

Minutes of the Healthwatch Sefton Steering Group meeting.
Held Friday 20th November 2020. 10:30.
Virtual meeting using the platform Zoom.

ATTENDEES:

Chair:

Bill Bruce (BB) Chair

Locality Representatives:

Collette Bell (CB)	Locality representative - Netherton
Anne Major (AM)	Locality representative - Central Southport
Brian Clark (BC)	Locality representative - Ainsdale & Birkdale
Louise Doran (LD)	Locality representative – North Southport

Organisational Representatives:

Roger Hutchings (RH)	Co-opted (Social Care)
Clare Johnston (CJ)	Sefton Carers Voice
Marion Hepworth (MH)	Sefton Partnership for Older Citizens
Yael Smith (YS)	Sefton Parent Carer Forum
Ellie Egerton-White (EEW)	Sefton Young Advisors.
Brian Causey (BCy)	Sefton Carers Independent Action group.
Sharon Cotterall (SC)	Every Child Matters Forum (part meeting)

Apologies:

Kevin Halewood (KH)	Locality representative – Crosby.
Maurice Byrne (MB)	Locality representative - Maghull
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

Staff Team:

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

1. Welcome, introductions & apologies

BB welcomed all members. Introductions and apologies were made.

2. Declaration of Interests (in line with agenda items or changes), including Code of Conduct reminder.

BB shared that his daughter was a GP at a practice in the Formby locality and was also a member of the NHS Southport & Formby Clinical Commissioning Group Governing Board.

3. Minutes from the previous meeting for approval.

Minutes from the meeting which took place on the 13th October 2020 were agreed with the following changes:

Page 4: correct spelling of 'labelled' to be updated.

4. Matters Arising action plan

The following matters arising which were not already on the agenda were discussed.

Social Care Assessment interactive session to be arranged - this session will be led by Alisa Nile, Head of Service, Adult Social Care. A reminder email has been sent to Alisa. **Action:** update to be provided at the next meeting.

5. Local update on Coronavirus (and outbreak management plan)

RH provided an overview on this area. The last meeting attended had been, 9th November.

The rate at this point had been 261 per 100,000. The 'r' rate was between 1 – 1.2. The figures for today were very similar. The focus continues to be on care homes and school settings.

The management board is monitoring what is happening with those residents who are 'Clinically Extremely Vulnerable'. Local monitoring is being

undertaken as this cohort is being overseen at a national level. CJ shared that carers have been contacting the centre about their concerns about visiting. RH shared that there has been a lot of work which has taken place with care homes.

AM share an update on the use of home testing kits and that they were difficult to administer. Two people were needed and it was also time consuming. Results were shared within 2 days. RH explained how the lateral air flow testing may help with this.

6. Work Plan update

The work plan had been reviewed by members prior to the meeting and updates/achievements over the previous month were noted alongside any issues for resolution or escalation. The following issues were raised:

Supported Living.

A written response had been received from Alisa Nile, Head of Services. The letter has been drafted in partnership with Sefton Carers Centre. A meeting will be held to discuss the response. This area will be a main agenda item for January 2021.

Working Voice

The project had launched. There had been a very small number of residents who had joined since the launch. The issue for escalation was that there had been no target set for the number of members recruited under this rollout.

Community services.

As there is no defined project under this service area, it was agreed that this issue be removed from the work plan and added to the area of interest action plan so that any upcoming issues can be monitored.

Continence service: how the service is working in care homes.

It was agreed that this area of work would also move across to the area of interest action plan, the issue being picked up again in the New Year.



Impact of Covid-19 on individuals with a learning disability.

This area of work will be picked up by RH, JE, WM and DB. RH shared that research from Manchester University. The death rate is six times higher and there has been an overuse of 'do not resuscitate' orders, 70% being used correctly and 30% not correctly. **Action:** a meeting to be held to start planning for this work.

Access to appointments/ communication.

This area of work will be moved across to the area of interest action plan until there is further discussion about this work. The engagement plan includes working with GP practices to gather feedback on access. YS shared how it had taken 47 calls to a practice in Bootle before getting through. YS had contacted the Clinical Commissioning Group but they hadn't been able to help. Appointments at practices are difficult to get and access is an issue. BB agreed that this was an important issue. WA commented on equality of access and the issues for those who don't have access to the internet and those who don't have anyone at all to help them.

Dentistry Watch

This work was planned to take place as the pandemic started and a survey had been agreed and also reviewed by the local commissioner from NHS England & Improvement. A meeting with Luci Davenport, the commissioner will be arranged to discuss the emerging issues from the pandemic and support for a revised survey. KH had shared information about dentistry which also included orthodontics and this will be picked up under this area of work.

