

Minutes of the Healthwatch Sefton Steering Group meeting.
Held Friday 18th June 2021. 10:30.
Virtual meeting using the platform Zoom.

Attendees:

Chair:

Bill Bruce (BB)	Chair
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Locality Representatives:

Anne Major (AM) *	Locality representative - Central Southport
Maurice Byrne (MB)	Locality representative – Maghull
Brian Clark (BC)	Locality representative - Ainsdale & Birkdale
Kevin Halewood (KH)	Locality representative – Crosby
Jennie Meehan (JM)	Locality representative – Bootle

Organisational Representatives:

Anne Major (AM) *	Sefton Partnership for Older Citizens
Yael Smith (YS)	Sefton Parent Carer Forum
Helen Scanlan (HS)	Sefton Parent Carer Forum (observing)
Roger Hutchings (RH)	Co-opted (Social Care)

Apologies:

Helen Roberts (HR)	Locality representative – Seaforth & Litherland
Jennie Meehan (JM)	Locality representative – Bootle
Will Mullen (WM)	Transforming Care Partnership Board
Joanne English (JE)	Transforming Care Partnership Board
Karen Christie (KC)	Health & Social Care Forum
Clare Johnston (CJ)	Sefton Carers Voice
Sharon Cotterall (SC)	Every Child Matters Forum

Staff Team:

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

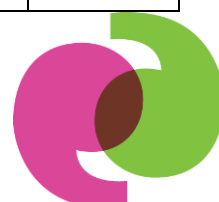
* has a dual role.



Agenda Item	Notes	Action
1.	<p>Welcome, introductions & apologies</p> <p>BB welcomed all members and apologies were made.</p> <p>BB declared that his daughter is a GP, working in a practice in the Formby locality and is also a member of the NHS Southport & Formby Clinical Commissioning Group Governing Board.</p> <p>AM declared that she is a volunteer with the discharge team at Southport & Ormskirk Hospital NHS Trust.</p>	
2.	<p>Minutes of the last meeting for approval.</p> <p>The minutes from the meeting held 19.04.2021 were agreed as an accurate record with the following amendment; Page 3, paragraph 2, question mark to be included at the end of the sentence.</p>	
3.	<p>Action Tracker</p> <p><u>Impact reports for equality issues raised with Southport & Ormskirk Hospital NHS Trust:</u> the action plan emailed to Lynne Barnes by DB (27.05.2021). There had been response to date.</p> <p><u>GP practice ownership:</u> the spreadsheet sharing local GP practice ownership had been shared with members. There had been a recent issue shared about the change in ownership of 'The Hollies' practice in Formby. Partners from the 'Chapel Lane' practice had taken over this practice.</p> <p><u>Air pollution:</u> this letter has been drafted and is with members for comment.</p> <p><u>Local housing developments & impact on health & care services:</u> members were thanked for their comments. Amendments will be made and the letter will be sent to F</p>	<p>AM/DB</p> <p>All</p> <p>DB</p>



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	<p>Taylor and Cllr D Veidman for a response.</p> <p><u>Follow up Covid-19 vaccine survey:</u> the survey which is out for feedback is targeted (residents aged 18 – 30 years). The survey remains open.</p> <p>YS – Parent's are being invited to book in children (under 18) for the vaccine. Parents are being advised to speak to their children's GP and any consultants involved in their care. Many parents are confused about how vaccines have been tested on children and how effective having the vaccine will be.</p> <p>KH – France have been giving children vaccines but unsure how testing of the vaccines in children has taken place.</p> <p>MB – asked about those aged 16 and decisions to make their own decision about the vaccine.</p> <p>YS – If a 16 year old has the capacity, they would be able to make the decision for themselves.</p> <p><u>Review of local provider's transgender policies and practice:</u> DB had been asked to follow this up at the previous meeting and has been in contact with Jo Roberts from the Clinical Commissioning Group. Covid had halted progress but work has now resumed. Monthly meetings have been put into the diary for catch ups. Issue to remain on the 'area of interest action plan'.</p> <p><u>Relocation of services from Southport & Formby District General hospital to the Ormskirk hospital site:</u> AM fed back that there had been not much discussion on this at yesterday's patient and experience group meeting. This issue to remain on the 'area of interest action plan'.</p>	



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	<p><u>Liverpool University Hospitals NHS Foundation trust:</u> the feedback report has been published and is now in the outcomes report. AM shared how Southport & Ormskirk Hospital NHS Trust had included this on yesterday's patient experience group meeting agenda.</p> <p>BB – shared an update on the issues related to the Gastroenterology department which had recently featured in the Liverpool Echo. An external review will be taking place and waiting lists are to be reviewed. YS shared a personal experience which supported that there had been an issue with the service.</p>	
4.	<p>Update from the COVID-19 Outbreak Management Board/ Covid-19 vaccination programme updates.</p> <p>RH, Healthwatch ambassador on this board, provided an update from the last meeting held 11.06.2021.</p> <p>There has been a rise in the number of cases. As of the 16th June, the local rate was 128 per 100,000. A rise in cases had been seen in those aged 60 years plus and there were some cases for residents in their 70's and 80's.</p> <p>Increases were being seen across the Cheshire and Merseyside area with the Delta variant being the main variant of concern. The 'r' rate is greater than one.</p> <p>There has been a cluster of cases in children in secondary schools and this has been mainly linked to the Formby outbreak.</p> <p>There is some complacency and cases are also being linked to workplaces and also hospitality.</p> <p>At the last meeting of the board, Jayne Vincent updated on the work to update the equality impact assessment. More emphasis needs to be made on vaccine update in the south of</p>	



