

Minutes of the Healthwatch Sefton Steering Group meeting.

Held Wednesday 10th February 2021. 10:30.

Virtual meeting using the platform Zoom.

Attendees:

Chair:

Bill Bruce (BB)

Chair

Locality Representatives:

Collette Bell (CB)
Anne Major (AM) *
Maurice Byrne (MB)
Helen Roberts (HR)
Brian Clark (BC)
Kevin Halewood (KH)
Jennie Meehan (JM)

Locality representative - Netherton
Locality representative - Central Southport
Locality representative – Maghull
Locality representative – Seaforth & Litherland
Locality representative - Ainsdale & Birkdale
Locality representative – Crosby
Locality representative - Bootle

Organisational Representatives:

Roger Hutchings (RH)
Clare Johnston (CJ)
Anne Major (AM) *
Yael Smith (YS)
Sharon Cotterall (SC)

Co-opted (Social Care)
Sefton Carers Voice
Sefton Partnership for Older Citizens
Sefton Parent Carer Forum
Every Child Matters Forum

Apologies:

Joanne English (JE)
Karen Christie (KC)
Will Mullen (WM)
Ellie Egerton- White (EEW)

Transforming Care Partnership Board
Health & Social Care Forum
Transforming Care Partnership Board
Sefton Young Advisors

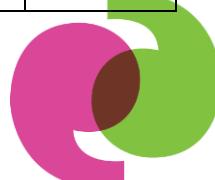
Staff Team:

Diane Blair (DB)
Wendy Andersen (WA)
Marguerite Partington (MP)

Manager
Engagement & Participation Manager
Engagement & Participation Officer

* has a dual role.

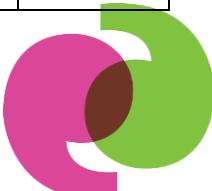
Agenda Item	Notes	Action
1.	<p>Welcome, introductions & apologies</p> <p>BB welcomed all members. Apologies were made.</p>	
2.	<p>Declaration of Interests (in line with agenda items or changes), including Code of Conduct reminder.</p> <p>BB shared that his daughter was a GP at a practice in the Formby locality and a member of the NHS Southport & Formby Clinical Commissioning Group Governing Board.</p>	
3.	<p>Minutes of the previous meeting</p> <p>The minutes from the meeting held 10.02.2021 were agreed as an accurate record.</p>	
4.	<p>Matters Arising.</p> <p>Page 2: <u>Social care assessment interactive session</u>. This session will take place on Thursday 4th March, 2pm. Alisa Nile, Head of Service for Adult Social Care, will be attending to provide an overview and answer questions from volunteers. Volunteers have been asked to register for the event.</p> <p>Page 2: <u>Lost dentures in hospital</u>: the letter to be sent to both Liverpool University Hospitals NHS Foundation Trust and Southport & Ormskirk Hospital NHS Trust is now finalised. Members agreed that the letter be sent sometime in March to allow for covid pressures.</p> <p>Page 5: <u>Covid vaccination programme</u>: WA had sent a further email to Jan Leonard, NHS Southport & Formby Clinical Commissioning Group (CCG). This related to the issue raised by Merseyside Society for Deaf People about access to interpreters at vaccine hubs. There has been no reply to date. WA was aware that letters from the COVID national booking system asked what support needs patients had, when booking an appointment. Update to be provided when available.</p> <p>AM asked if there were any local issues with housebound</p>	<p>DB</p> <p>WA</p>



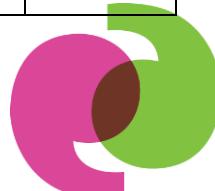
Agenda Item	Notes	Action
	<p>patients, as issues had been raised on local social media pages. KH had experience of this. BB shared that there had been acknowledgment from commissioners on this issue at the last governing body meeting.</p> <p>Page 8: <u>Future of Clinical Commissioning groups</u>: no meeting had been planned to date to discuss the role of Healthwatch in the 'Sefton Provider Alliance'. Commissioning staff continue to be deployed to support the vaccine rollout.</p> <p>Page 12: <u>PC24 Out of Hours contract mobilisation programme external board</u>: there has been no response about access to the board papers for steering group members. This requires follow up</p> <p>Page 12: <u>Asylum seeker access to health and care</u>: AM asked about vaccinations for Asylum Seekers. The Scarisbrick hotel in Southport has rooms available for NHS staff and key workers. BB highlighted the recent press articles in which complaints had been made that food in the hotel was poorly cooked, low in nutrients, and not enough to live on. An update had been provided at the last meeting of the Southport & Formby Community Champion meeting. MP updated that commissioners were working to ensure health and care needs were being met and working with Serco who were leading on this.</p>	DB



