

Minutes of Healthwatch Sefton Steering Group meeting

Held Tuesday 14th January 2020. 10:30 – 12:30

Churchtown Room. Southport Town Hall. Lord Street. Southport. PR8 1DA

ATTENDEES:

Chair:

Maureen Kelly (MK) Chair

Locality Representatives:

Brian Clark (BC)	North Southport/ Vice Chair
Anne Major (AM)	Central Southport
Diane Foulston (DF)	Crosby (Inc. Waterloo & Thornton)
Sarah Oldnall (SO)	Bootle

Organisational Representatives:

Brian Causey (BCy)	Sefton Carers Independent Action Group
Roger Hutchings (RH)	Co-opted (Social Care)
Yael Smith (YS)	Sefton Parent Carer Forum
Will Mullen (WM)	Transforming Care Partnership Board
Joanne English (JE)	Transforming Care Partnership Board
Sharon Cotterall (SC)	Every Child Matters Forum

Staff:

Diane Blair (DB) Manager
Marquerite Partington (MP) Engagement & Participation Officer

Apologies:

Maurice Byrne (MB)	Maghull Locality Representative
Karen Christie (KC)	Health & Social Care Forum
Clare Johnston (CJ)	Sefton Carers Voice
Marion Hepworth (MH)	Sefton Partnership for Older Citizens
Ken Lowe (KL)	Ainsdale & Birkdale

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 26th November 2019 were agreed as an accurate record of the meeting held with the following amendments;

Page 9: to amend the word 'impatient' to 'inpatient'.

4. Matters Arising (not included within the work plan progress report)**Page 3**Mersey Care NHS Foundation Trust – Life Rooms Advisory Group

- The next meeting for Bootle will take place (18th March). Diane Blair will attend as there will be no locality representatives in place.

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

- DF shared that she had not received the notes from Colin Cheesman and would chase this up. **Action:** notes to be shared at the February meeting.

Page 7Review of the continence service for people living in residential/ nursing homes.

- Justine Shenton had been contacted. Sefton Dementia Provider Forum is not formally part of the Sefton Dementia Action Alliance but the officer of the group is invited to the meetings. Justine had shared that membership of the forum will be discussed at their next meeting (5th February). **Action:** update to be provided at the next meeting.



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Services for patients with a diagnosis of early onset Dementia.

- The support groups which Dawn Thomas had shared were already known from the original mapping which Healthwatch had undertaken.

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Any other business – Boots The Chemist 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.

- BC is organising this visit and is waiting for members to confirm their attendance. The visit is taking place on the 28th January. **Action:** members were asked to confirm their attendance with BC.

5. Work Plan update 2018 – 2019 update.

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

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

- Members discussed the visit schedule. Following a discussion, it was agreed that follow up visits to two homes previous visited be added to the work plan (*names of the homes have not been included within the minutes as they will be unannounced visits*).



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). Two visits were undertaken (8am – 11am and 4pm – 6:30). Initial feedback has been shared with the trust, the main issue being how quiet the department had been on the Monday morning. AM shared how one patient had been referred to the department by an Optician, whilst another from the walk in centre in Lancashire. BC shared how a young gentleman had attended in the early evening with a compound fracture to his finger. **Action:** the report will now be drafted, reviewed by the visit team and then shared with the Trust.

Review of supported living for individuals with an Autism diagnosis

- Meeting with Sefton MBC and Sefton Carers Centre is being scheduled to discuss support for engagement events which will take place to support in the procurement of future services.

Strengthening and supporting GP Patient Participation Groups (PPG)

- Wendy Andersen had attended a meeting with clinical commissioning group colleagues (10th January). From this meeting, Healthwatch will be involved in attending a practice managers meeting and will also have involvement in the steering group which is being set up.
- AM shared that she had attended her PPG meeting last week and it had been very productive. The Healthwatch event had been discussed and the practice is keen to work with Healthwatch moving forward. SO thought that having larger scale groups across a primary care network area would be great and that this had been mentioned at the events. DF explained that she felt that progress in the Crosby locality was going backwards. For example the group held across the Crossways and Crosby Village surgery practices is now holding meetings during the daytime which will exclude some patients.



Social care assessments – local context

- Response from Sefton MBC to Healthwatch queries is awaited.

Review of domiciliary care providers

- RH and DB met with Paul Mavers (Healthwatch Knowsley) – 26th November and telephone survey questions were drafted and have now been agreed.
- DB met with Paul Mavers (7th Jan) to pull together a timeline and this will be shared with commissioners.

