

South & Central Community Champion Network Meeting

Wednesday 23rd February 2022

Zoom meeting themed:

Mersey Care – Podiatry and Sefton CVS - Crisis Café hub

Chair

Barbara Rouse (BR) Bootle YMCA

Attendees

Maurice Byrne (MB)	Maghull Locality Representative
Helen Roberts (HR)	Seaforth & Litherland Locality Representative (also covering Hightown & Ince)
Debbie Kelly (DK)	The May Logan Centre
Caroline Hesketh (CH)	Sefton Carers
Joe Boyd (JB)	Sefton CVS Community Connector South Sefton
Louise Heritage (LH)	Sefton CVS Community Connector Maghull & Lydiate
Bob Wilkinson (BW)	The Samaritans
Simon Walker (SW)	People First Merseyside
Lesley Curran (LC)	People First Merseyside
Nicola Hall (NH)	People First Merseyside
Phil Hulme (PH)	People First Merseyside
Jan Comer (JC)	People First Merseyside
Neal Atkinson (NA)	Reengage
Peter Davies (PD)	Liverpool & Sefton Age Concern
Georgia O'Driscoll (GO)	Sean's Place

Healthwatch staff member(s)

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

Guest Speaker (s)

Anne Bennett (AB)	Mersey Care NHS Foundation Trust
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Salim Jaffer (SJ)	Mersey Care NHS Foundation Trust
Richard Cope (RC)	Sefton CVS
Jane Elliott (JE)	NHS South Sefton CCG

Apologies

Kevin Halewood (KH)	Crosby Locality Representative
Justine Shenton (JS)	Sefton Advocacy / Older Person's forum
Rosemary Hart (RH)	Kindhearts Café
Helene Santamera (HS)	British Red Cross Refugee Support
Mandy Lewtas (ML)	Kindfulness Café
Sandra Bell (SB)	The Reach Men's Centre
Joan McArdle (JMc)	The Swan Women's Centre
Nikki Thomas (NT)	The Venus 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:

- Mersey Care NHS Foundation Trust – Podiatry services
- Sefton CVS – Crisis Café hub
- NHS South Sefton CCG – Q&A session

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

- Improving hospital stroke care – NHS Liverpool & Sefton Clinical Commissioning Group (CCG)
- Integrated Community Reablement and Assessment Service (ICRAS) – Mersey Care.

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. NHS South Sefton CCG – Question & Answer session

JE reported that she had no specific updates but had attended to take any questions from members.

Question / Comment – BR asked for an update on GP practice Patient Participation Group's (PPG's)?

Answer: JE reported that this area of work was moving forward and guidance for both GP practices and PPG members had been written and were ready in draft to be shared. JE stated that the Equality & Diversity team within the CCG had also reviewed the guidance to ensure they were inclusive. At the next PPG group meeting the guidance would be shared.

Question / Comment - WA asked if JE could provide an update on the CCG GP Access survey?

Answer: JE updated that the survey was coming to a close for South Sefton but that the survey for the PC24 GP practices were still open. So far there had been a huge patient response across Sefton and a company will be analysing all the data. A report will be expected June 2022. BR asked if Bootle was included in this. JE stated yes, the whole of Sefton.

MB asked why the survey had stayed open for the PC24 GP practices? JE stated this was due to additional questions for these GP practices as they had moved some of the GP services into other GP practices during Covid.

No further questions. BR thanked JE for attending the meeting.

4. Sefton CVS – Crisis Café Hub

RC introduced himself to members and said he had worked at Sefton CVS for 6 months and was the Deputy Manager of the Crisis Café Hub based in Southport.

The Café hub is open 5 – 11 pm on a Friday, Saturday and Sunday along with phone support available. The hub is a safe place for people who are mentally unwell or feeling stressed and anxious. This is an alternative to people going to A&E. If someone is not feeling 100% they can come to us. The Café hub does not offer clinical services but does offer lived experiences. We offer hot drinks and biscuits and are open every weekend.

During the week, Christine, our Peer Support worker makes phone calls to check on people to keep them engaged. We have regulars who use the service.