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5.	<p>Update from the COVID-19 Outbreak Management Board.</p> <p>RH, Healthwatch ambassador on this board, provided an update. The last meeting took place, 5th February. Infection rates remain high and the rate today was 300 per 100,000. There has also been an increase in the number of outbreaks and single cases in care homes and it had been confirmed that the roll out of the vaccine in care homes across the borough had been completed. The board had also noted the collaboration work taking place across school settings. RH was also encouraged that the vaccine rollout had also been completed in all learning disability homes across the borough.</p> <p>A lot of work was taking place to set up surge testing in the Southport ward of Norwood, for the south African variant. A second case had been detected but was not connected to the initial case. Testing had widened, covering Dukes and Cambridge wards.</p> <p>Communications to the public about the roll out of the vaccine and testing for the new variant were discussed at length. Communications from the management board and commissioners needs to improve. Healthwatch receives the stakeholder bulletin. This contains useful updates but it not for wider distribution. It was agreed that messages to the public are vital. AM felt that it would be useful for Healthwatch to monitor information appearing on social media sites.</p> <p>BB discussed a video which had been shown at recent NHS Clinical Commissioning Groups (CCGs) Governing body meetings. The 15 minute video shared feedback from young people across Sefton about how COVID had impacted their lives. The video had been useful in listening to young peoples views, but had not picked up on the mental health impacts and impact on education. SC explained that she had not been aware that the video was being shown. The video was based on impacts of the first national lockdown and agreed that the</p>	



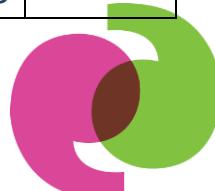
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	<p>longer term impacts on children and young people were being discussed more now in terms of mental health and lack of social interaction.</p> <p>MB as Healthwatch ambassador at the 'Overview & Scrutiny Committee: children and safeguarding', detailed an excellent presentation on local work which had been given at the last meeting. Schools have been open to support children of key workers and those who may be vulnerable. There had been an increase in the number of families opting for home tutoring since September. All children with an 'education and health care plan' had also been asked to attend school. SC provided assurance that schools had robust processes in place to follow up on non attendances, working closely with the local authority if there was a particular issue with a family.</p> <p>BB concluded that regular updates would help with information flow and keep residents up to date. Having no or little communication can be very confusing. BB thanked RH for continuing to attend the meeting and for the regular updates. It was agreed to contact Lyn Cooke, Head of Communications and Engagement (CCG), to find out why the stakeholder bulletin can not be shared widely.</p>	DB
6.	<p>Local rollout of the covid-19 vaccination programme and covid-19 surge testing.</p> <p>DB was asked to provide a summary. People remain anxious, waiting to be contacted about their vaccine appointment and this has led to the CCG being inundated with calls.</p> <p>The GP rollout is on target to vaccine the priority groups. The next priority groups will include housebound patients, asylum seekers, individuals who are homeless and also gypsy and travellers.</p> <p>Three pharmacies have signed up to the national rollout to support with capacity (Seaforth, Aintree and Southport).</p>	Page 5



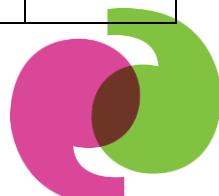
Agenda Item	Notes	Action
	<p>In line with the expansion of the surge testing in Southport, 100 asylum seekers in the Scarisbrick hotel will be tested.</p> <p>Liverpool University Hospitals NHS Foundation Trust has reported that they have vaccinated 75% of their staff cohort and are currently working with Liverpool Women's NHS Foundation Trust on messages to address concerns about the vaccine and family planning. Southport & Ormskirk Hospital trust have been involved in vaccinating front line health and care staff who work within the local voluntary, community and faith sector.</p> <p>Healthwatch Sefton will be gathering views on attitudes towards the vaccine and communications, using the national Healthwatch England survey.</p> <p>MB had picked up concerns from residents who had received their first vaccine via the GP rollout, but did not have a date for the second dose. With information in the news about possible shortages, this is making people anxious. KH agreed that this needs to be picked up. BB agreed and noted the differences between national and local messages, which add to the confusion. AM discussed how the local rollout was good but lack of communication was making people anxious and this was not being helped by rumors.</p> <p>RH had taken part in the trials for the AstraZeneca vaccine and receives updates, which often share information which is different from what is being reported.</p> <p>It was concluded that the local roll out was working well. Healthwatch would continue to share key messages and encourage people to have the vaccine. It was agreed that Healthwatch send its appreciation to commissioners to thank them for their work with the rollout.</p>	DB
7.	<p>Work plan update.</p>	Page 6



