

Minutes of the Healthwatch Sefton Steering Group meeting.

Held Monday 23rd September 2022. 10:30 – 12:30

**Sing Plus Community Resource Centre. 53, Cambridge Road. Seaforth.
Merseyside. L21 1EZ**

Attendees:

Chair:

John Turner (JT)

Locality Representatives:

Anne Major (AM) Locality representative – Central Southport

Organisational Representatives:

Will Mullen (WM)	Transforming Care Co-production Board
Jan Comer (JC)	Transforming Care Co-production Board
Vicky Keeley (VK)	Sefton Carers Centre
Georgia Ribbens (GR)	Sefton Young Advisors

Staff Team:

Diane Blair (DB)	Manager
Wendy Andersen (WA)	Engagement & Participation manager
Amanda Williams (AW)	Signposting and Information Officer (Healthwatch Sefton)

Apologies:

Brian Clark (BC)	Locality representative – North Southport
Kevin Halewood (KH)	Locality representative – Crosby
Maurice Byrne (MB)	Locality representative – Maghull
Jan Sterling (JS)	Locality representative – Formby
Karen Christie (KC)	Health & Social Care Forum
Sharon Cotterall (SC)	Every Child Matters Forum
Marguerite Dawson (MD)	Engagement & Participation Officer (Healthwatch Sefton)



Agenda Item	Notes	Action
1.	<p>Welcome, apologies and Declarations of interest.</p> <p>JT welcomed everyone and introductions were made. JT highlighted the code of conduct protocol, noted previous declarations and how they do not need to be made at each meeting.</p>	
2.	<p>Minutes of the last meeting for approval.</p> <p>The minutes of the last meeting were approved as an accurate record.</p>	
3.	<p>Action Tracker.</p> <p><u>Walton Centre NHS Foundation Trust (installation of an additional card only car-park pay machine (Sid Watkins)):</u> formal updates have been requested at the Trusts patient experience group meetings. The machine is now in place and there is external work to get it up and running. Once the machine is operational, the trust will be asked to support joint communications on this. There was also a suggestion about the need for signage. Actions: update on progress to be provided. Trust to be asked to consider the need for signage. Discussion with the trust about joint communications to take place.</p> <p><u>Accessibility of Rowlands Pharmacy (Birkdale):</u> no further progress had been made but the group agreed the following. Actions: Sefton Pharmaceutical Committee to be formally updated on the issue. The suggestion by VK, to contact Cllr Veidman (Cabinet member for planning & building control) to explore issues with the building, any previous requests for a temporary ramp and any recommendations about how we can take this forward.</p>	<p>WA</p> <p>DB</p>



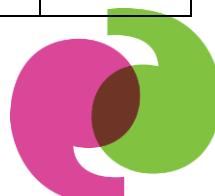
Agenda Item	Notes	Action
	<p><u>Current market position (adult social care)</u>: dates/ time for the online session are being confirmed. Action: details of the session to be shared with members when confirmed.</p> <p><u>Disabled parking at local hospital trusts</u>: work to ensure our local providers are complying with the 'NHS parking guidance (2022), particularly that blue badge holders should have access to free parking) is ongoing. Action: to follow up with Liverpool University Hospitals NHS Foundation Trust about how they communicate this to patients.</p> <p><u>Southport & Ormskirk Hospital Trust: appointment letters</u>: we had been asked to raise again that letters need to include clear information about which hospital site, appointments will be located. AM noted that this had previously been highlighted about maternity services but didn't know if this had been followed up. Action: Issue to be raised at the next 'Patient Experience Group' meeting.</p> <p><u>E-consult</u>: the results from the mapping exercise have been shared with Jan Leonard (NHS Cheshire & Merseyside). Action: update to be provided. Members discussed access further.</p> <p>JC updated that Alex Cookson (Mersey Care NHS Foundation Trust) had been working with People First in relation to GP access and access to healthcare.</p> <p>JT commented that this is a massive issue. Not everyone who rings up at 8am each morning is looking for a same day appointment and a sensible system needs to be put into place. JT explained that he will be raising this issue when he meets with the South Sefton Primary Care Network.</p>	DB DB MD/ AM



