

Minutes of the Healthwatch Sefton Steering Group meeting.
Held Friday 19th March 2021. 10:30.
Virtual meeting using the platform Zoom.

Attendees:

Chair:

Bill Bruce (BB) Chair

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:

Roger Hutchings (RH)	Co-opted (Social Care)
Anne Major (AM) *	Sefton Partnership for Older Citizens
Yael Smith (YS)	Sefton Parent Carer Forum
Will Mullen (WM)	Transforming Care Partnership Board
Brian Causey (BCy)	Sefton Independent Carers Action Group

Apologies:

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
Helen Roberts (HR)	Locality representative – Seaforth & Litherland

Staff Team:

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

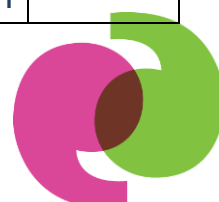
* has a dual role.



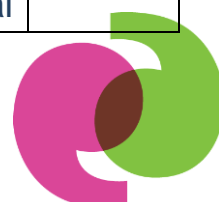
Agenda Item	Notes	Action
1.	<p>Welcome, introductions & apologies</p> <p>BB welcomed all members. Apologies were made. BB informed members that Collette Bell, locality representative for Netherton had decided to step down from the role but continued to be a member of Healthwatch. BB explained how he was aware how difficult the locality representative role is with the current restrictions and that Healthwatch would be looking at a refresh which engages them more.</p>	
2.	<p>Declaration of Interests (in line with agenda items or changes), including Code of Conduct reminder.</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>BC declared that his daughter is employed by Southport & Ormskirk Hospital NHS Trust.</p> <p>AM declared that she is a volunteer with the discharge team at Southport & Ormskirk Hospital NHS Trust.</p>	
3.	<p>Minutes of the last meeting for approval and meeting action tracker.</p> <p>On page 10, AM added clarification on the electronic patient system which North West Ambulance Service NHS Trust will be using. The Ormskirk site is included in this scheme at present. With this amendment, the minutes from the meeting held 10.02.2021 were agreed as an accurate record.</p> <p><u>Lost dentures in hospital:</u> the letter was sent to both Liverpool University Hospitals NHS Foundation Trust and Southport & Ormskirk Hospital NHS Trust (10th March). Bev Pennington, Director of Nursing for the Aintree site who is leading on work relating to patient property has agreed that it is a serious issue with significant impact and given this, they will respond within</p>	



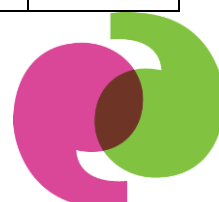
Agenda Item	Notes	Action
	<p>the 20 working day reporting period. Update to be provided at the next meeting.</p> <p>Lynne Barnes, the new Director of Nursing, Midwifery & Therapies at Southport and Ormskirk Hospital Trust has shared that the letter will be tabled at the next patient and experience meeting. Again patient property is an issue on their agenda and this will be included as a quarter one priority. Update to be provided at the next meeting.</p> <p><u>PC24 Out of Hours contract mobilisation programme external board:</u> DB shared how M Scott, the new communications officer has been in touch and has updated on mobilisation. The service will be in place from 1st April 2021. An email to be sent to members to update them on the roll out of the service.</p> <p><u>Covid vaccination programme:</u> WA had sent a further email to Jan Leonard, NHS Southport & Formby Clinical Commissioning Group (CCG) and there had been no further contact from Merseyside Society for Deaf People about access to interpreters at vaccine hubs. It was agreed that it was important to ensure that this issue was picked up. Update to be provided.</p> <p><u>Sefton Outbreak Management board & communications:</u> DB had asked at the last 'engagement & patient experience group' meeting why the stakeholder bulletin could not be shared. We had been updated that commissioners had decided to share the weekly updates to stakeholders which were different to the wider public facing communications. Commissioners would be keen to know from Healthwatch what key messages need to be shared. Members to share any ideas direct with DB</p> <p><u>Local rollout of the COVID-19 vaccination programme and COVID-19 surge testing:</u> Letters of appreciation have been sent to Fiona Taylor, Chief Operating Officer for both CCGs and Dwayne Johnson, Chief Executive of Sefton MBC.</p> <p><u>Air Quality:</u> The South & Central Community Champion</p>	<p>DB</p> <p>AM</p> <p>DB</p> <p>WA</p> <p>All</p>