It is planned to open a café in Crosby in April and this will be based at the Parenting 2000 building.

We are a team of 4 and if you would like to find out more you can contact me (RC).

Question/ Comment: BR asked where the funding came from and can people signpost into the services?

Answer: We are funded through Sefton CVS. Yes, people can be signposted to us and we also provide signposting to clients. We have a lot of knowledge of the area and can refer clients to counselling.

Question / Comment: HR stated she is a volunteer at the Swan Centre and asked if they could signpost people to the Café Hubs. Also are you accepting donations of clothes etc.

Answer: Yes, I will share the details to be circulated. Also, if a client is being supported you can phone us first and we can arrange a staff member to meet with the client first if needed. With regards to the clothes they are not taking at the moment but are giving out clothing grants.

Question / Comment: JB asked if RC could get in touch with him when the Crosby Café Hub opened and if RC had any flyers or posters that could be shared?

Answer: Yes, they will be shared.

Question / Comment: CH stated that Sefton Carers have a lot of carers who report they cannot access emergency mental health support. This is positive news that can be taken back to Sefton Carers with the signposting details.

Question / Comment: MB commented on the service only being open during the weekend and stated he knew people who experience problems accessing emergency services during the week.

Answer: Mersey Care have a 24/7 emergency number. The Café hub has 2 members of staff who work in the week to make calls to clients and to work with them. The Café hub also have activities in the week and this is currently developing.

Question / Comment: BW stated that he had dropped off tea bags and contact details for the Samaritans. BW asked if they would like their posters as The Samaritans operate 24/7.

Answer: Yes.

Question / Comment: DK stated that she thought this service was fantastic and well needed and would be interested in attending an open day for the Café hub being opened in Crosby.

BR ended the conversation by stating she felt this was a really good presentation and very good news to hear of this service. Any further questions can be raised via WA. BR thanked RC for attending the meeting.

5. Mersey Care NHS Foundation Trust – Podiatry services

AB introduced herself and SJ to members.

A presentation was shared with the group re: Podiatry services and SJ talked through the presentation in more detail.

The presentation included areas:

- Background
- What is Podiatry
- Treatment / Management
- Where clinics and services are based
- The staff working in Podiatry
- How the team work together

- How you can refer into the service

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

Following the presentation, a number of comments and feedback were put forward by members:

Question / Comment: BR stated she was a patient of SJ and that the service had been brilliant. Being treated by SJ made her feel confident she would receive the right treatment.

Question / Comment: PH attended today from People First Merseyside to share his feedback on accessing podiatry services:

PH stated he had a horrible time during lockdown and respected what everyone was going through. PH stated he accessed Park Street, Bootle for both his GP and podiatry services.

PH said one of the problems was waiting. Once he gets an appointment the treatment is great but trying to make the follow up appointment is hard. When they tell you to ring the following week, they then say there are no appointments. PH stated he accepts this but the longer he waits the more pain and suffering he is in. It then affects his mobility and by the time he gets an appointment it is so frustrating.

PH told us all that the staff at People First Merseyside support him when he is struggling with his mobility and tell him to go home.

The journey of not getting a follow up appointment:

- Not being given a follow up appointment and told to ring at a later date
- The struggle and stress to get a follow up appointment
- The pain and suffering of being left too long
- The loss of mobility
- PH stated he ended up having to use a walking aid which was not needed before.

AB responded to say it was really important that PH had shared his feedback. SJ can personally follow this up if PH would like him to. **Action:** JC to let WA know if PH would like this to be followed up by SJ

Question / Comment: HR stated she was the Healthwatch Sefton Rep and had heard lots of people expressing frustration about the podiatry services and not wanting to have to access the service by starting at the beginning by having to refer in again.

Answer: SJ stated that the service never stopped during Covid but the main reason for not seeing patients was that people had to isolate. Due to people having isolate they could not access the services. If a patient has not been seen for 12 months then a new referral is needed as the patient will need to be reassessed to ensure their needs are met.

No further questions were raised. BR thanked both AB and SJ for attending and presenting at today's meeting.

6. Community Champion updates

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

Bootle YMCA – BR reported that groups are getting back to normal at the centre.

