

Minutes of the Healthwatch Sefton Steering Group meeting.
Held Tuesday 11th February 2020. 10:30 – 12:30
Sing Plus Resource Centre. 53a Cambridge Road. Seaforth. Liverpool
L21 1EX

ATTENDEES:

Chair:

Maureen Kelly (MK) Chair

Locality Representatives:

Brian Clark (BC)	North Southport/ Vice Chair
Maurice Byrne (MB)	Maghull Locality Representative
Anne Major (AM)	Central Southport
Diane Foulston (DF)	Crosby (Inc. Waterloo & Thornton)
Sarah Oldnall (SO)	Bootle
David Lloyd (DL)	Netherton

Organisational Representatives:

Roger Hutchings (RH)	Co-opted (Social Care)
Will Mullen (WM)	Transforming Care Partnership Board
Joanne English (JE)	Transforming Care Partnership Board
Clare Johnston (CJ)	Sefton Carers Voice
Marion Hepworth (MH)	Sefton Partnership for Older Citizens

Staff:

Diane Blair (DB)	Manager
Wendy Andersen (WA)	Engagement & Participation Officer

Apologies:

Karen Christie (KC)	Health & Social Care Forum
Sharon Cotterall (SC)	Every Child Matters Forum
Ken Lowe (KL)	Ainsdale & Birkdale
Brian Causey (BCy)	Sefton Carers Independent Action Group
Yael Smith (YS)	Sefton Parent Carer Forum

1. Welcome, introductions & apologies

MK welcomed all members. Introductions and apologies were made. MK reminded members about the 'kindness & respect' charter.



2. Declaration of Interests (in line with agenda items or changes), including Code of Conduct reminder.

No declarations of interests were made.

3. Minutes from previous meeting.

The minutes from the meeting which took place on the 14th January 2020 were agreed as an accurate record of the meeting held with the following amendments;

Page 5: to amend the word 'cant' to 'can't'.

4. Matters Arising (not included within the work plan progress report)

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Update on Healthwatch Sefton Walton Centre Foundation Trust stakeholder governor role.

- DF shared that she had sent a further email to Colin Cheesman (18th January) and not received an acknowledgement or a reply. MK shared that she thought he may have stood down from role as the term of office had come to an end. **Action:** WA to contact the trust and share the update with members.

Review of the continence service for people living in residential/nursing homes.

- Justine Shenton had been in touch following the last meeting of the Sefton Dementia Alliance to share that the alliance felt that it would be more appropriate for the individual partners from the Dementia Provider Forum to join as members.

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Any other business – Boots the Chemist – charges for deliveries.



- Susanne Lynch, Head of Medicines Management, NHS South Sefton CCG and NHS Southport and Formby CCG suggested that Healthwatch contact NHS England. Susanne was aware that some patients have chosen to move to pharmacies not charging delivery fees. Susanne shared that it is a tricky area as they are not commissioned in their contract to deliver medicines. **Action:** DB to contact NHS England to raise the issue.

Any other business – site visit to the Hartley Hospital.

- Members who had attended agreed that it was an interesting visit. BC shared how the bedroom flooring was different which had been fitted to support Dementia patients so that they don't feel that their space is threatened.
- MK also felt that it was interesting and explained how the community teams are all in one place which was positive for integration. BC further explained that staff explained that they have not yet got used to working in an open office environment. DF asked if all the teams were using the same IT systems as they had not been in the past. BC shared that they were all using their own systems.
- MB had observed the windows in the emergency crash rooms provided natural light. DF asked if the new build had learnt lessons from Clock View, and those attending agreed that they had.
- BC also explained how the trust was considering organisation holding meetings in the building.

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Follow up visit to ward 35

- This visit to the intermediate care ward following the Listening Event was discussed and it was agreed that this be added to the work plan. The visit would need to focus on the issues relating to the findings from the report, including lack of activities and access to discharge information. **Action:** this visit to be added to the work plan.