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	<p>network has been asked for contributions to the letter. The deadline is 29th March.</p> <p><u>Friends of Rimrose Valley:</u> contact has been made and the group will send across ideas on that they think it would be useful for us to include within the letter.</p> <p><u>Impact report update:</u> updated plans for Southport & Ormskirk Hospital NHS Trust will be fed into the trusts next patient experience meeting. Update to be provided following the meeting.</p> <p><u>Liverpool University Hospital NHS Foundation Trust and latest Care Quality Commission (CQC) report:</u> The request for an update had been included within the draft engagement report which has been submitted to the trust. Update to be provided at the next meeting.</p> <p><u>Updates on 'Integrated Care Organisations:</u> this area of work is on the agenda and will become a standard item.</p>	<p>AM</p> <p>WA</p>
4.	<p>Update from the COVID-19 Outbreak Management Board.</p> <p>RH, Healthwatch ambassador on this board, provided an update. Sefton's rate is currently 56 per 100,000 and is following the national pattern (45 per 100,000).</p> <p>Testing for the South African variant found in a number of the Southport wards had been completed.</p> <p>There has also been good vaccination uptake across the borough and work has been undertaken with Sefton Carers Centre to ensure carers can receive the vaccine.</p> <p>The board is currently updating the local outbreak management plan and there has been further positive work undertaken with care homes and local schools and colleges.</p> <p>At the last meeting there had been a report presented relating to inequalities and vaccine hesitancy. The effects of social</p>	



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	<p>deprivation and impact were also being reviewed.</p> <p>The coastline effect had also been considered and the impact of visitors.</p> <p>The schedule of meetings will change to monthly.</p> <p>MB asked about the high incidences in Learning Disability homes and if there had been any local work. RH shared how he has been asking for information on the local number of learning disability deaths to see if it reflects the national picture but this is awaited.</p> <p>KH asked if any information about the local use of 'do not resuscitate' orders had been shared. RH shared that no local data has been shared despite asking for this information at the first meeting attended. RH had also asked about this at the mental health working group he attends and no updates had been received.</p> <p>KH expressed concerns about the spread of the virus from nurses who work across both covid and non covid wards. A local resident had shared their concerns when visiting a relative who was receiving end of life care on the Aintree hospital site. RH responded that the quality of PPE needs to be considered, there are a lot of contributing factors. MB asked if staff could share issues with their unions. AM explained that she was aware that there was a lot of discarded masks on the site.</p> <p>KH had previously raised similar concerns in relation to the Accident & Emergency department prior to the CQC inspection. WA explained how similar themes had been picked up from the online engagement session held and had been included within the draft report. It was agreed that the resident to be encouraged to share their feedback online.</p> <p>RH gave an overview of how each borough had its own outbreak management plan, with there being an overarching</p>	<p>KH</p>



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	<p>plan for Cheshire & Merseyside. The Health & Safety Executive had received over 94,000 COVID-19 related complaints and to date no notices had been served.</p> <p>RH was thanked for the update and for attending the meetings on behalf of Healthwatch.</p>	
5.	<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 2nd vaccine appointment and in addition not receiving a vaccine card. Commissioners had been updated on the issues and general communication information had been shared back for us to share with members of the public.</p> <p>BB felt that the impact of access to vaccines needs to be monitored with many people nearing the date of their second vaccine. Members explained how they had been aware that national vaccine hubs had been providing second dates whilst the local sites not providing this. GP practices have no influence over which vaccine is delivered from the central supply.</p> <p>Access for carers was also discussed. KH informed members that any carer could contact their GP practice and register as a carer. KH felt that Healthwatch should look to promote this. YS shared that she had only been able to register this year and this was only because she had insisted. It was agreed to contact Sefton Carers Centre and commissioners to look at how registrations could be improved and promoted.</p> <p>The issue at present is GP practices are busy and carers have been struggling to provide evidence of their carer responsibilities. Carers registering with Sefton Carers Centre will be issued with a letter of evidence.</p>	LM



