

**Minutes of the Healthwatch Sefton Steering Group meeting.
Held Thursday 26th May 2022. 10:30 – 12:30
Virtual meeting using the platform Zoom.**

Attendees:

Chair:

Diane Blair (DB)	Manager (chaired this meeting)
------------------	--------------------------------

Locality Representatives:

Maurice Byrne (MB)	Locality representative – Maghull
Brian Clark (BC)	Locality representative – North Southport
Anne Major (AM)	Locality representative - Central Southport

Organisational Representatives:

Will Mullen (WM)	Transforming Care Partnership Board
Sharon Cotterall (SC)	Every Child Matters Forum
Karen Christie (KC)	Health & Social Care Forum
Georgia Ribbens (GR)	Sefton Young Advisors

Apologies:

Jan Sterling (JS)	Locality representative – Formby
Jan Comer (JC)	Transforming Care Partnership Board
Kevin Halewood (KH)	Locality representative – Crosby
Helen Roberts (HR)	Locality representative – Seaforth & Litherland
Vicky Keeley (VK)	Sefton Carers Centre.

Staff Team:

Wendy Andersen (WA)	Engagement & Participation manager
Mandy Williams (MW)	Signposting & Information Officer (Healthwatch)
Marguerite Dawson (MD)	Engagement & Participation officer



Agenda Item	Notes	Action
1.	<p>Welcome, apologies and Declarations of interest.</p> <p>DB welcomed all members. The following declarations of interest were shared in line with the agenda:</p> <p>AM – works as a volunteer at Southport and Ormskirk Hospital NHS Trust (Hospital Discharge project).</p> <p>Members were updated on the decision taken by Bill Bruce (BB) to stand down from the role as Healthwatch Sefton Chairperson. BB had officially resigned last year but had agreed to remain in the role until a replacement was found. Now the second recruitment drive is taking place, BB felt it was the right time to stand down. Members expressed their gratitude to BB. Action: Members to formally share messages with DB who will send them on to BB.</p>	DB
2.	<p>Minutes of the last meeting for approval.</p> <p>The minutes of the last meeting were reviewed by members and approved as an accurate record of the previous meeting held.</p>	
3.	<p>Action Tracker</p> <p><u>Walton Centre NHS Foundation Trust (installation of an additional car park pay machine):</u> WA updated that this issue had first been raised in May 2019 and it was therefore disappointing that this had not been resolved. The delay is now being reported as issue with IT. Wendy had raised the issue for formal minuting at the trusts last patient experience group meeting. Action: further update to be provided when available.</p> <p><u>Accessibility of Rowlands Pharmacy (Birkdale):</u> Healthwatch is waiting to find out if Cllr Kelly received a response from the provider. Action: update to be provided with available.</p> <p><u>Emerging issue: Evening discharges (Accident and Emergency services) at Southport & Ormskirk Hospital NHS Trust.</u> Brendan Prescott, Deputy Director of Quality, Risk and Assurance had</p>	<p>WA</p> <p>MD/DB</p>



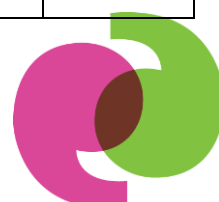
Agenda Item	Notes	Action
	<p>agreed to share a copy of the trusts policy for discharge but this action had not been completed. Feedback on discharge processes and the impact on patients had also been shared at the online engagement session with the trust. AM explained that care packages appear to stop when a patient is being treated and cared for as an impatient and patients do not get asked if they receive care in their homes to support with discharge planning. Actions: to follow up the action with Brendan Prescott. The experiences relating to discharge to be included in the report back to the trust following the online event.</p> <p><u>Current market position:</u> an online session is being organised for members to find out more about the current market within adult social care. Action: details of the session to be shared with members when confirmed.</p> <p><u>Building our relationships with Primary Care Networks:</u> a further meeting had been held with the south Sefton network at which the idea of communication with Healthwatch was explored. It was agreed that if there was a particular issue with a GP practice which would affect patients, then it would be good practice to let Healthwatch Sefton know to support with enquiries from the public. Action: This is currently being explored.</p> <p><u>Memory Clinic:</u> the delays with assessments as highlighted by the Southport and Formby Community Champion network had been raised at the Mersey Care Patient Experience Group meeting and the issue was being looked into (16th May). Actions: update to be shared when available and the issue to be raised at the next meeting of the Sefton Dementia Friendly Communities meeting (7th June)</p> <p><u>Facilities in Sefton Council swimming pools for disabled people:</u> MD updated that feedback from Sefton Council (courtesy of Justine Shenton) had been shared at the last meeting of the Southport and Formby Community Champion Network. The council had responded, detailing the facilities in place and how</p>	<p>DB/MD</p> <p>DB</p> <p>WA/DB</p> <p>DB</p>