Relocation of Physiotherapy services to Ormskirk hospital

- This was discussed with Trish Armstrong-Child, the chief executive. The trust will be internally reviewing this change to monitor impact and would be sharing this with Healthwatch, there also being an offer to get involved in this work. MK felt that it will be important for the trust in managing this change with staff. AM explained how she had updated at the meeting on the negative local press with the trust receives and how the trust could mitigate this. **Action:** DB to keep in touch with the trust on progress with this and to update members.

Any other business – volunteer thank you event

- WA fed back that the event had been positively received with volunteers sharing their feedback. WA was thanked by the chair and members for organising the event.

5. Work Plan update 2018 – 2019 update.

DB and members worked through the work plan. The following areas below were discussed by members:

Review of residential/ nursing homes: what we found when we stepped inside.

- Responses from a number of visits are outstanding and it was agreed that DB follow up responses. This includes the reports from St Joseph's Hospice, Locharwoods of Birkdale and Thornton Hall & Lodge. The visit to St Joseph's hospice had raised an issue relating to lack of funding for activities for those long-term patients who reside at the hospice. MH knows someone who has been living there for more than 12 months. AM also shared how the staff had been reluctant to talk.
- An unannounced visit to a local care home has been confirmed to take place in March and the team was? in place.



Enter and View visits

- An unannounced visit to a GP practice in the Southport area has been agreed following recent feedback on there being issues relating to increasing frustrations with the appointment system and access to appointments.
- DB also reminded members that following the decision at the January meeting, visits to 2 care homes in South Sefton had been added to the work plan. They are scheduled to take place in quarter 1 of 2020.

Listening Events: gathering feedback from our local providers.

- DB formally thanked AM and BC for supporting the event at Southport & Formby A & E department (13th January). There had been 29 surveys completed, 13 during the morning visit and 16 in the early evening visit. A report is currently being drafted.
- Event at Southport Centre for Health and Well Being to review community service provision is currently being organised. The generic Healthwatch feedback form will be used and Lancashire Care are currently reviewing it to see if there are more questions, they would like us to ask patients on the day.
- The visit to Ormskirk District General Hospital is being planned and the Trust has shared the ward areas which we will need to review as part of the visit. AM also shared that there is a treatment centre on site which provides elective care.

Review of supported living for individuals with an Autism diagnosis

- Despite attempts from both Healthwatch and Sefton Carers Centre no further contact or information had been shared to discuss support for engagement events which were being planned to support the procurement of future services. After further discussion, it was agreed that a joint letter from both organisations to be sent to Deborah Butcher, with Dwayne Johnson copied in to find out the plan for the procurement and involvement. **Action:** DB to draft the letter and share with MK and CJ for approval.



Strengthening and supporting GP Patient Participation Groups (PPG)

- WA updated members that the date for the practice managers meeting for February was currently being changed, the one in March going ahead on the 4th. The meetings were going to focus on the PPG information packs, recruitment, roles and responsibilities, training and promotion of the groups.
- Healthwatch will be supporting with the mapping of PPGs.
- A PPG steering group is being set up and there will be patient representation on this group. B Rouse one of the community champions from South & Central Sefton will be sitting on this group.
- WA acknowledged the work which Jane Elliot from the clinical commissioning group had undertaken.
- AM had attended a meeting of her group at St Marks and it had been a really positive meeting, the group looking to draft a terms of reference document.
- DF shared that things were different for the group at Crossways as on their agenda, they were discussing winding up the group as they were not getting support from the practice. WA updated members as Jane Elliot and PC24 who run the practice will be attending the meeting to look to support the discussions.
- MB felt that those groups which were successful had GP involvement and an effective management in place.

Social care assessments – local context

- Response from Sefton MBC to Healthwatch queries is awaited. DB is arranging a meeting with Deborah Butcher, Director of Adult Social Care.

Review of domiciliary care providers

- The plan for this work which includes the draft letter which will be sent out to those in receipt of care and a timeline and action plan for the project has now been sent across to both commissioners. Update awaited.