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	<p>MB explained how e-consult which many of the local GP practices use, has an admin space and if carers could access this, they would receive a reply. YS felt that her practice in Bootle did not use technology.</p> <p>BB updated members on a project which Healthwatch would be getting involved in, relating to reviewing GP websites. An update will be provided at the next meeting.</p> <p>YS explained that there is still hesitancy for those aged 18 and under who have been deemed clinically vulnerable and general vaccine hesitancy was discussed further. BB stated that RH had previously mentioned deprivation and many people have to continue to undertake face to face work, not being able to work from home and it may be difficult to get to an appointment.</p> <p>RH also spoke about houses where there is multiple occupancy and how the virus will transmit from person to person more easily.</p>	WA
6.	<p>Sefton Integrated Care Partnership</p> <p>DB provided an update. Work is underway to start to look at the model needed for Sefton.</p> <p>Healthwatch Sefton has been invited to have a seat on the local strategic task and finish group which is focused on this. The first meeting was held (11th March) and the Terms of Reference is being reviewed. This group will be meeting every 2 weeks and DB will be attending and feeding back.</p> <p>A programme office is being set up to progress the local structure.</p> <p>From the 1st April 2021, the place lead for Sefton will transition from Fiona Taylor, Accountable Officer (CCG) to Deborah Butcher, Executive Director, Sefton Adult Social Care.</p> <p>There had been a presentation at the last meeting of the Health</p>	



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	<p>& Well Being Board which may be helpful for members. The presentation to be shared.</p> <p>BB explained that it would be important for us to work with other local Healthwatch organisations on this transition. MB agreed and stated that it would be important to be fully aware of any ramifications for local service provision. AM further agreed and felt that it would be important for Healthwatch to continue to emphasis how important the patient journey is as often the patient gets forgotten. YS agreed and provided the example of transitional services from children's to adult services and explained how this has always been an issue.</p>	DB
7.	<p>Work plan update.</p> <p><u>Care home task and finish group.</u></p> <p>WA updated on progress. Family members and friends are being asked to share their stories on the impact of the pandemic. The project has been called 'your story, your say' and the web link has been shared widely.</p> <p>MB referenced a number of similar requests from other organisations, including Healthwatch England. There are similar asks on Facebook and social media and it can get very confusing.</p> <p><u>Supported Living.</u></p> <p>The follow up letter (in partnership with Sefton Carers Centre) was sent to Alisa Nile (Sefton MBC) on Monday 22nd February and a response is awaited. The letter had been shared with steering group members.</p> <p><u>Social Care Assessments</u></p> <p>The information session for volunteers had been held (4th March). Alisa Nile had provided updates and had answered questions. DB asked members if there were further next steps</p>	



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	<p>needed for this area of work.</p> <p>RH explained how this area was also part of the brief of the mental health working group. It would be important for Healthwatch to look at this area again when COVID- 19 is less of a pressure on the system.</p> <p>BB shared that it had been interesting to hear that the level of assessments being undertaken remained the same as that pre covid.</p> <p><u>Sefton based young onset dementia service</u></p> <p>The letter which had support from Cabinet Member (Cllr Cummins) and a number of other organisations had been sent to Fiona Taylor, Accountable Officer for both CCG organisations. The letter had been sent on the 15th March and had been shared with members.</p> <p><u>Indirect and direct impact of covid-19</u></p> <p>BC shared that he was aware that Podiatry and Phlebotomy services were operational. His local dentist had also been in touch to arrange an appointment.</p> <p>BC explained that Mersey Care NHS Foundation Trust had attended the last Southport & Formby Community Champion meeting. They will be the provider of community services for Southport & Formby from 1st May and they had confirmed that contact telephone numbers would remain unchanged.</p> <p>DB asked if there was a specific work stream that needed to be put into place. BB felt that it would be good to look at local demand and how this compared to pre covid-19 levels. It was agreed that in the coming months, we could start to look at the local recovery plans and how they were being delivered.</p>	
8.	<p>Tell us what you think we should be focusing on.</p> <p>AM shared how she had been told by a Community Optician</p>	



