

Minutes of the Healthwatch Sefton Steering Group meeting.

Held Tuesday 23rd June 2020. 10:30.

Virtual meeting using the platform Zoom.

(Meeting ID: 869 2983 7467)

ATTENDEES:

Chair:

Maureen Kelly (MK) Chair

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
Sharon Cotterall (SC)	Every Child Matters Forum

Apologies:

Karen Christie (KC)	Health & Social Care Forum
Yael Smith (YS)	Sefton Parent Carer Forum

Observers

Brian Clark OBE (BC)
Maurice Byrne (MB)
Anne Major (AM)
Diane Foulston (DF)
Kevin Halewood (KH)

Staff Team:

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

1. Welcome, introductions & apologies

MK welcomed all members. Introductions and apologies were made. Members were asked to indicate when they would like to join the conversation so that this could be managed.



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 the previous meeting for approval.

The minutes from the meeting which took place on the 11th February 2020 were agreed as an accurate record of the meeting held.

4. Work Plan review

As MK was having internet connections at this point in the meeting, DB worked through each area of the work plan and the following discussions and actions were agreed.

1. Review of residential/ nursing homes: what we found when we stepped inside.
 - Responses to our draft reports for Locharwoods of Birkdale and Thornton Hall and Lodge have been sent in over the last couple of weeks and both reports have now been published on the website.
 - The chief executive of St Josephs Hospice has asked for a deadline of 30th June to submit a response as clinical input is required.
 - It was agreed that all visits previously scheduled, be put on hold until they can safely commence again.
2. Listening Events: gathering feedback from our local providers.
 - The draft report from the event held at Southport & Formby General District Hospital Accident & Emergency department has been shared with the Chief Executive. There has been no request for a formal response at this point. **Action:** It was agreed that a formal response be requested by the end of July. DB to request a response.
 - It was agreed that all visits previously scheduled, be put on hold until they can safely commence again.



3. Review of supported living for individuals with an Autism diagnosis

- Prior to the pandemic, a joint letter was being drafted by Healthwatch and Sefton Carers Centre, to ask about local engagement in the procurement process. The letter was not drafted or sent to Deborah Butcher prior to the covid-19 pandemic.
- Steering group members were asked to consider if there was any work which could be undertaken to gather the experiences of people who have been living in supported living during covid-19 lockdown. **Action:** DB and CJ to meet outside of the meeting to discuss this area of work and feedback to member at the next meeting.

4. Strengthening and supporting GP Patient Participation Groups (PPG)

- WA shared that colleagues from Clinical Commissioning Groups will be attending both meetings of the Community Champion networks which have been planned and updates will be requested. **Action:** WA and MP to share updates at the next meeting.

5. Social care assessments – local context

- In line with measures in which local authorities can look to relax their Care Act responsibilities, members agreed that it would be a useful exercise to contact Deborah Butcher, Executive Director - Adult Social Care and Health, to ask for an update on how assessments have taken place during the pandemic and any local impact. **Action:** DB to request the update.

6. Review of domiciliary care providers

- Prior to the covid-19 lockdown, questions to prompt the telephone conversations had been agreed.
- Discussions were taking place with both local authorities regarding their logo and contact information being included in the letter.
- This is an area of work which could be progressed during this period and Healthwatch Knowsley is also keen to progress this jointly.
- The survey questions can be expanded to include pandemic specific feedback such as view on loneliness, mental wellbeing, experience of receiving support from people with PPE.



- The calls can be conducted by the Healthwatch Engagement & Participation Officers, supported by the signposting and information officer as part of their planned outreach work.
- RH felt that work plan areas 5 and 6 were very much integrated.
- **Action:** it was agreed that this area of work can be progressed. DB to contact Paul Mavers at Healthwatch Knowsley to progress this area.

7. Working Voice

- This area of work has not been progressed, but members discussed how this work could be reviewed as many people will now be more interested in health and care issues.
- A campaign could target those online with a press release for those who may be digitally excluded.
- AM suggested that now there was a lot of training taking place at the moment at Southport & Ormskirk Hospital NHS Trust, this work should be highlighted during the sessions.
- **Actions:** DB to work with Louise Malone to see how an online campaign could be launched. DB to contact Michelle Kitson at Southport & Ormskirk to see how this work could be integrated into training sessions.