Improving access to Podiatry appointments for patients

- During early February, Healthwatch had been contacted by a small number of patients who had received the re-profiling letter as the letters did not include the time of the appointment. In contacting the trust this issue has now been rectified.
- AM shared that in recent conversations with 3 people, they had not known that they could self-refer into the service.

Monitoring progress made to improve special educational needs and disability services (SEND)

- MP is attending the next meeting of the 'co-production, communication and engagement sub-group which is being held on 6th February.
- MB shared that the outcomes from the survey aimed at parents and carers had been discussed at the last Overview & Scrutiny committee. The overall response had been low, but those received had been positive.

Review of the community continence service for people living in residential/ nursing homes.

- With Healthwatch contacting numerous times, the local authority to ask when the next Dementia Provider Forum would be held, we have now been informed that the forum will be held on the 28th February.
- Due to the short notice, there is no one from Healthwatch who can attend.
- Lancashire Care will be attending but when asked did not want an agenda item.
- Accountability was discussed, Lancashire Care being accountable to the NHS Southport and Formby clinical commissioning group.

Action: it was agreed that a letter be sent to Sefton MBC to share our concerns about how the forum could be more engaging with Lancashire Care in supporting local homes with the training and support that they need in order to support residents with their continence needs.



Review of the community Continence service

- The draft survey has been shared with Lancashire Care and a meeting to finalise the survey and the plan had been held on the 17th January.
- At this meeting, trust representatives had shared how they think three separate surveys would work better, as not all patients would be on the same pathway. For example, a patient may be under the care of the continence service but not require continence pads. They were not clear how they could separate those patients who did.
- Following a further discussion with the trust it was agreed that it may be worth working with the trusts procurement team to ensure that the provider who delivers the products would be able to share the survey.
- Members found it inconceivable that the trust did not have a way of identifying those patients and if this was the case, commissioners should know about this.

Action: DB to speak to commissioners and find out what patient feedback would be helpful to them.

Gathering feedback on early onset dementia services

- A letter has been sent to Joe Rafferty, the Chief Executive at Mersey Care NHS Foundation Trust to find out more about the service they deliver, the gaps in service, its funding and inappropriate placements. A response is awaited.

Review of Ophthalmology services at Southport & Ormskirk Hospital NHS Trust

- All engagement activities have now been completed and Marguerite has a training session with DB on the 6th February on the informatics portal so that a report can be drafted.

Enter and View – Southport and Formby District General Hospital –

- The survey for the visit has now been formalised. DB thanked AM for her support in reshaping the survey.



- The date range for the visit has been agreed and the next step will be to share this with the trust and then get the visit team in place.

Review inpatient care and treatment of individuals with a Learning Disability

- RH attended a one to one Enter and View training session (17.01.19) and is now fully authorised with a DBS check being cleared.
- Gill Galt from NHS Specialised Commissioning has been contacted to gain an update on inpatient services.

Acute provider appointment systems and DNA rates

- DB has been in touch with Southport & Ormskirk Hospital to arrange a meeting with the lead for appointments to see if we can work with the trust on this particular issue.

Dentistry Watch

- The survey has been drafted and the staff team are currently reviewing it. This will be shared with members when ready. The survey will be shared with NHS England who will also review the survey and shared with the Sefton Dental committee.
- DB has a meeting with Luci Davenport from NHS England to discuss how NHS England can support in getting dentists to complete the survey.

6. Areas of Interest – action plan

Air Quality

- Healthwatch had asked Helen Armitage if public health felt that it would be beneficial for us to write to Peel Ports to find out if they had or are in the process of developing a quality strategy and how they plan to engage with stakeholders.
- Helen Armitage had responded to say that she thought this would be a positive step and that she found it thrilling and quite honestly trailblazing to have Healthwatch making of its position to represent communities to stakeholders outside of care and treatment services.



- MB shared that the Metro Mayor of Liverpool has also been ensuring air quality is being addressed.
- AM told members about the work which the British Heart Foundation had been undertaking.

Personal Health Budgets

- The volunteer development session is being held next week and DB had requested that the presentation/ information included an overview of continuing health care and the criteria for being assessed.