Hospital Discharge – 'Always Event' work with Southport & Ormskirk Hospital NHS Trust.

The data from this work has now been submitted to the Trust and is on hold due to the pandemic. We have informed the trust that if they proceed with this work in the future to update Healthwatch. This area of work to be removed from the workplan.



7. The impact of covid-19 on care/nursing homes – update from the task and finish group.

WA provided an update. The group has had 2 guest speakers, Neil Watson from Sefton MBC and Jonathan Cunningham, a care home manager. Both presentations have been helpful in providing an overview of support being provided to care homes and have also provided differing perspectives. Future plans include working with the Care Quality Commission and local MPs.

This work is still in the planning stages and one of the big challenges is how Healthwatch will engage with residents.

The group has been looking at 3 areas; how covid has affected the cared for, the family member and relationships and care staff.

8. Update on 'Areas of Interest' action plan.

Lost dentures in local hospitals.

Letter has been drafted to be sent to local hospitals to ask them to consider the need for a specific policy and operating procedure. Issue was raised during meeting with Liverpool University Hospitals NHS Foundation Trust. They welcomed this being raised as internally they were seeing a spike in complaints relating to patient's lost property. BC shared that in the past this had been raised in relation to hearing aids. AM suggested DB contact the oral health team based at Southport & Ormskirk Hospital NHS Trust. **Action:** letter to be drafted and shared with steering group.

Changes to the car park system on the Aintree University Hospital site – issues affecting the Walton Centre.

WA provided an update. Concerns about the car park had eased with fewer patients visiting the hospital site. The trust had confirmed that the pay and display machine was now accessible, the curb being removed. There will be an additional pay station which is situated indoors, the electrics are in place and it is waiting to be installed. This will be for card payments only.



Concerns relating to the commissioned Dermatology service – DMC Healthcare.

5 negative reviews (all 1 star rated) and all relating to waiting times and referral pathways from primary care had been shared with NHS Southport & Formby Clinical Commissioning Group. The response had been received and the following was noted:

- Commissioners are working with the provider, focusing on reducing waiting times.
- There are national challenges in terms of filling consultancy vacancies.
- There is a prior approval pathway in place, which provides timely access to clinical triage.
- Performance during covid has improved and examples of patient feedback had been shared with Healthwatch.
- DMC have taken a thematic review of the feedback shared.
- DMC confirmed that signage is in place at Triangle House and photographic evidence can be shared.
- Waiting times have improved more so as video consultations have taken place.
- There was confirmation that additional call centre staff have been hired and that there is investment in a new call system.

DB shared that at the last meeting of the 'Engagement and Patient Experience group', the commissioner of the service had shared that DMC would find it useful to meet with Healthwatch.

Actions: Evidence of the signage at Triangle House to be requested and a meeting with DMC to be arranged. DB and AM to attend the meeting.

Equality issues at Southport & Ormskirk Hospital NHS Trust

Robert Davies, Head of Equalities had responded to the issues raised. The following points were noted:

- Access to vegan food – the catering team is producing a poster to raise awareness about the vegan menu and snacks and any other special diets which patients require. This will be circulated to all wards. Other



options are to promote the information on the trust meeting place (intranet) and within the team brief. The trust shared that they were also aware that it is unlawful to discriminate against an individual and that there had been a landmark decision that ethical veganism falls under the category of philosophical belief.

- Visual loss and receptions desk height – the trust responded that a number of the desks are set at the appropriate height. The estates team is putting together a list of those that are set at an appropriate height and those not, and then will look at how they can address the issue.
- Visual loss and support for patients and visitors – the trust has set up a sensory group which includes external partners and it had been the intention for some members of the group to undertake a walk around of the trust site to review what is in place now and what could be improved. There are also plans to provide visual awareness training to staff and volunteers but this is on hold due to covid. The trust is looking at how they can provide this remotely.

YS felt that providers needed to provide training to staff on reasonable adjustments and that more equalities training was needed. AM had experienced staff just shouting at people with a hearing loss. AM welcomed the setting up of a sensory group, as training was needed.

Action: evidence of the actions from the trust to be requested. DB and AM will monitor this area.

NHS 111 First.

The service is now live and a soft campaign launch has been undertaken. There will be a national public facing campaign from the 1st December. AM felt once the service is more established, it would be useful to find out how effective it has been and how well known it is by the local patient population. MH updated members that there had been updates at recent older people's forums on the service.