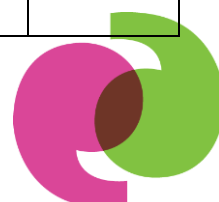
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	<p>the borough, with a need to make this more accessible.</p> <p>MB - what is being proposed?</p> <p>RH – plans are being reviewed.</p> <p>KH – there is a lot of information which can be confusing, particularly in education settings. More work needs to be undertaken to look at those under 18 years of age and local processes and procedures. The emphasis on children taking lateral flow tests is not reliable.</p> <p>RH – there is a fundamental weakness on the reliance of lateral flow testing. When a professional administers the test, they are approximately 80% accurate, when an individual undertakes the test themselves, approximately 40% accurate. The reliance on asking teenagers to test themselves is unreliable and they often don't wear their masks correctly.</p> <p>RH – the emphasis on mask wearing is also an issue, staying a safe distance and ventilation have been neglected.</p> <p>DB – there has been an increase in outbreaks in care homes, but it has been mainly staff testing positive.</p> <p>RH was thanked for his update and for continuing to attend the board as ambassador for Healthwatch.</p>	
5.	<p>Sefton Integrated Care Partnership (ICP).</p> <p>BB and DB had attended a meeting with Mel Wright and Tracy Jeffes from the Clinical Commissioning Group (CCG). The purpose of the meeting had been to find out more about the programme delivery group (formally Sefton Provider Alliance), which Healthwatch has been invited to have a seat on. This group will remain part of the new structure moving forward.</p> <p>BB updated on his invitation to the strategic task and finish group meetings, which DB also attends. BB is concerned about diluting structures and asked that Healthwatch Sefton, continue</p>	



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	<p>to work with Healthwatch colleagues across Cheshire & Merseyside.</p> <p>DB had supported a presentation made at the last meeting of the delivery group, which provided an overview of existing engagement structures (including those provided by Healthwatch). The presentation had led to a discussion about not creating new architectures but building on existing ones.</p> <p>DB updated members on the internal session to find out more about the changes. The session will be held on Thursday 22nd July (10:30 – 11:30). Place lead, Deborah Butcher and colleague Eleanor Moulton will be attending. The session will be held on zoom and the invite will be sent out to members.</p> <p>YS – other ‘parent carer forums’ had discussed the need for an event as they want to know what impact the new structures will have for their children. YS to gain more information on those forums who have expressed an interest and update DB</p>	<p>DB</p> <p>YS</p>
6.	<p>Shaping Care Together update</p> <p>DB had attended the last meeting of the ‘Communications & Engagement steering group’.</p> <p>A new survey has been launched which has been grouped into three separate sections:</p> <ul style="list-style-type: none"> a) Basis questions about you and general views on healthcare. b) Generic questions about what is good about healthcare and what could be improved. There are some specific questions about the pathways/ areas which are being reviewed. c) There are a number of questions which ask for demographic information. 	



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	<p>The first newsletter has been released and this has been promoted and shared with all Healthwatch members with a registered email address.</p> <p>AM – had filled in the survey and had found it easier to complete but also agreed with the general discussion that the initial questions asked in section ‘a’ were potentially leading.</p> <p>BC – had also completed the survey.</p> <p>A further update will be provided at the next meeting.</p>	
7.	<p>Work plan update: only exception updates reported on.</p> <p>a) <u>Care home ‘Share your story’.</u></p> <p>This exception report was shared as the approved extension to this work has lead to a delay in drafting the report. The feedback from those stories shared is currently being reviewed.</p> <p>b) <u>Young Onset Dementia Service</u></p> <p>The exception report was discussed as there was no response to the formal request sent to the CCG. The original letter had been sent to F Taylor (15.03.2021). An email had been received (14.05.2021) to apologise for the delay, sharing that the response had been drafted and sign off was awaited. A further email had been received (19.05.2021) to again apologise for the delay and that clarification was awaited prior to sign off. The latest email had been received (10.06.2021) to share sincere apologies and that further clarify was being sought.</p> <p>Cllr Cummins (Cabinet for Adult Social Care) who had supported this work had been updated and was not happy with the delay.</p>	