Agenda Item	Notes	Action
	<p>they met local standards. Southport Access for Everyone (SAFE) were not happy with the response and shared that the facilities were not appropriate. This was noted.</p> <p><u>Disabled parking at local hospital trusts:</u> at the previous meeting, 'NHS parking guidance (2022) for NHS trusts' had been discussed. The guidance states how blue badge holders should have access to free parking. Contact had been made with both Liverpool University Hospitals NHS Foundation Trust (LUFT) and The Walton Centre NHS Foundation Trust and both had confirmed that they are following the guidance. Following a further discussion on how the majority of disabled parking bays are behind car park barriers, it was agreed to find out how patients are alerted that they can access free parking. LUFT had confirmed that this information can be found on their website. MB asked how this process worked. There is an office on the Aintree site but this is open during daytime hours. Actions: DB to review the website and to follow up with both trusts about how patients are told about this facility.</p>	DB
4.	<p>Strategic updates:</p> <p>a) <u>Cheshire and Merseyside Integrated Care Board Engagement strategy. Healthwatch report.</u></p> <p>DB provided an update. The Health and Care Bill had now gained Royal Assent (28th April 2022).</p> <p>The joint Healthwatch report had been shared with members. The report details feedback from all 9 local Healthwatch and the focus group work/surveys undertaken. The report will be shared with leaders across the Sefton Partnership to inform local strategy but will not be a public facing document.</p> <p>Work has also been taking place on a draft 'memorandum of understanding' document, which all 9 local Healthwatch will sign off. This will detail and confirm partnership arrangements and</p>	



Agenda Item	Notes	Action
	<p>joint working, whilst respecting the work we need to do at borough/Place.</p> <p>DB shared how the first meeting of the Cheshire and Merseyside Integrated Care Board (ICB) will be taking place 4th August.</p> <p>Members noted the report and the work to follow. It was also noted how locally it was yet to be determined how local commissioning would work and who would be working within NHS roles in Sefton from 1st July 2022.</p> <p>b) <u>Shaping Care Together.</u></p> <p>DB provided an update. The engagement exercise is coming to a close and so far, almost 3000 responses to the survey have been received.</p> <p>The ‘challenges and opportunities’ paper which has been published, outlines the case for change and some of the challenges and opportunities for providing better care.</p> <ul style="list-style-type: none"> • Approximately 70% say telephone and video appointments are a good idea but may not be useful for every appointment. • The top 2 priorities are shorter waiting times for outpatient appointments and receiving the best possible care, even if this means travelling further. • 94% agree that healthcare should be local where possible and specialist where necessary. 85% shared that it is more important to be treated in specialist centres. <p>No decisions have been made yet and work is taking place to develop new models of care which will best deliver services that are accessible and sustainable in the years to come.</p>	



Agenda Item	Notes	Action
	<p>Any potential changes that would mean significant changes to the way services are delivered would be subject to a public consultation.</p> <p>AM shared how the accident and emergency department on the Ormskirk site continued to only operate 8am – 8pm and had not returned to 24-hour opening since the pandemic.</p> <p>MB detailed how patients can access the wrong site for the service they need and it can be very confusing. It was agreed that it needs to be made very clear in patient letters what location/hospital needs to be attended. AM and MD had previously raised this concern at the trust’s patient experience group meeting. AM shared that this was an issue prior to the pandemic and patients were telling us about similar issues when Healthwatch was holding outreach stands. BC confirmed that letters from the trust could be confusing and patients need to read them carefully. MD gave an example of Ophthalmology clinics being held on Saturdays and AM updated on a number of follow up clinics being held Sundays. Action: issue to be raised again at the next meeting of the trust’s patient experience group.</p> <p>Members noted the update.</p>	AM/MD
5.	<p>Chairperson recruitment update.</p> <p>DB reminded members that the Chairperson role was out for recruitment, the closing date being 5pm, Wednesday 1st June 2022. Action: members were asked to promote the opportunity as widely as possible.</p>	All
6.	<p>Update on Optometry First.</p> <p>MD who had been leading on this area of work provided an overview.</p> <p>Sefton has been chosen to nationally pilot a new approach to the provision of Ophthalmology. Commissioners will be funding a new service called ‘Optometry First’ as well as other services,</p>	



