup> December, Healthwatch Sefton with support from Healthwatch Knowsley being on the Aintree site</p>	



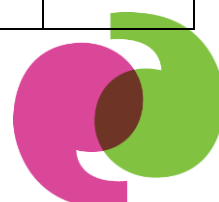
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	<p>(16<sup>th</sup> December). The aim of the visits will be to speak to patients about their experience focusing on their pathway through the department and also to find out if they had sought healthcare support from other parts of the NHS system before arriving at the dept. <b>Action:</b> Update to be provided to members following the events.</p>	<b>DB</b>
8.	<p><b>Report for authorisation</b>  <u>The Walton Centre NHS Foundation Trust. Partnership Engagement Event (08/02/22)</u></p> <p>The final report had been shared as part of the steering group pack. This was a joint piece of work between Healthwatch Liverpool and Sefton, working with the patient experience team from the trust. An on-line event was held, which provided the trust with the opportunity to talk about their services and for members to be able to share feedback. In sharing the report with the trust, a response was received and this has now been added to the report. Members approved the report. <b>Actions:</b> report to be shared with members, key stakeholders and uploaded onto the Healthwatch Sefton website.</p>	<b>CB</b>
9.	<p><b>Report for authorisation</b>  <u>Long Covid Tier 3 Assessment and Treatment Services Review. October 2022.</u></p> <p>This engagement was carried out collectively by Healthwatch Liverpool, Knowsley, Sefton, and St Helens at the request of the service. Local Healthwatch had heard from people about their experience of long covid and were keen to see how the new</p>	



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	<p>multidisciplinary teams were working and if they were meeting the needs of patients.</p> <p>Questionnaires were sent out to patients of the Long COVID Tier 3 Assessment and Treatment Service and paper copies of the survey given out at the clinics. Information was also shared on social media and on Healthwatch websites and with people who contacted the local Healthwatch in this period about Long Covid.</p> <p>People generally had good experiences with the Long Covid Tier 3 Assessment &amp; Treatment Service. The main issues seem to be getting the referral itself, and the communication between referral and appointments.</p> <p>DB shared that a letter of thanks had been received from Pat McGuiness, Associate Director of Strategic Partnerships, the report supporting Mersey Care NHS Foundation Trust to further develop their service based on the experience of patients and their lived experience.</p> <p>Members discussed the report and the potential learning points for consideration next year. JT agreed that there are difficulties with diagnosis and treatment plans. This is a new service and it will mature. Members approved the report. <b>Actions:</b> report to be shared with members, key stakeholders and uploaded onto the Healthwatch Sefton website.</p>	CB
10.	<p><b>Report for authorisation.</b></p> <p><u><a href="#">Online engagement report: Southport &amp; Ormskirk Hospital NHS Trust.</a></u></p>	Page13



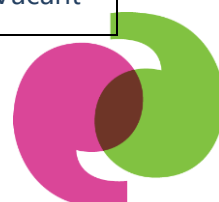
Agenda Item	Notes	Action
	MD had provided apologies for the meeting but the report had been provided with the steering group pack and members approved the report. <b>Actions:</b> report to be shared with members, key stakeholders and uploaded onto the Healthwatch Sefton website.	<b>CB</b>
11.	<p><b>Steering Group dates.</b></p> <p>DB thanked members for feeding back their preferences for meeting during 2023. In line with a previous decision, meetings will be held bimonthly and from the feedback gathered, meetings will be held alternatively on Tuesday and Thursday mornings. Focussed sessions on key issues would also be called when needed.</p> <p>A hybrid approach was requested so members can meet face-to-face and also join online. Town Hall room bookings were discussed as they have an OWL (video conferencing), which will ensure people can attend meetings virtually. Local college facilities were also discussed as we will need a venue in Southport and South Sefton to alternate locations. <b>Actions:</b> Diane to contact Pippa McHaffie to find out more about room hire and associated costs for town hall facilities and organise meetings.</p>	<b>DB</b>
12.	<p><b>NHS Cheshire &amp; Merseyside – Sefton Place GP Access Report</b></p> <p>The report was discussed and given the feedback Healthwatch continues to receive, it was agreed that a separate session be called to look at the report, and this wider issue in more depth.</p>	



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	<p>JT agreed that positive solutions are needed, given patients continue to share their frustrations regarding access with Healthwatch.</p> <p>DB mentioned the idea which some areas of the country are looking at in setting up super practices. JT gave an example of a poly clinic run in Knowsley (Tower Hill). <b>Action:</b> session to be organised to look at GP access, the findings from the report and solutions.</p>	<b>DB</b>
13.	<p><b>Any Other Business.</b></p> <p>DB explained that Liverpool University Hospitals NHS Foundation Trust had only just sent across their formal response to the report following the listening events held earlier in the year. The report will be included onto the agenda for the next meeting.</p>	

### Attendance Tracker

Name / Representing	<u>July</u> <u>2022</u>	<u>Sept</u> <u>2022</u>	<u>Dec</u> <u>2022</u>
John Turner. Chairperson	Vacant	✓	✓
Brian Clark OBE. Locality representative: North Southport	✓	x	✓
Anne Major. Locality representative: Central Southport	✓	✓	x
Locality representative: Ainsdale & Birkdale	Vacant	Vacant	Vacant
Jan Sterling. Locality representative: Formby	✓	x	x
Locality representative: Hightown & Ince Blundell	Vacant	Vacant	Vacant



<b>Name / Representing</b>	<b><u>July</u> <u>2022</u></b>	<b><u>Sept</u> <u>2022</u></b>	<b><u>Dec</u> <u>2022</u></b>
Kevin Halewood: Locality representative: Crosby	x	x	x
Locality representative: Seaforth & Litherland	Vacant	Vacant	Vacant
Locality representative: Bootle	Vacant	Vacant	Vacant
Locality representative: Netherton	Vacant	Vacant	Vacant
Maurice Byrne: Locality representative: Maghull	x	x	x
Karen Christie - Health and Social Care Forum	x	x	✓
Yael Smith- Sefton Parent Carer Forum	x	x	x
Sefton Partnership for Older Citizens	Vacant	Vacant	Vacant
Brian Causey: Sefton Carers Independent Action Group	x	x	x
Vicky Keeley/ Racheal Darvill - Sefton Carers Centre - Carers Voice	✓	✓	x
Georgia Ribbens - Sefton Young Advisors	✓	✓	✓
Transforming Care Co-production Board Will Mullen and Jan Comer	✓	✓	✓
Sharon Cotterall – Every Child Matters Forum	✓	x	x