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8.	<p>Update from the Healthwatch Sefton Ambassador session. Correspondence for review and authorisation.</p> <p>BB provided an overview of the session and how it had been a useful meeting for those volunteers who represent Healthwatch at key stakeholder meetings.</p> <p>At the session there had been a discussion that at some meetings, the meeting packs were large and unmanageable and there was a concern that sometimes Healthwatch were just asked to attend to 'tick a box'. At certain meetings there is also no sense of challenge.</p> <p>BB had been invited to share his thoughts on CCG Governing Body meetings following comments he had raised at the last meeting and members had received a draft letter which he planned to send. BB had also spoken with the 'Good Governance Institute'.</p> <p>BC – shared that he felt this was a brilliant letter and that it was very constructive and should not be ignored.</p> <p>MB – held similar views on meetings and felt that many meetings were not held to account.</p> <p>RH – the Overview and Scrutiny Committee has changes to its membership. How are officers meant to scrutinise when they are new in post?</p> <p>BC – confirmed that the new Chair is Cllr Thomas, with the Vice Chair being Cllr Myers.</p> <p>AM – agreed and said that she had previously attended a governing body meeting as a member of the public and it was difficult to contribute as the public had to submit their questions in advance.</p> <p>KH – Healthwatch can not be a tick box and for those meetings where this may be the case, a decision should be made, not to</p>	



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	<p>attend.</p> <p>DB – it may be more powerful for the letter to be addressed to the full committee, rather than just being sent to the Accountable Officer.</p> <p>BB thanked members for this discussion, agreed to make the proposed amendments to the letter and send to the CCG. Update to be provided at the next meeting.</p>	BB
9.	<p>Review of our priorities. What are our 5 key messages we want to share with stakeholders.</p> <p>BB explained how the discussion at the meeting held with Ambassadors, had also led to how it would be helpful for ambassadors to have key messages which they can share at meetings and support public messaging into key discussions and decision making. Using key messages is a well known method.</p> <p>The following areas/ issues were raised:</p> <p>BB – Clarity on GP provision.</p> <p>BC – Healthwatch is at its most effective when we ‘Enter and View’ premises. This should be one of our main priorities.</p> <p>MB – Inconsistency of GP service provision. Also members of the public do not know about the different roles within primary care.</p> <p>AM – access to outpatient services and how telephone consultations are being used and the reliance on video consultations.</p> <p>MB – anecdotally, for outpatient appointments, if you miss 3 alerts (telephone/text) then patients are being removed from lists. On phoning a trust to ask them when they would receive their appointment, they were told by the call handler “don’t you</p>	

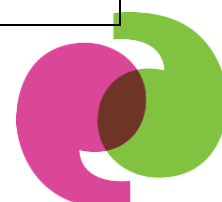


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	<p>know, its complete chaos here!”</p> <p>YS – transition from child to adult services is a real issue. Mersey Care NHS Foundation Trust is struggling with diagnosing ADHD. There is a 100 week waiting list. In transitioning to adult services, access to routine tests also becomes an issue.</p> <p>KH – increase in people experiencing poor mental health. Both accident and emergency departments at Liverpool University Hospitals NHS Foundation Trust are being inundated with attendees. There are issues with ‘Post Traumatic Stress’ disorder, eating disorders and general mental health.</p> <p>KH – there are also additional mental health implications for those staff working within the NHS.</p> <p>RH – social care needs to be considered. The problems with social care will never be resolved if the problems in primary care are not resolved. For many, care packages are being cut and many people are being isolated, the ‘Care Act’ is about prevention.</p> <p>BB – communication is an issue and the public don’t know what they can expect and where they should go for treatment. Communication is poor.</p> <p>WA – GP access, access to NHS dental care and also our work with Primary Care Networks and Patient Participation Groups should be key messages.</p> <p>BB thanked everyone for their contributions. All of the suggestions would be pulled together and discussed further at the next meeting.</p>	BB/DB
10.	<p>Any Other Business.</p> <p>Jan Sterling is the new volunteer who will be picking up the role of Locality Representative for Formby. Jan will be invited to</p>	DB

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	<p>attend the next meeting.</p> <p>Both CCG's have made a decision that practices can request to turn off their online e-consult service outside of working hours. This decision has been made to ensure services are safe and to support practices to be able to respond to patients. Practices have to individually request this and the restrictions will be in place for a 3 month period and then reviewed.</p>	
11.	<p>Items for information.</p> <p>Notes from the South & Central Community Champion network – April 2021</p> <p>Notes from the Southport & Formby Community Champion network meeting – March 2021</p>	

Attendance Tracker

Name / Representing	<u>April</u> <u>2021</u>	<u>May</u> <u>2021</u>	<u>June</u> <u>2021</u>
Bill Bruce – Chair	✓	✓	✓
Louise Doran. Locality representative: North Southport	x	x	x
Anne Major. Locality representative: Central Southport	✓	✓	✓
Brian Clark OBE. Locality representative: Ainsdale & Birkdale	✓	✓	✓
Locality representative: Formby	Vacant	Vacant	—
Locality representative: Hightown & Ince Blundell			
Kevin Halewood: Locality representative: Crosby	x	✓	✓
Helen Roberts: Locality representative: Seaforth & Litherland	x	x	x



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