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	<p>JC commented on the different way's practices are run and asked how the care navigator role will work. WA responded that when a patient contacts their practice, the navigator will find out what the appointment need is, and signpost to the right clinician within the practice. MW felt that this needs to be explained more with patients. The majority of patients are phoning at 8am and more open access is required. The processes in place, are stressful for all involved. JC suggested that the public don't respect reception staff, mutual respect being important. AM asked about the care navigator role in local accident and emergency departments, WA explaining that the commissioner had shared they had not worked as planned.</p> <p>WA updated on an event which is being planned by Southport & Formby Primary Care Network to support primary care staff. WA has been involved and will be attending the session.</p> <p><u>Updating our work plan:</u> meeting is being arranged with Stephen Williams (Director for strategy and Performance) to discuss the Sefton Partnership priorities and how we can align our work and new priorities. Action: update to be provided at the next meeting.</p> <p><u>Development of Youth Voice:</u> GR updated that there had been a meeting of the steering group at which Headteachers, public health representatives and Merseyside Police had attended. Action: to keep the group updated.</p> <p><u>2-hour urgent community response service:</u> VK updated that Carers are still unable to refer into the service. Carers Trust is challenging this nationally with NHS England. It was agreed that Carers know their families best and a 'no wrong door' approach</p>	<p>DB</p> <p>SC/GR</p>



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	<p>should be in place. VK is challenging this locally too and has asked what happens to referrals which are not accepted. Recruitment to vacant posts remains challenging. Looking at the current statistics, there are 120 referrals per month which average 4 per day. There was a discussion about the budget allocation for this service/value for money. WA updated that there will be an update provided to South & Central Sefton Community Champions at their next meeting. Action: updates to be provided at future meetings.</p> <p><u>Mersey Care NHS Foundation Trust</u> – issues raised about appointments for medication reviews for Dementia and memory clinic assessments had been raised with the trust and a response awaited. Action: update to be provided at the next meeting.</p> <p><u>Patient story (access to Podiatry services) for individuals with a learning disability</u>– WA updated that this patient story highlights the impact the current appointment booking system has, for those with a learning disability. Some individuals don't have the ability to make follow up appointments and other issues relate to affordability. Actions: letter to be sent to the Chief Executive of Mersey Care NHS Foundation Trust, to find out how patients access and information needs, are recorded and how the system in place offers a fair and inclusive service. Update to be provided.</p> <p><u>Patient Participation Groups (PPGs)</u> – recruitment is one of the agenda items at the next network meeting and GR is involved in this in terms of how to engage with younger patients.</p> <p><u>Accessible Information Standard (primary care)</u> – this issue has now been included onto the main workplan.</p>	<p>VK/WA</p> <p>DB</p> <p>WA</p>



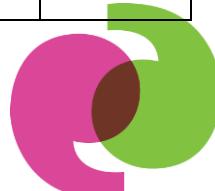
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	<p><u>Safety Champions meeting (Southport & Ormskirk Hospital NHS Trust)</u> – AM updated that she is now the Healthwatch ambassador for this work. JT asked more questions about this. Safety walkabouts are held by the trust every week and AM will support this activity joining one per month, focusing on the patient journey. A topic is chosen from reviewing complaints data, for example food or pain relief, and then feedback is gathered from patients. AM undertakes the walkabout with a manager/ Midwife. The local Maternity Voices Chairperson has also been invited to take part as have non-executive directors.</p> <p>JT asked for an update on the current position of maternity services in light of the Ockenden report. AM shared an update on her ambassador work with Liverpool Women's NHS Foundation Trust, being a member of their patient experience group.</p> <p>VK gave an example of students who are studying Midwifery. They have to undertake onsite placements which include being involved in the delivery of care. This can mean being on site for many hours. The average cost for daily parking which had been shared with VK had been £12.50. This is not reimbursed and it was thought that additional finance pressures were a factor in students leaving their training. Actions: AM to contact Southport & Ormskirk NHS Trust to see if this is an issue they have encountered. The issue to be shared with NHS Cheshire & Merseyside if needed.</p>	AM/DB



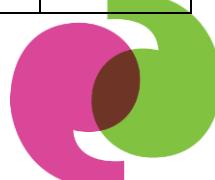
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4.	<p>Strategic updates:</p> <p>a) <u>NHS Cheshire & Merseyside Integrated Care Board.</u> DB provided an update from the meeting held in September which had been held in Sefton. DB had been the Healthwatch representative on both the private and public meetings representing the other local Healthwatch. The main agenda items related to an update on the clinical service reconfiguration proposals at Liverpool University Hospitals NHS Foundation Trust, the assurance process for substantive changes to service provision, Health Care Partnership developments and a finance report.</p> <p>JT updated that our Cheshire and Merseyside structure was the second largest in England and reminded him of the previous Mersey Regional Health Authority.</p> <p>b) <u>Changes to Stroke Services in North Mersey.</u> A press release had been shared with members and JT explained how the stroke centre for North Mersey had now opened at Aintree University Hospital, dedicated to caring for people in the critical 72-hour period after a stroke occurs. JT described the clinical outcomes versus convenience issue and how this service being based at Aintree would provide a 24 hour/7-day service. JT went into detail about the surgery undertaken as part of this treatment.</p> <p>After 72 hours of care, the patient would be discharged home or to their local hospital. JC asked, if a family were semi-informed about the changes, they may take them to the right hospital, but</p>	