Flu Vaccinations

RH explained how there was an accelerator centre at the Royal Liverpool Hospital. There were some reports of 12 hour shifts being undertaken in primary care and the involvement of first aiders to support with the roll out. BB



stated that it was concerning given the current capacity and the extended plan to give the vaccine to those over 50 years of age.

Shaping Care Together.

DB updated members on this area of work. The last meeting of the communications and engagement steering group had taken place on the 3rd November. Internal staff engagement will take place week commencing 23rd November and the public facing engagement will follow.

9. Authorisation of reports

- a) Listening event. Accident & Emergency Department. Southport & Formby District General Hospital.

A number of local Healthwatch organisations across the Cheshire & Merseyside health and care partnership area, undertook 'Listening events' at their local acute trust Accident & Emergency departments.

All of the events took place on the same day, Monday 13th January 2020.

Locally at Southport & Formby General District Hospital, 29 surveys were completed with patients, 13 during the visit which took place between 8:00 – 11:00 and 16 during the afternoon/ early evening visit (16:00 – 18:30).

4 recommendations had been made. AM who had recently visited the department on a personal basis, updated members that signage relating to the usage of mobile phone use has now been removed.

BB asked members if they approved the report and this was agreed.

Actions: Report will be published on the website and shared with the membership and key stakeholders. An action plan will be set up to monitor the trusts actions following the recommendations made. AM as the ambassador for the trust, will work with DB to monitor this plan. Update to be provided to the group in February 2021.



Southport & Ormskirk Hospital NHS Trust. Feedback Report on Ophthalmology services June 2019 – January 2020.

Engagement within the department started in June 2019 and then unfortunately had to be suspended due to the engagement officer leaving. This work was picked up again with a number of engagement sessions held and a report shared with the trust in 2020.

3 recommendations were made. The report was shared with the trust and then we went into lockdown. We contacted the trust to explain that there was no expectation for them to formally respond. We contacted the trust in September to see if they would like to respond and we received a response at the end of October 2020.

AM shared how systems had changed again since the drafting of the report. There are different technicians in place and there are changes coming in line with national guidelines.

BB asked members if they approved the report and this was agreed. BC asked if on page 29, a reference could be made to refer back to the information on pages 25-27. This was agreed.

Actions: Report will be published on the website and shared with the membership and key stakeholders. An action plan will be set up to monitor the trusts actions following the recommendations made. AM as the ambassador for the trust, will work with DB to monitor this plan. Update to be provided to the group in February 2021.

10. Engagement team update.

WA provided an update on the work being planned by Marguerite Partington (MP) and herself. Following the latest recruitment campaign for locality representatives, a resident had applied for a south Sefton post. An interview had taken place and the outcome was with the board for approval.

There are plans to engage with a number of providers to gather feedback on their services using our feedback centre. A number of GP practices will work with us, and have our feedback widget on their website. They will then text their patients with a specific question and direct them to leave their feedback on our online system. One of the practices is located in Ainsdale and one is in Maghull.



A pilot online engagement session has been planned in partnership with Healthwatch Liverpool and will be held in December. Prior to the pandemic, WA would hold regular engagement stands at the Aintree hospital site. There will be a maximum of 10 residents per local authority area who can attend and other members will be encouraged to use the feedback centre or phone the team with their experience.

WA and MP regularly meet with other engagement officers across the Cheshire & Merseyside area, to gain updates on areas of work, share ideas and ask for practical tips.

Work with the community champion networks continues and in both areas, new community groups are being contacted to see if they would like to join. Community Champion support packs were developed during lockdown and they are now being shared with community champion organisations. SC offered to promote the networks to members of the Every Child Matters forum. **Action:** WA to contact SC to progress this.

11. Emerging themes

The issue shared by KH was discussed under item 6 and will be picked up by the Dentistry Watch work.

AM had concerns about the health and care needs of the Asylum Seekers who had been placed in the Scarisbrick hotel in Southport. RH shared that local regulation had been removed, Circo taking over this as part of a national work programme. MH explained how she had thought that it had been closed. AM thanked members for their updates and shared how she had just wanted Healthwatch to make sure that their health and care needs were being addressed. **Action:** RH agreed to ask for an update at the next Outbreak Management Board. WA asked if an update could be provided at the next Southport & Formby Community Champion network. **Action:** Clare Touhey from the clinical commissioning group to be asked to provide an update.