8. Improving access to Podiatry appointments for patients

- Prior to the covid-19 lockdown, patients of the service were being called to 're-profiling' appointments for their needs to be assessed.
- Steering group members were asked to review this work stream and agree next steps.
- WA shared how the future delivery of community services is currently an emerging issue for local people. JE explained how people are nervous about accessing services again.
- It was agreed to change this area of the work plan to review how community services will be delivered post covid-19.
- **Action:** DB to amend the work plan.
- MH asked if anyone knew what the outcomes were from the consultation which had taken place at the older person's forums. Members had been asked to vote on local clinical procedures which they felt should be prioritised, for example ear syringing and nail clipping.



- **Action:** DB to contact Lyn Cooke at the clinical commissioning group to ask for an update and share this with members.

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

- Marguerite will be attending the next meeting of the SEND coproduction, communication and engagement group meeting using Microsoft Teams and will provide feedback to the group.
- Healthwatch was invited to attend the SEND Strategic Health group and Diane attended her first meeting in May. The meeting focuses on the contractual issues of all providers in line with the improvement plan, alongside the implications of covid-19.
- DB shared that one of the suggestions for Healthwatch involvement moving forward is an independent evaluation of 'Attend Anywhere' which is the approved virtual appointment system which is endorsed by NHS England and being used by local NHS services.
- MK shared that the Walton Centre has used similar technology and they may be a good contact for this work.
- **Action:** this area of work to review Attend Anywhere was agreed for this area. DB to update the work plan.

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

- The last meeting of the Dementia provider forum (February) had not been attended due to sickness. Feedback from the meeting however, shared that care homes continue to wait for their training on how to effectively use the products.
- WA reported that providers had shared that they still had not received the training in how to use the products and this was an outstanding issue.
- DB attends the care home cell every week and this service has been mentioned briefly by care homes and they have been looking at the product ordering process.
- **Action:** It was agreed to leave this on the plan for the time being and review it later.



11. Review of the community Continence service

- Prior to lockdown, Healthwatch was waiting for a response from the provider on how we could get this survey out to patients.
- Steering group members were asked to decide how this area of work is progressed.
- This is an area of work which was agreed could be progressed now as a work stream.
- WA asked if local people could answer the survey from the community rather than it just being sent to patients in receipt of the service.
- **Action:** DB to review the option of working with the provider and the costs this will incur. Community survey to also be included in this work. Work plan to be updated.

12. Gathering feedback on early onset dementia services

- Prior to the pandemic, 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.
- Response from the Trust was expected on the 2nd April. This has not been received during the covid-19 lockdown period and needs progressing.
- **Action:** It was requested that DB contact the trust and request a response.

13. Review of Ophthalmology services at Southport & Ormskirk Hospital NHS Trust

- The draft report has been shared with the provider but there has been no request for a formal response at this point.
- **Action:** It was agreed DB request a formal response by the end of July.

14. Review inpatient care and treatment of individuals with a Learning Disability

- This work was based on visits being undertaken. Members were asked to consider if this work could be undertaken in a different way.



- Members discussed the impact of covid-19 on individuals with a learning disability and the reviews of deaths which are currently taking place.
- JE shared how there has been evidence of 'do not resuscitate' orders being placed on individuals' files.
- RH also explained how this was the same for people with a diagnosis of dementia.
- **Action:** it was agreed that we need to explore further how we can review this area. DB to request an update on this area and then members can decide on the next steps to take.

15. Acute provider appointment systems and DNA rates

- Prior to the pandemic, 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 issue.
- Steering group members were asked to review this area and decide if this area of work can continue.
- JE explained how reasonable adjustments on a patient record are important to ensure they receive appointment information in the correct format so that they know they have an appointment.
- With a review of 'Attend Anywhere' being reviewed for SEND services, members asked if this area of work would be impacted by the wider use of virtual appointments.
- **Action:** members to consider this area of work. Further discussion to be made at the next meeting.