Agenda Item	Notes	Action
	<p>which will be accessed by patients through enhanced optician practices across Sefton. There is a website which outlines the location of enhanced optician services. Optometry First is an add on service.</p> <p>The aims of Optometry First are:</p> <ul style="list-style-type: none"> • A reduction in the proportion of patients treated in Acute (hospital) settings who could be managed in the community. • An increase in the numbers treated successfully with a first contact practitioner. • Demonstrate increased value for money. <p>Commissioners are also working on two more enhanced pathways within this service, one for patients with Learning Disabilities and one which provides healthy living practices, which is to include signposting and information.</p> <p>As part of the national eye care programme, workshops for stakeholders/ commissioners are being held. MD had attended some of the meetings but they were attended mostly by clinical leads/ consultants and the focus was not about patient experience.</p> <p>The workshops are going to continue and there is a work plan in place. They are looking at new ways to gather patient feedback and Healthwatch will continue to share patient feedback gathered. Update meetings with the commissioner (Amanda Gordon) will be arranged to gain updates on progress.</p> <p>Referrals into the Ophthalmology department at Southport and Ormskirk Hospital Trust have been closed since Sept 2020 and the service has been identified as one of the fragile services by the Trust. Commissioners are working with the trust to help and advise them. Eye clinics are now taking place on weekend mornings, although some concerns have been raised at the</p>	



Agenda Item	Notes	Action
	<p>trust's patient experience meeting about the clinics being dis-organised, which the Trust are looking into.</p> <p>MD updated on an issue raised with Healthwatch that Southport and Ormskirk Hospital NHS Trust are not offering cataract operations to new patients and patients are being sent to Aintree Hospital.. MD had raised the concern at the Healthwatch online event. The Trust had confirmed that they do not have enough consultants at the Trust, (only 3 or 4) and have had to rely on locums. The Trust could not cope with the volume of patients requiring treatment and had sought help from Liverpool University Hospitals NHS Foundation Trust to ensure the best care for patients as close to home as possible.</p> <p>Members noted the update and thanked MD.</p>	
7.	<p>Issues/Themes from steering group membership/ Community Champion networks for consideration.</p> <p>South & Central Sefton Community Champion network</p> <p>At the last meeting held, concerns relating to current pressures on GP surgeries in Maghull were raised. The demand on GP's and staffing levels were raised as concerns. Issues with IT systems including the app for prescriptions were also discussed. There had been a discussion about patients expecting more support from their GP services than the practices can deliver. Patients don't know what services are available and more education and information sharing is needed. There had been a discussion about when access to e-Consult had changed and how the lack of communication had confused patients. The general public are not aware of all the clinician roles working within primary care.</p> <p>During the network meeting, People First had spoken about a session that was held at which members had spoken about the difficulties they encounter when they could not be understood on</p>	



Agenda Item	Notes	Action
	<p>the phone by surgery staff. They also found it difficult to use technology and it caused embarrassment. GP surgery staff need to understand if patients are unable to speak to reception staff face-to-face, it can make things very difficult.</p> <p>Members at the network meeting had also shared concerns relating to loneliness and isolation and contributed this to the lack of face-to-face GP appointments and people falling under the radar.</p> <p>As a result of this discussion, the agenda for the June network meeting will be themed on GP access and the agenda will include:</p> <ul style="list-style-type: none"> • Clinician Roles • NHS Prescription App • GP 7 day extended service • PC24 closure of GP practices • Members will also be sharing their experience of GP Access <p>Action: feedback from the meeting to be provided at the July meeting of the steering group.</p> <p>AM updated on an issue which had been shared at the online session with Southport and Ormskirk Hospital NHS Trust about local nursing homes placing 'do not attempt resuscitation' (DNAR) orders onto residents without their knowledge. MD explained that this issue would be included within the event report which will be shared with the trust. Action: Issue to be raised at a future meeting of the local partnership care home cell meeting and within the report.</p> <p>AM shared details from the online event, the trust confirming that there is now a patient advise and liaison service (PALS) officer within the Accident and Emergency department to support with enquiries and complaints.</p>	<p>WA</p> <p>DB/MD</p>