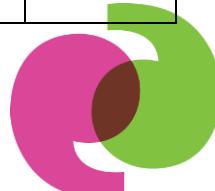
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	<p>a) <u>Supported Living</u></p> <p>A follow up letter to Alisa Nile, Head of service, Adult social care, had been drafted. CJ detailed an issue which Sefton Carers Centre had been dealing with. This related to carer concerns about staff vaccinations. Assurances from both the local authority and the CCG's had been given about the number of eligible staff working within supported living who had/ would soon be receiving the vaccine.</p> <p>b) <u>Care home task and finish group</u></p> <p>WA updated on progress. Family members and friends would be asked to share their stories on the impact of the pandemic. An open ended question would be asked and there would be some prompts to help them share their experience. This work will be launched at the beginning of March.</p> <p>c) <u>Community Continence Service survey</u></p> <p>The draft survey was being reviewed by WA and KC. Mersey Care NHS Foundation trust will be taking over this service in the coming months and have shared that they would be keen to find out what works and what areas of the service may need to be reviewed.</p> <p>d) <u>Dentistry Watch</u></p> <p>Healthwatch England is urging the Government to review NHS dental services, warning of a national dental crisis. DB updated on progress with the draft report.</p> <p>Across Crosby, KH explained how service offers varied. Some practices are not carrying out routine treatment and some have a backlog of 15 months. Orthodontic care is also an area of concern with lengthy waiting lists. There will be big health disadvantages and with a lack of preventative care. SC had recently been invited to attend a routine appointment with her practice in Southport. MB explained that early on in the</p>	



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	<p>pandemic it had been the risk of evasive surgery and drilling which had put a stop to treatment.</p> <p>BB concluded that it looked like it was a mixed picture across the borough and also the country and that the draft report would be welcomed when available.</p> <p>e) <u>Direct and Indirect impacts of covid on health and care</u></p> <p>BB shared that in reading the papers for the last meetings of the CCG governing bodies, they had provided some reassuring information. In general, demand was being met. There were some areas which needed looking at, for example access to breast screening services, but the issues were being addressed and tackled. Overall in terms of local demand the figures presented showed that treatment is above normal levels in most areas.</p> <p>The number of people presenting at primary care is an issue.</p> <p>RH updated on his work with the Overview & Scrutiny Committee's (Adult Social Care & Health) 'mental health' working group. Time has been spent to scope current service provision. Team leaders and practitioners had attended to share updates and the group had met with service users.</p> <p>Listening to lived experiences had been harrowing and RH shared how listening to those individuals had been upsetting. The pandemic had isolated people, the impact of loneliness being shared and the group had been told how little access they had to support services. The difficulties in getting referred into services and back into services were reported.</p> <p>Practitioners had opened up about the extreme pressures they had been working in and some of the practical issues they had faced. Some had worked long shifts to deal with covid related pressures, including end of life care. Practitioners had been asked how they had managed.</p>	