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	<p>what would happen if they took them to Southport Hospital or the Royal? Its important to think about everyone and if specialists are not in the hospital they are taken to, what would happen? JT responded that the challenge is about 'right place/right time' and will be something which will be looked at. AM asked if this could be something which Healthwatch looks at from a patient experience perspective. A question was asked about patient records and if they were transferable. JT detailed the historical problems with many failed IT systems. JC briefed on the involvement of People First in the work being undertaken at Southport & Ormskirk Hospital NHS Trust with their IT system work. AM was concerned about patient records between hospitals if transferred from the Aintree site back to their nearest hospital.</p>	
5.	<p>Chairperson Report.</p> <p>JT noted his thanks to DB for the comprehensive induction process which had been put into place. There have been various online courses completed, including safeguarding and an introduction to Healthwatch.</p> <p>JT had attended his first meeting of the Health and Wellbeing Board which had been held face-to-face and had met with the Chair, Cllr Ian Moncur prior to the meeting.</p> <p>A successful introductory session with steering group members had been held at Burlington House and there were plans in place to attend both community champion meetings.</p> <p>JT brought an 'any other business' item forward to this section of the meeting, asking members for their thoughts on steering group meetings moving to bi-monthly. The basis for this</p>	



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	<p>proposal was to ensure that there was space for work and activities to progress between meetings and this was agreed. It was also agreed that additional meetings could be called by any member if an issue required further input or discussion. Actions: decision noted. Updates to be provided to those members not in attendance and dates for 2023 to be shared.</p>	DB
6.	<p>Ambassador reports.</p> <p>Members had received reports from ambassadors detailing the main discussion points from meetings, issues for Healthwatch to consider and key outcomes.</p> <p>AM updated on the patient led assessments of the care environment visits at Southport & Ormskirk Hospital Trust, taking place on the 19th and 20th October.</p> <p>There was limited time to discuss the reports. Action: it was agreed that DB review the reports and progress with any actions required.</p>	DB
7.	<p>Issues/Themes from steering group membership/Community Champion networks for consideration.</p> <p><u>South & Central Sefton Community Champion network</u></p> <p>WA updated that GP access continued to be the main theme being raised by champions, particularly the lack of face-to-face appointments. Issues relating to accessibility for patients with learning disabilities, mental health and hearing difficulties are also being shared.</p> <p>WA also updated on some of the issues being reported about community service provision at local clinics across south Sefton.</p>	



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	<p>Issues relating to a lack of staff/ patient safety were being shared, staff being on their lunch breaks but the clinic and reception area remaining open and unstaffed. WA has been working on posters which have been distributed to all clinics to encourage independent feedback. To date, the posters had not encouraged any feedback and WA asked the group if they would approve face-to-face engagement across community clinics. Action: this request was approved, an engagement plan to be put into place.</p> <p>AM updated that Southport MP Damian Moore had launched an online petition (Southport Hospital needs a Children's A&E). The aim of the petition is to gather support to get the service in place as children and families in Southport deserve to be supported with the highest level of healthcare. Action: to find out how this petition will impact the 'Shaping Care Programme.</p>	WA
8.	<p>Work plan update</p> <p>There was limited time available and therefore this item was not reviewed by members.</p>	DB
9.	<p>Report for authorisation</p> <p><u>The Walton Centre NHS Foundation Trust. Partnership Engagement Event (08/02/22)</u></p> <p>WA updated that the first version of the report (drafted by Healthwatch Liverpool) had been reviewed by members in May. A number of suggestions to improve its readability had been made and the report on the agenda today was the updated second draft. A response from the provider will be included within the final version and it will be presented for final sign off at the next meeting. Action: Members noted the report.</p>	

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10.	<p>Locality Representative recruitment plan.</p> <p>There was limited time available and therefore this item was not reviewed by members.</p>	
11.	<p>Staff recruitment update.</p> <p>There was limited time available and therefore this item was not reviewed by members.</p>	
12.	<p>Any Other Business.</p> <p>JC and WM updated on the work of People First to ensure there is easy read material on the issue of 'Do not attempt cardiopulmonary resuscitation' (DNACPR). People First are working on this with NHS England and JC asked if JT would have some time to meet with them and discuss this area further.</p> <p>Action: meeting to be arranged.</p>	DB



Attendance Tracker

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