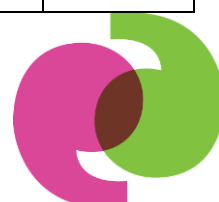
Agenda Item	Notes	Action
8.	<p>Work plan updates. Key progress.</p> <p>a) <u>Review of the community continence service.</u> Following a number of successful meetings with the provider of the service (Mersey Care NHS Foundation Trust), the draft survey has been reviewed and amended by staff working within the service.</p> <p>A meeting with the commissioner of the service (Helen Quinn) had also taken place and the specification for the service will be shared with Healthwatch Sefton to compare how the service should be delivered with the questions asked within the survey.</p> <p>b) <u>Supported Living</u> DB had met with Vicky Keeley and Clare Johnston (Sefton Carers Centre) to progress this work. 2 surveys have been drafted and further reviewed. One survey will be for those already within supported living, the other will focus on those who are looking at supported living options. Amendments to the surveys are currently being worked on and will be shared with members for further comment when available. Action: draft surveys to be shared when available.</p> <p>c) <u>Review of Long Covid community clinics</u> WA updated on this area. There had been a low response to the planned focus groups and a decision had been made to cancel the sessions. There are a small number of Sefton residents who would like to share their feedback over the phone and telephone calls are being booked in. Mersey Care are continuing to share information with patients about the survey, encouraging them to provide feedback. An evening focus group is currently being planned (Tuesday 21st June) which will encourage patients who are not currently being seen by the clinics to share their feedback. BC had recently viewed an update on long covid on</p>	DB



Agenda Item	Notes	Action
	<p>north west tonight. MB asked how patients were referred into the clinics, WA updated that it was via a GP referral.</p> <p>AM suggested that the details for the focus group could be shared on the local Facebook groups that focus on covid support. Action: AM to share the details for the local Facebook groups.</p>	AM
09.	<p>Planning discussion – updating our work plan.</p> <p>DB had added this onto the agenda to confirm with members the agreed next steps for this work.</p> <p>Following a discussion, it was agreed that a small working group be pulled together to look at this and put a plan in place that could be presented back to the steering group.</p> <p>The membership of the group was discussed and it was agreed that board members, steering group members, community champion network members and community members be invited to join. Action: email to be sent to all with the invite and a meeting to be scheduled.</p>	DB
10.	<p>Report for authorisation.</p> <p><u>Healthwatch Sefton GP Access report.</u></p> <p>The report had previously been shared and WA briefed members on the content of the report, the key themes and the recommendations. The issue previously discussed relating to patients not knowing about the different clinical roles was discussed again.</p> <p>BC and AM formally accepted the report on behalf of the group. Action: report to be shared with members, key stakeholders and commissioners.</p> <p>.</p>	DB



Agenda Item	Notes	Action
11.	<p>Draft report for review.</p> <p><u>The Walton Centre NHS Foundation Trust. Online Engagement session. February 2022.</u></p> <p>WA is leading on this work. Members were for comments on the draft report which had been shared with them. The report had been drafted by Healthwatch Liverpool.</p> <p>Comments and suggestions included:</p> <ul style="list-style-type: none"> • Report needs to be written in a public facing way • Acronyms used need to be referenced • The presentation link within the report does not work • We are not to use the term BAME anymore and we need to use DEB (diverse ethnic backgrounds) • We need to be asking the trust for a response and to do this we need to pick up some of the suggestions from those attending to make some clear considerations or recommendations • There are only 3 individual patient comments included within the report. Were there more on the day and if so they all need to be referenced. <p>AM agreed that the voice of the patient needs to be heard strongly within the report and MB agreed and suggested that they could be included within an appendix. BC agreed with this, the feedback could be included within an annex at the back of the report. Its important that the main body of the report is concise and shares the key points. ACTION: WA to share this feedback with Healthwatch Liverpool and bring the revised report back to the next meeting.</p>	WA
12.	<p>Healthwatch Ambassador updates</p> <p><u>Sefton Health Protection Forum</u></p>	Page12