Dynamic Purchasing System

- DB had met with Jane Keenan who has been asked by commissioners to review continuing health care and this system will be part of the review undertaken.
- Commissioners met on the 13th January and had discussed the suggestions from Healthwatch to improve the leaflet. All had been agreed except the one requested that a list of homes/providers be shared, the reason for this being that the list would change too often. Members discussed this and agreed that one way to solve this would be to include a telephone number and a list of what options could be discussed. Another option would be not to reference the list in the leaflet and add in a paragraph about options being discussed with family members during a meeting.

Prince Street clinic (accessibility)

- WA shared that a site visit would be undertaken in February to ensure that all building works are completed.

Lost dentures in local hospitals

Walton Centre

- The trust has now explained how they don't? (suggest: Why they did not) have a policy for this, despite both WA and MK agreeing that this was not what had been discussed at the meeting. The trust has a lost



property policy which is what Liverpool University Hospitals NHS Foundation already has in place.

Southport & Ormskirk Hospital NHS Trust

- AM confirmed that there had been no update from the last meeting but suggested that DB contact Michelle Kitson at the trust for a more formal update. **Action:** DB to contact Michelle.

Changes to the car parking systems on the Aintree University Hospital site – issues affecting patients at the Walton Centre

- A quarterly catch up meeting was held with the trust (24th January) at which this issue was discussed at length. Liverpool University Hospital and the Walton Centre have met and have agreed that the car park pay machine at Sid Watkins has been situated in the wrong place.
- The pay machine will be moved adjacent to the building and there has been an offer to place one in the reception area of the building (card only).
- The trusts will be promoting further, the online payment system and Healthwatch has offered to promote this service also.

Concerns relating to the local commissioned Dermatology service (DMC)

- Five reviews have been shared to date and average score is 1 (terrible). Issues shared include long waits for appointments and continuity of care.

Review of local provider Transgender policies and practice

- A letter has been drafted and will be sent to all local NHS trusts to gain updates from this as a starting point for this work.

7. Report for Authorisation – Feedback report. Liverpool Heart and Chest NHS Foundation Trust. July 2018 – June 2019. Intermediate Care. Ward 35. Mersey Care NHS Foundation Trust.

- The report was formally noted and authorised. DB gave an update on the initial lack of response from the trust but that in following this up,



the chief executive had apologised. The lead from the trust had also contacted us to apologise and had responded to the report and the action plan quickly the same day. DB therefore felt that the responses needed to recommendations required further review and scrutiny.

- AM asked if the reports front page could be changed and this was agreed.

Actions: Front cover of the report to be updated. Report to be published on the website and shared widely with members and key stakeholders. DB to review the response from the trust and clarify key points.

8. Issues for consideration.

Issues detailed below had been raised at the last meeting of the Southport & Formby Community Champion meeting for review by members.

- Equality issues relating to patients with disabilities when attending Southport & Ormskirk Hospitals NHS Trust. **Action:** DB to share the issues with Robert Davies, Equalities officer at the trust and ask for a response.
- The transfer of services from Southport to Ormskirk hospital had been raised and the impact that this may be having on patients, particularly with transport. This issue is currently on the area of interest action plan and is being monitored. **Action:** Marguerite Partington to feed this back to the champion network with assurances that they will be kept updated.
- The need for Safe access for everyone had raised concerns about disability access to dentists and pharmacies. Issues relating to the availability of medication in pharmacies were also raised as a concern. Marguerite has invited Suzanne Lynch who is Head of Medicines Management at the clinical commissioning group to attend the next network meeting to discuss the issues raised. **Action:** network to update the steering group on how the issues had been addressed.



9. Update on the recruitment of Chairperson and Locality Representatives.

- DB provided an update on the recruitment of the Chairperson. The campaign had started yesterday. The deadline for applications is 12 noon on Monday 24th February. Shortlisting will take place week commencing 2nd March with interviews scheduled for the 1st April.
- WA updated members on the recruitment campaign for locality representatives. The last working day of the current term of office for existing representatives is Friday 28th February.
- MK presented the representatives with a thank you card each and during the meeting, the work of the representatives had been celebrated with cakes.
- SO shared that she would not be applying for the new term, but that she had enjoyed the role immensely and would continue to be a member.
- All current representatives were thanked for their support by MK and the staff team.
- BC asked if he would still be able to attend meetings on behalf of Healthwatch. DB shared that this is a different volunteer role and he would. Attending meetings will fall under the role of 'Ambassador' and the volunteer role description will be shared with members shortly.

