

**South & Central Community Champion Network Meeting****Wednesday 27<sup>th</sup> April at 10.00 am****Zoom meeting themed:****Sefton Council, Adult Social Care****Chair**

Barbara Rouse (BR)      Bootle YMCA

**Attendees**

Maurice Byrne (MB)	Maghull Locality Representative
Sandra Bell (SB)	The Reach Men's Centre
Jan Comer (JC)	People First Merseyside
Nicola Hall (NH)	People First Merseyside
Caroline Hesketh (CH)	Sefton Carers
Joanne Seddon (JS)	St Leonards Youth and Community Centre
Debbie Kelly (DK)	May Logan Centre

**Healthwatch staff member(s)**

Wendy Andersen (WA)	Engagement & Participation Manager
Mandy Williams (MW)	Signposting & Information Officer
Thomas Rogers (TR)	Administration Officer

**Guest Speaker (s)**

Andrew McDonald (AMc)	Sefton Council, Adult Social Services
Jane Elliott (JE)	NHS South Sefton CCG

**Apologies**

Kevin Halewood (KH)	Crosby Locality Representative
Helen Roberts (HR)	Seaforth & Litherland Locality Representative (also covering Hightown & Ince)
Joe Boyd (JB)	Sefton CVS Community Connector South Sefton
Louise Heritage (LH)	Sefton CVS Community Connector Maghull & Lydiate

Rosemary Hart (RH)	Kindhearts Café
Mandy Lewtas (ML)	Kindfullness Café
Bob Wilkinson (BW)	The Samaritans
Debbie Shelley (DS)	St Leonards Youth & Community Centre

## **1. Introductions & Housekeeping**

BR welcomed all members and guest speakers to the Community Champion network zoom meeting.

Guest speakers and topics planned for today's meeting:

- Sefton Council – Adult Social Services
- NHS South Sefton CCG

The last south and central Community Champion network meeting was held March 2022 themed on:

- Mersey Care NHS Foundation Trust – Engagement and Carers Engagement
- Liverpool Women's Hospital (Unfortunately the guest speaker DNA)

Housekeeping was covered and BR introduced the guest speakers.

## **2. Code of Conduct / Declarations of Interest**

BR informed everyone that the Healthwatch Sefton Code of Conduct had been circulated and all members should have signed and returned this. Members were asked if they are yet to do this to complete this asap. During this meeting all members were informed that they were to abide by the Code of Conduct and Kindness and Respect Guidelines.

BR asked if there were any declarations of interest.

No declarations of interest were declared.

### **3. Sefton Council – Adult Social Services**

AMc introduced himself and his role to members. AMc Stated he is a qualified Social Worker for 20 years and has worked in Liverpool, Knowsley and Sefton.

A presentation was shared with the group re: Adult Social Services for Sefton.

The presentation included:

- Who we are – Adult Social Services
- Why and How you would request our involvement?
- Contact details
- What can we do?
- Other important information about our services
- Frequently asked questions with responses

The full presentation is attached to the circulated notes for attendees.

Following the presentation, members were asked if they had any questions or comments.

**Question / Comment:** BR asked if the service had found an increase or decrease in demand since Covid?

**Answer:** AMc stated it is not particularly higher although there is an increase due to pressures on hospitals and communities.

**Question / Comment:** MB asked at what point is a financial assessment requested / what services is this needed for?

**Answer:** AMc stated not all services require or involve a financial assessment. Early interventions are free.

**Question / Comment:** MB stated that there are a lot of homes empty at the moment. This is due to people going into care/ nursing homes. How long does it take for homes to be sold to pay for care? It is just a concern that a lot of homes are left empty for long periods when they could be sold on and lived in.

**Answer:** AMc responded to say if someone enters a care home it is 4 weeks before a review is carried out and then the property will also be looked into. This can differ from case to case.

No more questions were put forward. BR thanked AMc for presenting today and asked members if they had any further questions this could be emailed to WA.

#### **4. NHS South Sefton CCG**

JE introduced herself and stated she had attended to answer any questions that members had.

BR asked members if they knew what a PPG was? NH stated that she did not and BR explained that this was a patient group working with their GP surgery to support the surgery in finding out patient views and making improvements.

BR asked JE if she could provide an update on this.

JE stated that the Patient Participation Group (PPG) networking meeting was held yesterday to support GP practices across Sefton. Guest speakers included talks on a PPG journey and starting up a new PPG. The network discussed what further support was needed.

PPG support packs have been developed and shared with the GP Practice Managers and members from the networking group. BR raised the query that she had not received the packs. [Action: WA to contact Laura from the CCG to see if the packs have been shared.](#)

BR went on to say that she had seen no information about PPG's at her GP surgery but that she had now swapped contact details with someone from her surgery to discuss this further. JE stated information needs to be shared by GP surgeries and that their websites need to be updated as well.

GP Access – JE informed members that the GP Access survey was now closed and that there had been over 10,000 responses. The data is currently being analysed and each GP surgery will receive their own separate report which will be discussed with their PPG.

No further questions were asked and BR thanked JE for attending and providing the updates.

## **5. Community Champion updates**

WA asked for each member to provide an update on their services and activities.

**Sefton Carers** – CH reported that there are new courses available and this will be shared with WA to be circulated in the Community Champion weekly update.

**People First Merseyside** - JC reported that the death café was taking place today. People First members were finishing off the cancer awareness roadshows.