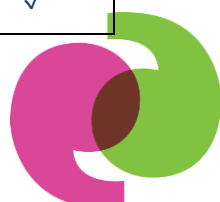
Agenda Item	Notes	Action
	<p>DB updated that the focus of the forum had been reinstated after it changed to focus on the management of Covid. Roger Hutchings our ambassador who attended the meetings has agreed to continue.</p> <p>The Health Protection Forum (HPF) is a sub-committee of the statutory Health and Wellbeing Board and will focus on:</p> <ul style="list-style-type: none"> • Warm and cold weather plans • Pandemic preparedness plans • Seasonal flu • COVID-19 • Screening and immunisation • Drug related deaths • Blood borne viruses (and HIV) <p>Members agreed that it will be important to Healthwatch to attend this meeting and that Roger would be an excellent ambassador for Healthwatch.</p> <p><u>Cheshire & Merseyside Cancer Alliance</u></p> <p>DB apologised to members as she had not sent the email out to ask for expressions of interest to attend meetings of the alliance.</p> <p>ACTION: DB to send an email to all steering group members to ensure Healthwatch Sefton has representation at future meetings.</p>	DB
14.	<p>Any Other Business</p> <p>AM informed members that she had stepped down from representing Sefton Partnership for Older Citizens (SPOC) on the Healthwatch Sefton Steering Group and would remain as the Locality Representative for central Southport. Members noted this update. As Chair of SPOC, BC updated that the next meeting of the network will be held 23rd June and the coordination of the network is now hosted by Sefton CVS under Living Well Sefton.</p>	



Agenda Item	Notes	Action
	<p>DB asked members if they would like to hold the June meeting face-to-face. Members had asked for a blended approach and to date meetings had continued online. Members agreed that they would like the June meeting to take place in person and there was a discussion about the venues which could be used. BC suggested using one of the Town Halls. WA updated that the next meeting of the South & Central Community Champion Network meeting would be held in person, taking place at the Bowersdale Resource Centre in Seaforth. ACTION: DB to email all steering group members about the decision, gain an update on numbers attending the June meeting and find a venue.</p> <p>WA highlighted that Justine Shenton had praised both MB and Healthwatch at a recent communications network meeting.</p> <p>SC updated members on the development of 'youth voice in Sefton' and that a 'children and young peoples' plan would be developed. A steering group is supporting this development and the membership of the group is currently being reviewed and may be extended. ACTION: SC agreed to keep Healthwatch updated on progress.</p> <p>DB reminded members that their role on the steering group is not only to bring issues to the attention of Healthwatch but to also provide consideration and challenge from the network/communities they represent.</p>	DB

Attendance Tracker

Name / Representing	<u>Jan</u> <u>2022</u>	<u>April</u> <u>2022</u>	<u>May</u> <u>2022</u>
Chairperson	✓	✓	Vacant
Brian Clark OBE. Locality representative: North Southport	Vacant	✓	✓



Name / Representing	<u>Jan</u> <u>2022</u>	<u>April</u> <u>2022</u>	<u>May</u> <u>2022</u>
Anne Major. Locality representative: Central Southport	✓	x	✓
Locality representative: Ainsdale & Birkdale	-	Vacant	
Jan Sterling. Locality representative: Formby	✓	x	x
Locality representative: Hightown & Ince Blundell	Vacant	Vacant	Vacant
Kevin Halewood: Locality representative: Crosby	x	x	x
Helen Roberts: Locality representative: Seaforth & Litherland	x	x	x
Locality representative: Bootle	Vacant	Vacant	Vacant
Locality representative: Netherton	Vacant	Vacant	Vacant
Maurice Byrne: Locality representative: Maghull	✓	✓	✓
Karen Christie - Health and Social Care Forum	✓	x	✓
Helen Scanlan- Sefton Parent Carer Forum	x	x	x
Sefton Partnership for Older Citizens (Jan 2021 onwards)	✓	x	Vacant
Brian Causey: Sefton Carers Independent Action Group	x	x	x
Vicky Keeley/ Racheal Darvill - Sefton Carers Centre - Carers Voice	x	x	x
Ellie Egerton-White/Georgia Ribbens - Sefton Young Advisors	x	x	✓
Transforming Care Partnership Board Will Mullen and Jan Comer	x	✓	✓
Sharon Cotterall – Every Child Matters Forum	✓	✓	✓