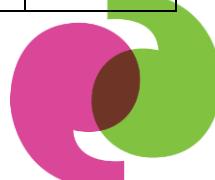
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	<p>Increased need for support had been discussed. KH explained that he was trained in mental health first aid and it was unthinkable about the pressures which were to come in the future.</p> <p>BB commented on the long term underfunding of mental health services, often seen as the invisible service.</p> <p>In discussing this, it was agreed that this was a national issue and something which Healthwatch England needed to pick up. The local crisis and the impacts it was having on boroughs, need to be fed up nationally.</p> <p>MB agreed and asked members to think about the impact on staff working across the NHS. A personal example of the impact was provided and it was agreed that absenteeism of NHS staff due to the impact was an increasing issue.</p> <p>RH was thanked for his emotive update and for his continued work with the working group. Further dates were welcomed.</p>	
8.	<p>Updates from the 'Area of Interest action plan'.</p> <p>a) <u>Air Quality</u></p> <p>Members had previously been asked to email DB with queries or questions they had. A draft letter would be sent to Cabinet members and the local public health team.</p> <p>One member had shared information. It was agreed to involve the South & Central Community Champion network.</p> <p>RH emphasised the importance of picking up this issue now so that the impact on air pollution from lockdowns could be reviewed, to provide a variance in the differences in monitoring.</p> <p>MB detailed the work being undertaken by the Metro Mayor with the older peoples forums. There will be an overall plan for managing emissions which will cover the North West. Overall it was agreed that this was a very difficult issue to tackle.</p>	WA



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	<p>RH spoke about the expansion of the docks and the need for an integrated system.</p> <p>AM updated her contact with 'Sustran', an organisation which is looking at pollution. They have been looking at undertaking street surveys and AM had asked them to contact Healthwatch.</p> <p>DB and WA mentioned the recent contact which had been made by the 'Rimrose Valley Friends campaign group. KH explained that he had suggested they make contact. The aims of the group and what they are trying to achieve are for the good of the local community and they are interested in receiving updates for podcasts which they record. It was agreed to contact the campaign group and gain more information on their work.</p> <p>b) <u>Shaping Care Together</u></p> <p>Online sessions are being held. There is a Southport event being held, 17th February (2pm) and Healthwatch is currently discussing holding an event on the evening of the 25th February. Separate events for Formby will also be held.</p> <p>MB updated on the Overview & Scrutiny Committee meeting which had been held on the 16th February. Maghull as a locality appears to have been left out of the discussions.</p> <p>AM detailed the discussions she had been involved in relating to use of the electronic patient system which North West Ambulance NHS Trust will be using. For Southport & Ormskirk Hospital NHS Trust, it is only the Ormskirk Hospital site which is included at present.</p>	DB/ WA
9.	<p>Engagement update.</p> <p>MP gave an update on the Southport & Formby Community Champion network. Recent guest speakers had given updates on e-consult, the COVID vaccination process, the Brain Charity</p>	



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	<p>and dentistry research.</p> <p>The next meeting is taking place, 18th March and there will be updates on NHS 111 First, updates from Mersey Care NHS Foundation Trust on how they will be delivering community services and updates from the local community connector.</p> <p>MP is working with local providers to encourage them to add the Healthwatch feedback centre to their websites. GP practices will be encouraged to send text messages out to patients and encourage them to share their feedback.</p> <p>WA updated on guest speakers who had attended the South & Central Sefton Community Champion network. Updates had been received on the following areas: Samaritans, Brian Charity, COVID vaccinations and updates from champion members. Merseyside Police will be attending the February meeting and in March, an update from 'Talking Matters Sefton' will be on the agenda. WA has been working with Talking Matters to get the feedback centre onto their website and other organisations signed up include: High Pastures Surgery, Blundellsands GP practice and Sefton Carers Centre.</p> <p>WA updated on her work to draft a report following the online engagement session held to gather feedback on services and care provided by Liverpool University Hospitals NHS Foundation Trust.</p>	
10.	<p>Impact report update</p> <p>DB shared how there had been no updates from Southport and Ormskirk Hospital NHS Trust on how they were progressing with the recommendations they had agreed to. The three main areas at present relate to the following work:</p> <ul style="list-style-type: none"> • A & E Listening Event • Review of the Ophthalmology service • Equality issues 	

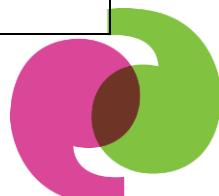


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	Members discussed the lack of response in light of current pressures relating to COVID-19. It was agreed that a letter to be sent to the trust to request updates on the issues required.	DB
11	<p>Any Other Business</p> <p>DB had shared the latest Care Quality Commission report which had been published relating to the inspection undertaken at Liverpool University Hospitals NHS Foundation trust. The report shared concerns relating to care and adherence to health and safety measures relating to covid.</p> <p>Members who had read the report agreed that it was concerning. An update on the measures taken to ensure patients were safe from harm was needed. RH stated that the Overview & Scrutiny Committee (Adult social care & health) should review and discuss this at their next meeting. AM asked if they planned to revisit the trust. It was agreed to ask for a response from the trust, which included what actions had been put in place.</p> <p>MB asked if there could be future updates on local progress with the development of 'Integrated Care Organisations'. An agenda item to be included for future meetings.</p>	DB DB
12.	<p>Items for information.</p> <p>Notes from the South & Central Community Champion meeting. Nov 2020</p> <p>Notes from the Southport & Formby Community Champion meeting. Nov 2020</p>	