**May Logan Centre** – DK reported that there is building work at the centre so currently some services are outreach. The mentors are outreach, the healthy habit course, weight management and healthy walks have all continued.

**Reach Men's Centre** – SB reported that they now have the counselling rooms ready and are doing both face-to-face and telephone counselling. The Reach Men's Centre are working with a number of partner and have lots of courses on offer in-house and are receiving referrals via Life Rooms.

**Healthwatch Sefton Locality Rep Maghull** – MB reported concerns of pressures on GP surgeries in Maghull. There is a lot of demand on GP's and pressures on staffing levels. There are issues with access to IT systems including prescriptions. Patients are expecting more from their GP services than they can deliver. BR agreed and stated there are issues with patient not knowing what services are available and they need to know to be able to access them. MB stated there was an issue when access to e-Consult changed and this then confused patients with the lack of communication.

JE stated that she was an NHS app ambassador and could do a presentation to the group on this. With reference to e-Consult JE stated it was designed to support the appointment system within contracted hours. When it was first set up it was unable to meet the demand being accessible 24/7 therefore it is now only available during the operational day. JE also went on to explain that with Covid not going away GP practices are also struggling with staffing issues. There are lots of clinicians available for patients within GP practices that patients need to know about.

MB commented that the general public are not aware of all the clinician roles and that there is a lack of understanding by patients that needs to be communicated.

AW stated that Healthwatch receive calls to the signposting service re: GP services and that prescriptions are a problem for patients. On a number of occasions AW has had to ring the GP practice on behalf of the patient.

JC talked about a session that was held with People First Merseyside members and the difficulties members spoke of when they could not be understood on the phone by surgery staff, they also found it difficult to use technology and it caused embarrassment. GP surgery staff need to understand if some patients cannot walk in to a surgery it can make things very difficult for them.

BR asked if patients need additional support is this not flagged up on their records? JC stated they are working in this with hospitals but that it is difficult with GP practices as they work on stand-alone systems.

Action: WA to liaise with JE to organise a Community Champion network meeting focussed on GP Access.

## **6. Healthwatch Sefton updates**

- Healthwatch Sefton Signposting & Information – Please contact Mandy for any signposting and information requests [info@healthwatchsefton.co.uk](mailto:info@healthwatchsefton.co.uk) or 0800 206 1304
- The Healthwatch Sefton Steering group meeting was held April 2022. To access Steering Group minutes visit: <https://healthwatchsefton.co.uk/about-us/steering-group-minutes/>.
- Community Champion review - – thank you to everyone who has completed the form and provided information. This is an on-going review to improve how we make the network work for you.
  - Help us with guest speakers you want to hear from.
- Working with community champions and gathering feedback.
  - If anyone would like me to arrange an on-line zoom or face – to face with your members please let me know.
  - Current outreach includes The Reach Men's Centre, Sefton Carers and the Head and Neck Cancer Conference.

- We will ask for your risk assessments in place and provide HW risk assessments.
- GP Access – Healthwatch Sefton has submitted a GP Access report to the CCG. It included feedback from individual people, Community Champion network members and a Patient Story. The report will be shared once a response has been received from the CCG and approved by the Healthwatch Sefton Steering Group.
- GP Patient Participation Groups (PPG's) – A PPG Networking session was held yesterday and we had presentations re: A PPG journey and starting up a new PPG.
- A&E Care Navigators at Southport Hospital - Healthwatch Sefton will be planning a call out for feedback on the service in the coming weeks.

## **7. Emerging Health or Social Care themes**

Identified during this meeting:

- MB reported concerns of pressures on GP surgeries in Maghull. There is a lot of demand on GP's and pressures on staffing levels. There are issues with access to IT systems including prescriptions. Patients are expecting more from their GP services than they can deliver. BR agreed and stated there are issues with patient not knowing what services are available and they need to know to be able to access them. MB stated there was an issue when access to e-Consult changed and this then confused patients with the lack of communication.
- MB commented that the general public are not aware of all the clinician roles and that there is a lack of understanding by patients that needs to be communicated.
- JC talked about a session that was held with People First Merseyside members and the difficulties members spoke of when they could not be understood on the phone by surgery staff, they also found it difficult to use technology and it caused embarrassment. GP surgery staff need to understand if some patients cannot walk in to a surgery it can make things very difficult for them.

## **8. Community Champion network notes for approval**

The notes from the meeting held in March 2022 were previously circulated to all members for comments or amendments. No comments or amendments received and approved.

There was one outstanding action following the February 2022 meeting. People First Merseyside – Patient Story on podiatry. It was reported at today's meeting that this had now been actioned and can be removed.

## **9. Previous emerging issues / questions taken forward to Healthwatch Steering group.**

All emerging themes from the March 2022 meeting were noted at the Steering Group.

Note: If members would like any emerging issues discussed on the Steering Group agenda then please complete the 'Tell us what we should focus on' form.

## **10. Feedback to be taken forward to Steering Group**

Identified emerging health and social care themes as below:

Emerging issues identified during this meeting will be added to the Steering Group work plan to be noted.

Please note: emerging themes will only be noted at Steering group. The form 'Tell us what we should focus on' needs to be completed for themes to be discussed at the meeting.

## **11. Information exchange/ Any Other Business**

None recorded.

Date and Time of Next Meeting:

Tuesday 24<sup>th</sup> May 2022

Venue: ZOOM