Healthwatch Sefton Locality Representative Seaforth & Litherland (also covering Hightown) – HR reported she had no further updates on her role as Locality Rep. HR stated she volunteered for The Swan Centre and felt there was a great need for mental health services.

Reengage – NA reported that they have taken over the lunch clubs and that they will keep the same name Age Concern. The clubs have not re-started as yet as they need to recruit volunteers and provide training. Flix and Friends is still operating and there was approx. 150 people at a viewing held yesterday. The Flix and Friends is free for people 60+ and they just encourage a donation to either Reengage or the Plaza Cinema. Reengage will also be offering core services including tea parties and a companion service for over 75's. The companion service is a matched service.

Healthwatch Sefton Signposting & Information Officer – AW reported that the main themes coming through the signposting line relate to Dentists, GP Access and Social Care Assessments.

People First Merseyside – LC updated members on People First Merseyside's Red Flag project which helps get out important messages to people with Learning Disabilities to help identify signs and symptoms that could indicate cancer.

Sefton Carers – CH has shared activity information via WA to be shared with members. CH reported that Sefton Carers is now fully open with the exception of therapies.

Liverpool & Sefton Age Concern – PD updated members that the service is operating their befriending service face-to-face. Clients that they see seem to have put what has gone on with Covid behind them and there is a sense of normality which is really positive.

Healthwatch Sefton Maghull Locality Rep – MB reported that he had visited all 4 GP surgeries in Maghull along with Community Services based at Maghull Health Centre. MB reported that he was impressed with the improvements to Maghull Health Centre. MB stated there are concerns about access to NHS dentist services. U3A are now active again.

May Logan Centre – DK reported that there is building work at the centre so currently some services are outreach. The weight management support group along with the companion group and walking group have continued. The centre is also offering blood pressure checks.

7. Healthwatch Sefton updates

- Healthwatch Sefton Signposting & Information – Amanda Williams has joined us today. Please contact Mandy for any signposting and information requests info@healthwatchsefton.co.uk or 0800 206 1304
- The Healthwatch Sefton Steering group meeting was held on 24th February 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 the information. I will continue to follow up with groups. This will help us to link in better with you all and we are going to be revamping our Healthwatch website which will include a Community Champion page for you to share your services with links to your services. It will also help us to plan the meetings and invite guest speakers. We have also commenced a weekly update.
- GP Access – Sefton residents will have received a GP Access survey from their GP surgery. Healthwatch Sefton has also been gathering feedback and will be producing a report for the South Sefton & Southport and Formby CCG.
- GP Patient Participation Groups (PPG's) – A session was held on 1st December. The PPG support packs will be sent to all Sefton GP practices. The next PPG meeting is being planned for April.
- Liverpool Women's hospital – an on-line engagement session will be planned and details will be circulated.
- Engagement – If any members would like me to organise engagement either via zoom or in person to get in touch.

8. Emerging Health or Social Care themes

Identified during this meeting:

- 75+ Covid booster – MB reported that some invite letters have been sent out. It was commented on that if you have had a live vaccine in the previous year e.g. shingles vaccination you cannot have the booster.
- CCG GP Survey – MB reported that he only received the survey 4 days before the deadline. Other members today reported that they had not received it either.
- NHS wastage – BR asked if others were concerned about NHS wastage and gave an example of her friend receiving medical supplies that were not needed or requested / also the wrong size.
- Prescription charges – JC stated that she had heard changes to prescription charges for the over 60's from April. Can this be checked?
- Covid test charges – LC stated that this was an issue for people with Learning Disabilities being able to afford the costs

9. Community Champion network notes for approval

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

There were no outstanding actions following the January 2022 meeting.

10. Previous emerging issues / questions taken forward to Healthwatch Steering group.

All emerging themes from the January 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.

11. Feedback to be taken forward to Steering Group

Identified emerging health and social care themes as below:

- Covid test charges – LC stated that this was an issue for people with Learning Disabilities being able to afford the costs.

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.

12. Information exchange/ Any Other Business

None recorded.

Date and Time of Next Meeting:

Tuesday 29th March at 10.00 am

Venue: ZOOM