

**Minutes of the Healthwatch Sefton Steering Group meeting.  
Held Tuesday 15<sup>th</sup> September 2020. 10:30.  
Virtual meeting using the platform Zoom.**

**ATTENDEES:**

**Chair:**

Maureen Kelly (MK)                      Chair

**Locality Representatives:**

Collette Bell (CB)	Locality representative - Netherton
Anne Major (AM)	Locality representative - Central Southport
Maurice Byrne (MB)	Locality representative - Maghull
Jennie Meehan (JM)	Locality representative - Bootle
Brian Clark (BC)	Locality representative - Ainsdale & Birkdale

**Organisational Representatives:**

Roger Hutchings (RH)	Co-opted (Social Care)
Will Mullen (WM)	Transforming Care Partnership Board
Joanne English (JE)	Transforming Care Partnership Board
Clare Johnston (CJ)	Sefton Carers Voice
Marion Hepworth (MH)	Sefton Partnership for Older Citizens
Kellie Wright (KW)	Sefton Parent Carer Forum
Karen Christie (KC)	Health & Social Care Forum

**Apologies:**

Sharon Cotterall (SC)	Every Child Matters Forum
Kevin Halewood (KH)	Locality representative – Crosby
Louise Doran (LD)	Locality representative – North Southport

**Staff Team:**

Diane Blair (DB)	Manager
Marguerite Partington (MP)	Engagement & Participation Officer

**1. Welcome, introductions & apologies**

MK welcomed all members. Introductions and apologies were made. With the meeting being held virtually, members were asked to indicate when they would like to join the conversation so that this could be managed.



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

No declarations of interests were made.

## **3. Minutes from the previous meeting for approval.**

Minutes from the meeting which took place on the 14<sup>th</sup> July 2020 were agreed as an accurate record of the meeting held.

## **4. Matters Arising Action plan**

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

Walton Centre Foundation Trust Governor role – following a discussion it was agreed that Wendy Andersen contact lead governor Barbara Strong to gain an update on the trusts position. **Action:** update to be provided at the next meeting.

Update on the 'criteria based clinical treatments (CBCT) consultation – Update had been received from Justine Shenton – Dil Daly (lay rep for NHS South Sefton Clinical Commissioning Group) will be asking for an update at the next Engagement and Patient Experience Group meeting. **Action:** Issue to be removed and MH to provide an update when available.

Review impact of COVID-19 on people with disabilities – the scoping document will be available at the October meeting. **Action:** Report to be included as an agenda item.

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

RH provided an overview on this area. Since the last meeting of the steering group, there have been 3 meetings of the Outbreak Management Board. An extensive plan is in place, which has 7 sections. One of the most important sections is 'support for vulnerable people'.

At the last meeting, members of the Outbreak Management Board had been updated about the increasing cases of Coronavirus across the borough and



the wider transmission. Issues relating to track and trace' and testing were also discussed. Other issues discussed related to local business compliance. DB shared how concerns have been raised with Healthwatch about a local hairdressing salon and concerns about spectators at football matches in local parks. MH shared an example of family members who had booked a test via their smartphone and on attending for the test, were told they should not have been there! They were told to attend at Chester hospital where there was a drive through and managed to access tests. MH felt that we need to understand what should be happening locally and challenge.

DB shared how there was an increase in enquires and concerns about local access and testing facilities. RH explained that there are issues with materials and laboratory capacity. MB asked if John Lennon airport was still being used.

MB spoke about access to the flu vaccination. To date there has been poor communication, varying across GP practices. Some pharmacies have provision. Communication is so important. AM felt that it was confusing for patients. Originally AM had been told by her GP practice that vaccinations would be available in December, but a recent letter received was an invitation to get the vaccine at the weekend. It was also felt that approaches were different across localities. DB explained that the formal response from commissioners and public health relating to flu vaccinations should be available soon. **Action:** formal response to be shared prior to the next steering group meeting.

RH and BC had recently attended the Overview & Scrutiny Committee (adult social care and health) and there will be a working group which will focus on COVID-19 and its impact on mental health. RH will be joining the working group on behalf of Healthwatch.

## 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:



Review of Residential/ Nursing homes: Impact of COVID-19 on residents and relatives:

- Steering group members have been asked to join a task and finish group to help define, plan and support in the delivery of this area of work. **Action:** initial meeting of the task and finish group to be scheduled.

Listening Events

- Request for the formal response to the report from the visit to Southport & Formby District A & E department (Jan 2020) had not been received. This is due to unforeseen staff absence and is being picked up by Claire Harrington, Deputy Director of Nursing. **Action:** Report to be approved at the next meeting.