Meeting Action Tracker: 10/02/2021

Agenda Item	Action	Responsible	Date
4.	<p><u>Matters Arising</u></p> <p><u>Lost dentures in hospital:</u> The letter to be sent to providers in March to allow for covid pressures.</p> <p><u>PC24 Out of Hours contract mobilisation programme external board:</u> there has been no response about access to the board papers for steering group members. This requires follow up.</p> <p><u>Covid vaccination programme:</u> Update about interpreter support to be provided when available.</p>	Diane Blair	19.03.2021
		Diane Blair	19.03.2021
		Wendy Andersen	19.03.2021
5.	<u>Sefton Outbreak Management board update.</u> Lyn Cooke, Head of Communications and Engagement for both Clinical Commissioning Groups, to be contacted to find out why the stakeholder bulletin can not be shared widely.	Diane Blair	19.03.2021
6.	<u>Local rollout of the covid-19 vaccination programme and covid-19 surge testing.</u> Send letter to commissioners and the local health and care system to thank them for their work with the rollout.	Diane Blair	19.03.2021
8	<p><u>Updates from the 'Area of Interest action plan'.</u></p> <p>a) Air Quality: South & Central</p>	Wendy Andersen	19.03.2021



	<p>Community Champion network members to be asked for their queries and questions for the letter to cabinet and public health.</p> <p>b) Contact the campaign group and gain more information on their work.</p>	<p>Diane Blair Wendy Andersen</p>	19.03.2021
10	<p><u>Impact report update.</u> Letter to be sent to the trust to request updates on the issues required.</p>	Diane Blair	19.03.2021
11.	<p><u>Any Other Business</u></p> <p><u>Liverpool University Hospitals NHS Foundation Trust. Care Quality Commission Report.</u> To request a response to the report and what actions had been put in place.</p> <p><u>Integrated Care organisations.</u> Agenda item to be included for future meetings.</p>	<p>Diane Blair</p> <p>Diane Blair</p>	<p>19.03.2021</p> <p>19.03.2021</p>

Attendance Tracker

Name / Representing	Nov 2020	Jan 2021	Feb 2021
Bill Bruce – Chair	✓	✓	✓
Louise Doran. Locality representative: North Southport	✓	x	x
Anne Major. Locality representative: Central Southport	✓	✓	✓
Brian Clark OBE. Locality representative: Ainsdale & Birkdale	✓	x	✓
Locality representative: Formby	Vacant	Vacant	Vacant



Locality representative: Hightown & Ince Blundell	Vacant	Vacant	Vacant
Kevin Halewood: Locality representative: Crosby	x	x	✓
Helen Roberts: Locality representative: Seaforth & Litherland	Vacant	✓	✓
Jennie Meehan: Locality representative: Bootle	x	x	✓
Collette Bell: Locality representative: Netherton	✓	✓	✓
Maurice Byrne: Locality representative: Maghull	✓	✓	✓
Karen Christie - Health and Social Care Forum	x	✓	x
Yael Smith- Every Child Matters Forum/ Sefton Parent Carer Forum	✓	✓	✓
Sefton Equalities Network	Vacant	Vacant	Vacant
Roger Hutchings - Co-opted. Adult Social Care.	✓	✓	✓
Anne Major - Sefton Partnership for Older Citizens (Jan 2021 onwards)	✓	✓	✓
Brian Causey: Sefton Carers Independent Action Group	✓	x	x
Clare Johnston – Carers Voice	✓	✓	✓
Ellie Egerton- White - Sefton Young Advisors	✓	x	x
Transforming Care Partnership Board Will Mullen and Joanne English	x	✓	x
Sharon Cotterall – Every Child Matters Forum	✓	x	x