10. Future Meetings

- DB explained that there will be no Locality Representative volunteers during March and therefore it is unlikely that the meeting will go ahead as planned. This may also be the case for April and DB felt that virtual updates may be best during this period. Organisational members agreed. **Action:** Steering group meetings for March and April to be cancelled.



11. Any Other Business

- CJ shared that a theme emerging was related to the community equipment store. There had been approximately 4 issues raised, from items not being delivered on the date they were expected, items not being delivered at all, wrong equipment being delivered up to three to four times or incompatible equipment. CJ agreed to share the feedback. RH felt that there were health and safety implications. Action: issue to be added to the 'area of interest' action plan and contact made with Elenor Morton to find out what happened to the review of the service which Sharon Lomax from the local authority had been undertaking.
- CJ also explained how NHS England and NHS Improvement were introducing the 'reducing length of stay programme' and were engaging with staff and carers across the North West region. Sefton Carers Centre will be working with Southport & Ormskirk Hospital on this. AM asked how this would feed into the work Healthwatch were working with the trust on for the 'Always Event' theme. Action: DB to contact Michelle Kitson at the trust to make enquiries.
- DB asked all volunteers to send in their expense claim forms by the end of March so that they could be accounted for in the end of year return.
- DB shared that local healthwatch across Cheshire & Merseyside had met with the Chair of the Cheshire & Merseyside Health and Care partnership, Alan Yates. It had been a productive meeting and our work to engage on the on the NHS 5-year plan had been positively acknowledged.



Attendance Tracker

Name / Representing	May 2019	July 2019	Sept 2019	Oct 2019	Nov 2019	Jan 2020	Feb 2020
Maureen Kelly - Chair	✓	✓	✓	✓	✓	✓	✓
Brian Clark - North Southport	✓	✓	✓	✓	✓	✓	✓
Anne Major - Central Southport Representative	✓	✓	✓	✓	✓	✓	✓
Ken Lowe - South Southport	✓	✓	✓	✓	x	x	x
Formby Representative	Vacant	Vacant	Vacant	Vacant	Vacant	Vacant	Vacant
Diane Foulston -Crosby Locality Representative	✓	✓	✓	✓	✓	✓	✓
- Seaforth & Litherland Representative	Vacant	Vacant	Vacant	Vacant	Vacant	Vacant	Vacant
Sarah Oldnall - Bootle Representative	✓	✓	✓	✓	✓	✓	✓
Maurice Byrne - Maghull representative	✓	✓	✓	✓	✓	x	✓
David Lloyd – Netherton representative	x	✓	✓	✓	x	x	✓
Karen Christie - Health and Social Care Forum	x	✓	x	✓	✓	x	x
Yael Smith- Every Child Matters Forum/ Sefton Parent Carer Forum	x	x	✓	x	✓	✓	x
Sefton Equalities Network	Vacant	Vacant	Vacant	Vacant	Vacant	Vacant	Vacant
Roger Hutchings Co-opted	✓	✓	x	✓	✓	✓	✓
Marion Hepworth Sefton Partnership for Older Citizens	x	x	✓	x	✓	x	✓
Brian Causey - (March 2019 onwards) Sefton Carers Independent Action Group	✓	✓	x	✓	✓	✓	x
Clare Johnston – Carers Voice	✓	✓	x	x	✓	x	✓
Sefton Young Advisors	x	x	Vacant	Vacant	Vacant	Vacant	Vacant
Transforming Care Partnership Board Will Mullen and Joanne English	x	✓	x	x	x	✓	✓
Sharon Cotterall – Every Child Matters Forum	-	-	-	x	x	✓	x