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	<p>that Opticians are unable at this time to perform routine (yearly) eye checks due to Covid-19.</p> <p>AM asked if there would be a backlog of examinations that are currently non-urgent but have the potential to become urgent. It would be useful to know how long current waiting lists are and how long patients could expect to wait to get those tests.</p> <p>Members discussed this and it was agreed to find out more</p>	DB
9.	<p>Independent review of the Macmillan Right by You service.</p> <p>DB gave an overview of this work which was an independent commission from Sefton CVS and Macmillan. The report was taken as read and members agreed that the report which detailed the positive support provided by the 'Right by You' service should be approved.</p> <p>Both Sefton CVS and Macmillan have also authorised the report and are happy with the feedback received. BB expressed the great work undertaken by Macmillan.</p> <p>Report to be published on the Healthwatch Sefton website and shared with all stakeholders.</p>	DB/LM
10.	<p>Healthwatch Sefton Feedback Centre update</p> <p>WA provided an update. Feedback widgets had been uploaded onto the High Pastures and the Blundellsands GP practice websites. Next steps include encouraging practices to use their text messaging service to ask patients to leave feedback. BB referenced GP practices as being a great source of information.</p> <p>In working with the High Pastures practice, they are also looking to include an article in the next Healthwatch quarterly newsletter, about their Physician Associates role.</p> <p>WA also shared how community champions were also</p>	



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	<p>engaging in the pilot including the Reach Men's Centre and Sefton Carers Centre.</p> <p>MB stated that the strong selling point is the independence of Healthwatch and that comments are moderated prior to them being posted online.</p> <p>YS agreed and further suggested that the right to reply by providers would also be a strong selling point. From previous work, WA told members that it is good that staff receive positive feedback.</p> <p>JM asked if pharmacies would be included within the pilot, WA responding that DB would be contacting the Chair of the Pharmaceutical Committee for support. JM suggested that they would be a great source as patients will often go to them for care and treatment if they are unable to get an appointment with a GP. MB agreed but shared his experience of trying to engage as a locality representative with those who were part of a national chain and they would not even put up a poster. It was suggested that Healthwatch England be approached to see if they can help with this.</p>	DB
11.	<p>Healthwatch England Quality Framework.</p> <p>DB and BB updated members on the local work to complete this national framework. Working through this will help us to examine and demonstrate our effectiveness; what's working well, what we can improve and what is outside of our control.</p> <p>There are 6 domains:</p> <p>Leadership & governance People Sustainability & resilience Collaboration</p>	



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	<p>Engagement, involvement & reach Influence & impact.</p> <p>BB shared how Healthwatch Sefton will aim to make better use of technology to gather views, trying to raise the profile, especially with those in employment and ask the 'so-what' question.</p> <p>Covid-19 has had a massive impact and it has been a challenging time for everyone in their roles. Working through the framework will help us to agree on our vision moving forward and support in the development of a strategic plan. This time will allow us to reflect on how we work.</p> <p>We have good local and national relationships with positive examples of collaboration and with the changes with commissioning this is a good time to also review our internal processes.</p> <p>BB stated that at a future meeting, we would all look to start on this work. MB asked that prior to this, information on the framework be shared to help with understanding. Members agreed that this was a positive piece of work to undertake.</p>	



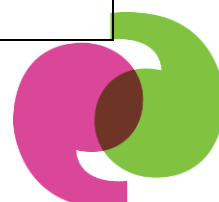
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12	<p>Any Other Business</p> <p>The Healthwatch England guide to maintaining impartiality during the pre election period of sensitivity (March 2021) had been shared with members. Members were asked to note the guidance in relation to the purdah period.</p> <p>BB explained that the CCGs had sent up a new group to review their complaints processes (complaints oversight group). Healthwatch Sefton had been asked to be the representative from the 'Engagement & Patient Experience Group'. The group would meet once a month and the Terms of Reference for the group will be sent to steering group members, so a decision on membership could be made.</p> <p>AM updated on the 800 contacts which the new Patient Advice & Liaison Service at Southport & Ormskirk Hospital NHS Trust has had. It would be great to receive the themes which this service is picking up.</p> <p>DB updated on the recent unannounced CQC inspection undertaken at Southport & Ormskirk Hospital NHS Trust (3rd March). The report will be due in three – six weeks.</p> <p>AM highlighted an article in 'The Guardian' newspaper about a group of GP practices passing into the hands of an American Health Insurer and asked members if Healthwatch should be looking into this in terms of Sefton. BC shared that in the past, a group of GPs had been under the ownership of one firm and how Healthwatch Sefton had undertaken Enter and visits to look at the issues. As it has occurred with dental practices, BB agreed that it would be something to keep an eye on. Healthwatch England to be contacted to see if there is a national pattern.</p>	<p>DB</p> <p>DB</p>