Improving access to Podiatry appointments for patients

- Following the last quarterly meeting with Lancashire & South Cumbria Care (25th November), the Trust had sent the draft patient letter to Healthwatch for comments and feedback has now been shared with the Trust.
- There has been no communication from Mersey Care NHS Foundation Trust which is the provider of the service in South Sefton. JE shared that the referral process changes in the south, for example, you could book appointments in advance at one point but now you can't. SO had heard that patients in the south had been referred by the NHS to receive treatment from a private Podiatry service.
- BC informed members about the emergency appointments which are allocated to the first 10 patients who require the service.

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

- MP had attended the last meeting of the 'co-production, communication and engagement sub group' which had been held in December. MP shared that one of the next steps involved attending a workshop - Preparation for Adulthood, which was aimed at parents and carers.



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 has been scheduled for 17th January.

Review of Ophthalmology services at Southport & Ormskirk Hospital NHS Trust

- AM and MP provided an update. The third engagement session had now been held and MP has uploaded all of the feedback onto the feedback system. The next step will be to draft a report.
- AM shared that the staff who had engaged with Healthwatch had been open and honest about the issues relating to the service.

Enter and View – Southport and Formby District General Hospital –

- The survey for the visit is currently being reviewed and then a time frame for the visit will be scheduled.
- AM asked if a feedback report from the engagement stands which AM and Betty Boner had undertaken would be drafted and shared with the Trust. **Action:** DB stated that a report could be drafted and would add this to the feedback schedule.

Review inpatient care and treatment of individuals with a Learning Disability

- Enter and View training has been scheduled to take place on 17.01.19 so that RH can be trained to support the visits.
- JE offered the involvement of People First in this work.

Acute provider appointment systems and DNA rates

- Members agreed that this area of work is broad, and it is important that the area to be reviewed is clearly defined. Members agreed following a discussion that it would be productive to work with a trust which is also looking at appointments. AM had previously shared that Southport & Ormskirk Hospital NHS Trust was reviewing its appointment systems so this could be a good way to start this work. **Action:** AM agreed to raise this at the next meeting of the trusts patient experience group meeting.

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- JE explained about the 'passports to good health' and that looking at this could also be a good starting point for this area of work.
- MK raised 'did not attend' rates which GPs showcase within their surgeries and questioned how accurate this was. JE felt that there was nothing in place to ask why a patient didn't attend an appointment. WM shared that patients may not understand the letters which are sent to them and JE explained that the accessible information standard should support this. YS felt that as a patient, you should only receive information using one source. For example if 'text' is specified then you should receive information by text, not receiving the information by letter and phone in addition etc. SO shared how she had received feedback about a patient getting to an appointment late via the patient transport service and they were told that they would not be seen.

6. Areas of Interest – action plan

Air Quality

- RH explained that there have not been any updates on the zones. There had been a presentation at the last Adult Social Care and Health Overview and Scrutiny Committee on the strategic needs assessment which included information on air quality. Members questioned what Sefton was measuring.
- MK had received an update from Helen Armitage from public health. The port of Southampton caught Sefton's interest because it was an early adopter of anti-pollution measures and its public-facing information really emphasised this aspect of corporate responsibility. The government has recently asked ports to prepare their own air quality strategies. These apply only to the area under the control of the Harbour Authority and official guidance from the Department of Transport emphasises the many areas of port activity fall outside direct harbour authority powers. It is welcome to see the positive and collaborative attitude, which Southampton seems to have adopted. MK shared how members from the South & Central Sefton Community Champion network had been sharing their concerns at a recent



meeting she had attended and felt that we could invite Helen to a future meeting of the network so that public health could hear their concerns and how the issue affects the local community. MK felt that it was important to work with public health to push Peel Ports into action.

Actions: DB to share information about anti pollution measures with members. DB to speak with Wendy Andersen about inviting Helen to a future meeting of the network.

Personal Health Budgets

- BCy explained how Sefton Carers Independent Action Group had recently had a presentation on this topic. MK asked what made someone eligible for continuing health care. **Action:** DB to request that an overview of continuing health care be included in the presentation at the next volunteer development session.

Dynamic Purchasing System

- Latest comments from the group had been sent in to the commissioning team. A meeting to discuss the amendments to the leaflet is being held (13th January) and a copy of the final leaflet will be shared.