Review of supported living for individuals with an Autism diagnosis (in partnership with Sefton Carers Centre)

- Clare and Diane have discussed next steps with this project. (16.07.2020). A joint draft letter has now been approved and will be sent to Sefton MBC for a response. **Action:** copy of the letter to be shared with members.

Strengthening and Supporting Patient Participation Groups (PPGs)

- There will be further discussions with commissioners. A steering group will be set up. Locality representatives have been asked if they would like to support this work.

Social care assessments: the local context

- Members asked that a session be held with volunteers rather than a briefing paper so that it can be interactive. **Action:** Mark Waterhouse to be contacted to arrange a session for volunteers.

How parents and carers find using the 'Attend Anywhere' virtual appointment system (SEND services)

- Steering group members have been asked to join a task and finish group to help define, plan and support in the delivery of this area of work. **Action:** initial meeting of the task and finish group to be scheduled.



Support parents and carers to find the right answers and up to date information. Holding online sessions with members of the Sefton Parent Carer forum. (SEND services)

- The planned session focussing on the return to school was postponed following feedback from the parent carer forum. **Action:** a new date and time for the online session will soon be shared.

Review of the community continence service.

- Steering group members have been asked to join a task and finish group to help define, plan and support in the delivery of this area of work. **Action:** initial meeting of the task and finish group to be scheduled.

Progressing the pledges made with Sefton Dementia Action Alliance: early onset Dementia services.

- Members had reviewed the response from Joe Rafferty CBE, Chief Executive, Mersey Care NHS Foundation Trust.
- There is no longer a commissioned service for this group of vulnerable people.
- The response was shared at the last meeting of the Dementia Friendly Communities meeting and both the manager of Sefton Alzheimer's Society and Cllr Cummins had agreed to support Healthwatch.
- CJ shared how Sefton Carers Centre had been in touch with Catherine Mills from the trust. They had been made aware that all post diagnostic services had stopped which had been based at the South Sefton Neighbourhood centre in Waterloo. Support for Carers had also ceased. **Action:** CJ to forward the correspondence to DB.
- Members agreed that the next step with this issue is to make commissioners aware of our correspondence and response from Mersey Care NHS Foundation Trust and to ask for consideration to be given for locally commissioned services. **Action:** letter to be drafted to commissioners and shared with Barry Lyon and Cllr Cummins for support.



Review of Ophthalmology services at Southport & Ormskirk Hospital NHS Trust.

- Request for formal response to the report had not been received. This is due to unforeseen staff absence and is being picked up by Claire Harrington, Deputy Director of Nursing. **Action:** Report to be approved at the next meeting.
- AM explained how community opticians are undertaking more work and have been providing emergency appointments. There has been funding made available for this. AM was unsure however if screening was part of this service.

Access to appointments – communication with patients.

- JE shared that although appointments with GPs are taking place, either via telephone or via video, what needs to be considered is that in using them, the number of face-to-face appointments available will also be impacted.
- BC stated that it was interesting that more face-to-face appointments were starting to take place.
- MP explained that locally there have been requests for more face-to-face appointments. At the October meeting of the Southport & Formby Community Champion network, there will be a presentation on e-consult which is an alternative way of engaging with a GP practice.
- MB told members that the public don't understand about the use of nurse practitioners and how appointments sometimes are more suitable with them rather than the GP. This needs to be explained.
- In summarising the conversations, MK agreed that there was a definite theme emerging relating to communication and that this should be picked up. **Action:** DB to raise the issues shared at the next meeting of the Sefton Health Information and Communications group.

Dentistry Watch

- Comments on the survey had been received. **Action:** The survey will be reviewed and shared for final approval with members.

Community Champion Network updates

- Members noted the updates shared for both community champion updates.



Hospital Discharge work: Healthwatch England and NHS England and Improvement.

- 8 interviews with local stakeholders were completed by the deadline (14/08/2020)
- Transcripts of the interviews/ detailed interview notes were shared with Healthwatch England (21/08/2020) in line with the deadline.

**7. Update on ‘areas of Interest action plan.**

Air Quality

- MK shared how prior to the pandemic, Helen Armitage from public health had been very supportive of Healthwatch formally writing to Peel Ports to enquire about their public facing port air quality strategy.
- RH explained how he thought that Healthwatch should find out what the quality of air had been across Sefton during lockdown, this could then be used as a baseline. This information could also be included in the letter to Peel Ports.
- MH commented on the increased traffic levels back at Switch Island and Dunning's Bridge road.
- **Action:** RH to make enquiries about air quality monitoring during lockdown and share this at the next meeting.
- DB provided an update on the Sefton domestic fuel project. The monitor has been installed but the sim card is awaited. Once ready, data will be available on ‘breathing space’.