Meeting Action Tracker: 19.03.2021

Page	Action	Responsible	Date
2	<u>Matters Arising</u>		
	Lost denture policy – Update to be provided on response from Liverpool University Hospitals NHS Foundation trust.	Diane Blair	20.04.2021
	Lost denture policy – Update to be provided from Southport & Ormskirk Hospital NHS Trust.	Anne Major	20.04.2021
	PC24 Out of Hours Contract mobilisation programme external board – Update on mobilisation to be sent to members by email	Diane Blair	20.04.2021
3	Covid-19 vaccine programme – update for Merseyside Society for Deaf people to be followed up with J Leonard	Wendy Andersen	20.04.2021
3	Sefton Outbreak Management Board – ideas on messages needed to support in vaccine rollout to be sent to DB	All	20.04.2021
4	Southport & Ormskirk Hospital NHS Trust – follow up impact reports – to be updated following the next trust patient experience group.	Anne Major	20.04.2021
4	Liverpool University Hospitals NHS Foundation trust – update from the latest inspection report – update to be provided at the next meeting.	Wendy Andersen	20.04.2021



6.	<u>Sefton Outbreak Management board update.</u> Encourage resident to share their experience of staffing and spread of COVID-19 at the Aintree hospital site on the online feedback centre	Kevin Halewood	20.04.2021
6.	<u>Local rollout of the covid-19 vaccination programme and covid-19 surge testing.</u> Healthwatch to contact Sefton Carers Centre and commissioners to see how we can promote carer registrations at GP practices.	Diane Blair/ Louise Malone	20.04.2021
7	Update on the NHS Informatics Digital Optimisation project to be provided.	Wendy Andersen	20.04.2021
8	<u>Sefton Integrated Care Partnership.</u> Presentation from the Sefton Health & Well Being Board to be shared with members.	Diane Blair	20.04.2021
9	<u>Tell us what you think we should be focussing on:</u> commissioner to be contacted to find out more about how annual optician examinations are taking place and any backlog issues.	Diane Blair	20.04.2021
9	<u>Independent Review of the Macmillan Right by You service –</u> report to be published on the website and shared with all key stakeholders.	Diane Blair/ Louise Malone	20.04.2021
11	<u>Healthwatch Sefton Feedback Centre</u> - Healthwatch England to be contacted to see if they could support with national pharmacy chains and	Diane Blair	20.04.2021



	promotion of local healthwatch		
13.	<u>Any Other Business</u> Complaints Oversight Group – Terms of reference to be shared with members and members to agree on membership. GP practice ownership – to contact Healthwatch England to find out if there is a national trend in GP practices being taken over by private/ overseas companies.	Diane Blair/ All Diane Blair	20.04.2021 19.03.2021

Attendance Tracker

Name / Representing	<u>Jan</u> <u>2021</u>	<u>Feb</u> <u>2021</u>	<u>March</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	x	✓	✓
Locality representative: Formby	Vacant	Vacant	Vacant
Locality representative: Hightown & Ince Blundell	Vacant	Vacant	Vacant
Kevin Halewood: Locality representative: Crosby	x	✓	✓
Helen Roberts: Locality representative: Seaforth & Litherland	✓	✓	x
Jennie Meehan: Locality representative: Bootle	x	✓	✓
Locality representative: Netherton	✓	✓	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	✓	✓	✓
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	✓	✓	X
Ellie Egerton- White - Sefton Young Advisors	X	X	X
Transforming Care Partnership Board Will Mullen and Joanne English	✓	X	✓
Sharon Cotterall – Every Child Matters Forum	X	X	X