Prince Street clinic (accessibility)

- A site visit had been undertaken week commencing 18th November and electronic doors and accessible toilets are in place. WA had noted that the space outside the clinic needs to be more accessible.

Access to NHS Dental treatment

- DB was due to meet Luci Davenport (NHS England) on the 13th January but Luci had been unwell and was unable to meet. Meeting is currently being re-arranged.



Lost dentures in local hospitals

Walton Centre

- WA is meeting with the new Head of Patient Experience (28th January) and will be requesting a copy of the policy.

Southport & Ormskirk Hospital NHS Trust

- AM confirmed that there had been no update from the last meeting.

Liverpool University Hospitals NHS Foundation Trust

- The policy from the Walton Centre will be shared with the Trust when it is received.

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

- There has been no updates shared in relation to this and commissioners are requesting an update on our behalf.

Concerns relating to the local commissioned Dermatology service (DMC)

- A further request for community members to share their feedback had been sent out (9th January).

AM enquired about the work to find out what policies local providers had in place to support transgender patients. DB shared that this had been on the work/action plan along with the changes to the Enter and View paperwork and had possibly been removed by accident. **Action:** DB to review this issue and include it into the plan.

7. Report for Authorisation – Listening Event report. Intermediate Care. Ward 35. Mersey Care NHS Foundation Trust.

- The report was formally noted and authorised. **Action:** report to be published on the website and to be shared widely with stakeholders.
- The response from the provider relating to admin staff was not felt to be adequate (the plan is that the ward will move to paper lite which will



reduce the admin tasks for nursing staff). It was agreed that to be effective, a ward should have a clerk. It was agreed that it would be useful for this to be piloted on a ward to see if it brought about improvements. SC shared that admin is essential to ensure that services are joined up and that patients have seen the professionals they need to and have received diagnostic tests they may need prior to follow up appointments. If this doesn't happen then you end up at an appointment with a consultant who is unable to provide any updates. BCy shared that Edge Hill University has a paperless policy.

- DF discussed the action relating to the need for an activities coordinator. DF felt that ownership was needed.
- AM had picked up on the discharge issue and asked if this could be reviewed further by an unannounced follow up visit. **Action:** this to be considered by members.

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

- DB provided an update on the recruitment of both roles. The second recruitment campaign for the Chairperson will start in February. The recruitment timeline has been agreed.
- The term of office for current Locality Representatives will finish at the end of February and the recruitment campaign will start in March. Wendy Andersen and MP have been working on a recruitment plan and DB and Louise Malone are supporting on communications.

9. 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.



10. Any Other Business

- BCy reported on the work that the Independent Carers Support group were undertaking on a survey which is focussing on the impact Brexit is/will have on pharmacies.
- AM asked members if they had seen articles in the press relating to Southport & Ormskirk Hospital NHS Trust relocating the physiotherapy services from Southport to Ormskirk. **Action:** it was agreed to raise this issue when DB, MP and AM met with the chief executive of the trust.
- DB asked members to look out for the Healthwatch 'Speak Up' campaign 2020 which is running to encourage people to share their feedback. A local press release has been sent out and there is a lot of activity of social media.
- Members were reminded about the volunteer thank you event. It is taking place on Thursday 23rd January at the Wetherspoons in Waterloo. The event is taking place 12:30 – 14:30. Anyone who would like to attend to contact Wendy Andersen.
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Attendance Tracker

Name / Representing	April 2019	May 2019	July 2019	Sept 2019	Oct 2019	Nov 2019	Jan 2020
Maureen Kelly - Chair	✓	✓	✓	✓	✓	✓	✓
Brian Clark - North Southport	✓	✓	✓	✓	✓	✓	✓
Anne Major - Central Southport Representative	✓	✓	✓	✓	✓	✓	✓
Ken Lowe - South Southport	✓	✓	✓	✓	✓	x	x
Formby Representative	-	-	-	-	-	-	-
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
Yael Smith- Every Child Matters Forum/ Sefton Parent Carer Forum	✓	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	✓	✓	✓
Clare Johnston – Carers Voice	x	✓	✓	x	x	✓	x
Sefton Young Advisors	x	X	x	-	-	-	-
Transforming Care Partnership Board Will Mullen and Joanne English	✓	x	✓	x	x	x	✓
Sharon Cotterall – Every Child Matters Forum	-	-	-	-	x	x	✓