Personal Health Budgets

- There will be a presentation on this topic at the next meeting of the Southport & Formby Community Champion network. **Action:** MP to share update at the next steering group meeting.

Concerns about local housing developments and impact on GP and community services.

- Members agreed that this issue remain on the action plan. AM explained how housing developments in Southport were complete, but people hadn't moved in due to the pandemic.

Prince Street Clinic – Accessibility.

- As the work has been completed, this issue to be removed from the action plan.





Lost dentures in local hospitals.

- MH felt that this issue needs to be addressed with our local providers. The solution could be as simple as providing patients with specific boxes for their dentures.
- AM shared that the issue had previously been raised and discussed at the Southport & Ormskirk Hospital Trust patient experience group and pots had been discussed. The issue hadn't been discussed since.
- KC expressed concerns about the lack of policy and practice this could lead to patients not being able to eat. If you are unwell and can't eat, it becomes a safeguarding issue.
- AM agreed and stated it was also a privacy and dignity issue.
- MH explained how the loss of dentures can also be a financial issue.
- MB asked if local care homes had a policy or procedure in place and if we could learn from them?
- MK shared how the Walton Centre NHS Foundation trust actually used pots but didn't have a policy.
- **Actions:** DB to ask other local Healthwatch (using Facebook workplace) if they know of trusts in their areas which have a policy in place. Formal letter to be sent to local providers with/without best practice examples with request for this issue to be addressed.

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

- Members agreed that the trust be contacted to gain an update on the issue and then a decision can be taken regarding next steps. **Action:** Wendy Andersen to contact the Walton Centre to gain an update.

Concerns relating to the commissioned Dermatology service – DMC Healthcare.

- AM explained how locally it appeared that GP's did not know where to refer patients as there is a hospital service and then the DMC community service.
- **Action:** It was agreed that the reviews on the service to date be shared with commissioners for information and request an update on the referral pathway.





Review of local provider Transgender policies and practice.

- DB explained that this issue was not picked up prior to the pandemic but this would be picked up now. **Action:** DB to contact provider equality leads and share updates with the group when available.

Relocation of services from Southport & Formby District hospital to Ormskirk District General Hospital.

- Update had been provided by Trish Armstrong-Child (Chief Executive) at the volunteer development session. A business case to keep the Physiotherapy department and the Medical Day unit on the Ormskirk site until the end of March in the interim had been agreed. A review would be undertaken in February about the longevity of this arrangement.

Equality issues at Southport & Ormskirk Hospital NHS Trust

- The issues had been shared with the equalities lead, Robert Davies prior to the pandemic, but there had been no response. **Action:** DB to contact Robert Davies to request an update.

**8. Report Authorisation: Enter and View visit to St Josephs Hospice.**

Members had received the report for review and MK asked if there were any questions:

- AM shared that during the visit to the hospice, it didn't feel very homely and this was not reflected within the report.
- MB agreed but felt that it would be difficult to evidence this. MB stated that he would have expected more of a care home feel, rather than a hospital.
- KC asked if anyone the team spoke to, mentioned the environment.
- AM and MB fed back that it was just their experience and acknowledged that this would be hard to evidence.
- AM also added that using healthcare assistants was an old-fashioned idea and it surprised her that this model was being used.
- MK summarized the discussion in that everything has been evidenced within the report and asked members if a follow up visit for 12 months time could be undertaken. This was agreed. **Action:** Report to be authorised and a return enter and view visit added to the visit list.



## 9. Emerging themes

MB referred to the previous discussion about the need for more communication with the general public. MB shared how a GP practice in Maghull had recently lost 3 GPs. Two had been replaced but there were now no female GPs at the practice. How do patients get to know?

MK ran through some of the key issues which had been discussed which all related to communication of which access to COVID tests, access to the flu vaccination, access to GP services, dental services, blood tests are prime examples.

Members discussed the possibility of Healthwatch having a pull out in the local newspaper sharing updates and asking the public to tell us about their experiences of accessing services.

CJ shared that Sefton Carers Centre were currently clarifying access to day centres. Carers have been sharing their concerns about access and are questioning if services will return to the same level. There has been little communication. RH commented on the impact on carers mental health and wellbeing which can be dramatic. JE echoed this and explained how the situation is very similar for those with a Learning Disability. There have been concerns that respite days may be lost, or will they be given back? RH also commented on the cut to care packages within the community which nationally have been cited as 60% cuts. Again, this has a big effect on carers. This is just the tip of the iceberg.