16. Dentistry Watch

- Members agreed that it would be beneficial to continue this area of work, with the questions within the original survey being reviewed so that post covid-19 information could be gathered and how local dental providers perceive service provision over the coming months/ year.
- RH explained how current appointments may be putting people at a disadvantage, as some private local dental chains were charging high costs for PPE and for some people, they would not be able to afford to book an appointment.



- **Action:** DB to share the original draft survey with members and for members to suggest changes to the survey so that this area of work can be progressed.

17. Supporting Southport & Ormskirk Hospital Trust with their 'Always' event – supporting hospital discharge.

- This exercise was not completed due to the covid-19 outbreak as further engagement sessions were due to take place.
- Michelle Kitson, Matron for patient experience has been in contact with Healthwatch as they would like to review the surveys completed to see if there are any key themes. Surveys are in the process of being shared with Michelle.

5. Emerging themes

DB and WA shared information on a number of themes which have come through to Healthwatch during the pandemic as follows.

- Impact of PPE usage for patients who are Deaf/ Hard of hearing - with the use of masks, there have been local concerns about how patients may be able to lip read during appointments. The issue has been shared with the equalities team at the Clinical Commissioning Group and providers and commissioners are aware of this issue, the impact and are looking at solutions. There has also been national guidance about how practitioners can remove their masks during consultations abiding by social distancing rules.
- As we will not be able to undertake Enter and View visits into care homes, DB has been working with Deborah Butcher to look at how Healthwatch can gather feedback independently from residents, their family members/ carers and care staff remotely. AM explained how on social media there had been requests from people for local recommendations for care homes.
- Community services and how they will be provided post covid-19, is another key theme and as previously discussed this area will be included on the work plan.



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

- WA and MP provided an update on the recruitment of local representatives. The extended deadline for applications is 30th June and the team continues to promote the role. Interviews for those members who have applied will take place virtually, via Zoom and where this is not possible, by phone.
- DB explained how she would be working with the Board and Sefton MBC to pull together a virtual interview panel for the role of chairperson. Prior to the pandemic, there had been 2 applications, and both have expressed that they would like to progress with the interview process.

7. Any Other Business

- MH asked how the complaints advocacy service was being delivered during the pandemic. DB explained that many NHS providers had halted the review of complaints and the Parliamentary Health Services Ombudsman had also paused their work. Locally, new referrals have been minimal and David, our Complaints Advocate has continued to support those clients accessing the service. There will be a push to promote the service in the coming weeks.
- BC explained how he had not been able to attend the last meeting of the Hartley Hospital steering group as he had not been provided with the meeting link. BC will be attending the next meeting and has requested he receive the link for the Microsoft Teams meeting.
- Members agreed that meetings should continue to be held monthly with the original dates set. The next meeting will therefore take place via Zoom on: Tuesday 14th July at 10:30.



Name / Representing	July 2019	Sept 2019	Oct 2019	Nov 2019	Jan 2020	Feb 2020	June 2020
Maureen Kelly - Chair	✓	✓	✓	✓	✓	✓	✓
Brian Clark - observer	✓	✓	✓	✓	✓	✓	✓
Anne Major - observer	✓	✓	✓	✓	✓	✓	✓
Diane Foulston - observer	✓	✓	✓	✓	✓	✓	✓
Maurice Byrne - observer	✓	✓	✓	✓	x	✓	✓
Kevin Halewood - observer							✓
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	✓	✓
Brian Causey - (March 2019 onwards) Sefton Carers Independent Action Group	✓	x	✓	✓	✓	x	x
Clare Johnston – Carers Voice	✓	x	x	✓	x	✓	✓
Sefton Young Advisors	x	Vacant	Vacant	Vacant	Vacant	Vacant	Vacant
Transforming Care Partnership Board Will Mullen and Joanne English	✓	x	x	x	✓	✓	✓
Sharon Cotterall – Every Child Matters Forum	-	-	x	x	✓	x	✓