BB felt it important that Healthwatch consider and look into the longer term effects of covid-19 on services including mental health, dentistry and the impact on hospital services. There will be hidden and indirect impacts on health and care. National estimations for example include a 2,000,000 waiting



list for cancer screening. Macmillan has shared that there have been 50,000 fewer diagnoses. People are experiencing issues with their mental health for the first time, and those with previous mental health issues have deteriorated. There are examples of how older people who have been isolated have shared how depression has affected them. There are massive indirect impacts including access to primary care services, including GPs and secondary care. The cancellation of elective care will have had a devastating impact. Locally waiting times for backlogs need to be monitored.

RH updated members on the working group which the Adult Social Care and Health Overview & Scrutiny Committee has set up to look at mental health and the impact of covid. RH sits on the group as an ambassador for Healthwatch. The second meeting has taken place and a scanning exercise is being undertaken to provide a baseline. The effects of long covid will be reviewed as part of this work.

YS shared that both Southport & Ormskirk Hospital NHS Trust and Liverpool University Hospitals NHS Foundation trust have not told patients when departments will open and appointments commence or even an indication as to when they expect treatment to start.

Action: it was agreed that this area of monitoring would be important for Healthwatch to review. To be discussed further at the next meeting.

12. Update from Community Champion networks

BC updated on the last meeting of the Southport & Formby network. One of the key themes had been community services and Kath Jones from Lancashire & Cumbria NHS Foundation Trust had provided an overview of services. The guest speaker from NHS 111 First had not attended. Key themes emerging from the champions were; inequitable access to NHS dental treatment and access to GP services. The next meeting is being held on the 21st January 2021 and the themes will be an update on e-consult and also dental research. The members have agreed to continue to hold meetings bi-monthly but this will be reviewed in the New Year.



DB shared how the issue relating to inequitable access to NHS Dental care had been included into the report to the Cheshire & Merseyside NHS Quality Surveillance Group. It had been explained at the champion meeting that only 20% capacity of the NHS Dental contract needed to be completed during this time.

WA updated on the south & central Sefton network. At the October meeting, the key themes had been the NHS 111 First service and dental research. Jane Elliot from the clinical commissioning group had also provided local updates. E-consult and Living Well Sefton would be presenting at the November meeting. Living Well Sefton had been invited to talk about the local services which may be able to support residents with a number of the issues which champions had previously raised; including mental health support, loneliness, and mobility. The network will continue to hold their meetings monthly. BB will be attending the next meeting as part of his induction.

13. Any Other Business

Round up of Healthwatch week 2020

Over 500 volunteers and staff members had taken part in the 4 day virtual conference, with WA, AM and KH hosting a webinar to share their experiences of volunteering. The feedback from Healthwatch England and participants had been positive. **Action:** A summary document of all of the information shared during this week will be made available to members over the coming weeks.

14. Items for information.

BB noted the Community Champion notes which had been shared for information.

BB thanked members for their support over the last year, and as this was to be the last meeting of 2020, wished them a restful festive period and best wishes for the New Year ahead.

Attendance Tracker



Name / Representing	Sept 2020	Oct 2020	Nov 2020
Bill Bruce – Chair	—	✓	✓
Louise Doran. Locality representative: North Southport	✗	✗	✓
Anne Major. Locality representative: Central Southport	✓	✓	✓
Brian Clark OBE. Locality representative: Ainsdale & Birkdale	✓	✓	✓
Locality representative: Formby	Vacant	Vacant	Vacant
Locality representative: Hightown & Ince Blundell	Vacant	Vacant	Vacant
Kevin Halewood: Locality representative: Crosby	✗	✗	✗
Locality representative: Seaforth & Litherland	Vacant	Vacant	Vacant
Jennie Meehan: Locality representative: Bootle	✓	✓	✗
Collette Bell: Locality representative: Netherton	✓	✓	✓
Maurice Byrne: Locality representative: Maghull	✓	✓	✓
Karen Christie - Health and Social Care Forum	✓	✓	✗
Yael Smith- Every Child Matters Forum/ Sefton Parent Carer Forum	✓	✓	✓
Sefton Equalities Network	Vacant	Vacant	Vacant
Roger Hutchings - Co-opted. Adult Social Care.	✓	✓	✓
Marion Hepworth Sefton Partnership for Older Citizens	✓	✓	✓
Brian Causey: Sefton Carers Independent Action Group	✗	✗	✓
Clare Johnston – Carers Voice	✓	✓	✓
Ellie Egerton- White - Sefton Young Advisors	Vacant	✓	✓
Transforming Care Partnership Board Will Mullen and Joanne English	✓	✓	✗
Sharon Cotterall – Every Child Matters Forum	✗	✗	✓