KW updated members on the issue of child on parent violence and again the impact this had on carers during the pandemic, particularly during lockdown. Locally there is a project which has been funded which will focus on this.

KC gave information on a team which has been set up within adult social care to specifically look at reassessments. KC knows this as her sister has been reassessed and now has access to day centre services for 2 days per week.

**Action:** how Healthwatch can support communications particularly in relation to access to services to be considered.



## 10. Update on the recruitment of Chairperson

DB advised members that William Brice (Bill) had successfully been appointed as the new Healthwatch Sefton Chairperson. Bill will be meeting with DB and MK in the coming weeks and will be working through an induction process.

## 11. Update on the proposed merger of NHS Clinical Commissioning Groups (CCGs).

DB provided a verbal update. In March 2020, there was an application to NHS England for the establishment of a North Mersey CCG (Sefton, Liverpool and Knowsley). The chairs of the four CCGs recently met with leaders from NHS England and the Cheshire and Merseyside Health and Care Partnership and the outcome was that the application for a north Mersey CCG was not on a scale that matched either regional or national direction.

Recently issued phase 3 guidance sets out new priorities and includes a statement indicating the policy direction for the future of CCG commissioning – a single CCG across the system. The default expectation therefore is that locally there will be one CCG per health care partnership area (Cheshire & Merseyside), enabling strategic commissioning and the devolution of more functions for place-based leaders.

RH and BC also confirmed that this issue had been discussed at the last meeting of the Overview and Scrutiny committee (Adult social care and health). Discussions are taking place between the NHS and the local authority.  
**Action:** members to be kept updated on this merger.

## 12. Any Other Business

111 First - DB highlighted this new NHS pathway which will be introduced nationally and will come on stream in the autumn. 'NHS 111 First' is part of a national integrated programme to improve outcomes and experience of urgent and emergency care. To keep patients safe and allow them to maintain social distancing, patients will be advised to call NHS 111 before they go to the Emergency Department. NHS 111 will then book them into a time slot at the emergency department, or at the most appropriate local service for the patient.



All patients who need a blue light response will still receive one. NHS 111 First will ensure that patients can access the clinical service they need, first time, with the convenience of a booked appointment or time slot if they need to attend an emergency department. There will be presentations at future community champion meetings.

Southport and Ormskirk NHS Trust – DB raised that there will be upcoming engagement with the public about the trust and how it will provide care to the local population in the future. The programme is called ‘Shaping Care Together’. Healthwatch Sefton, Healthwatch Lancashire and the two local CVS organisations are currently engaging with commissioners.

Review of dates and timings of future meetings – With new volunteers joining the group, the day and time of future meetings will need to be reviewed to ensure all volunteers are able to attend. It may be that meeting days and times are alternated. This was agreed. **Action:** volunteer availability to be collated and shared with the group at the next meeting.

Healthwatch Sefton ‘Tell us what we should be focussing on’ form – DB had been asked to remind members that this form should be used to feed in issues for any emerging issues. **Action:** Form to be recirculated to members.

MK shared that with Bill taking on the role of Chairperson, this would probably be the last meeting which she would chair. Members thanked MK for her support and leadership in the development and progression of the organisation.



## Attendance Tracker

Name / Representing	June 2020	July 2020	Sept 2020
Maureen Kelly - Chair	✓	✓	✓
Louise Doran. Locality representative: North Southport	✓	Vacant	x
Anne Major. Locality representative: Central Southport	✓	Vacant	✓
Brian Clark OBE. Locality representative: Ainsdale & Birkdale	✓	Vacant	✓
Locality representative: Formby	✓	Vacant	Vacant
Locality representative: Hightown & Ince Blundell	✓	Vacant	Vacant
Kevin Halewood: Locality representative: Crosby		Vacant	x
Locality representative: Seaforth & Litherland		Vacant	Vacant
Jennie Meehan: Locality representative: Bootle		Vacant	✓
Collette Bell: Locality representative: Netherton		Vacant	✓
Maurice Byrne: Locality representative: Maghull		Vacant	✓
Karen Christie - Health and Social Care Forum	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.	✓	✓	✓
Marion Hepworth Sefton Partnership for Older Citizens	✓	✓	✓
Brian Causey: Sefton Carers Independent Action Group	x	x	x
Clare Johnston – Carers Voice	✓	✓	✓
Sefton Young Advisors	Vacant	Vacant	Vacant
Transforming Care Partnership Board Will Mullen and Joanne English	✓	✓	✓
Sharon Cotterall – Every Child Matters Forum	✓	x	x

