

South & Central Community Champion Network Meeting**Tuesday 26th July at 10.00m am****Zoom meeting themed:****2- hour Urgent Community Response****Cheshire & Merseyside Cancer Alliance****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 |
| Lesley Curran (LC) | People First Merseyside |
| Simon Walker (SW) | People First Merseyside |
| Rosemary Hart (RH) | Kindhearts Café |
| Helen Shortall (HS) | Reengage |

Healthwatch staff member(s)

| | |
|---------------------|------------------------------------|
| Wendy Andersen (WA) | Engagement & Participation Manager |
| Mandy Williams (MW) | Signposting & Information Officer |

Guest Speaker (s)

| | |
|-------------------|---------------------------------------|
| Dave Marteau (DM) | NHS Cheshire & Merseyside |
| Jo Trask (JT) | Cheshire & Merseyside Cancer Alliance |
| Jane Elliott (JE) | NHS Cheshire & Merseyside |

Apologies

| | |
|---------------------|---|
| Kevin Halewood (KH) | Crosby Locality Representative |
| Joe Boyd (JB) | Sefton CVS Community Connector South Sefton |
| Peter Davies (PD) | Liverpool & Sefton Age Concern |

| | |
|-------------------------|-------------------------|
| Georgia O'Driscoll (GO) | Sean's Place |
| Bob Wilkinson (BW) | The Samaritans |
| Caroline Hesketh (CH) | Sefton Carers |
| Debbie Kelly (DK) | May Logan Centre |
| Mandy Lewtas (ML) | Kindfullness Café |
| Nikki Thomas (NT) | Venus |
| Vikki Martlow (VM) | Sefton Opera |
| Graeme Gardiner (GG) | Marine in the Community |
| Nikki Thomas (NT) | Venus |

1. Introductions & Housekeeping

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

Topics planned for today's meeting:

- 2- Hour Urgent Community Response - NHS Cheshire & Merseyside
- Overview of services - Cheshire & Merseyside Cancer Alliance
- Update on primary care and Q&A session – NHS Cheshire & Merseyside

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

- Clinical Roles within Primary Care (Jane Elliot and presenters from both NHS Cheshire & Merseyside and Primary Care)
- GP 7 Day Extended Service
- Primary Care 24 (PC24) update

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. 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.

BR shared with members that she felt the June meeting was one of the best Community Champion network meetings that has been held. It was really appreciated having the speakers from both Cheshire & Merseyside and Primary Care services update members on clinician roles within Primary Care. BR thanked J Elliott for co-ordinating all the speakers.

3. Cheshire & Merseyside Cancer Alliance

JT introduced herself to members and provided an update on the roadshows they held in Southport & Bootle.

JT talked about her role and how Clatterbridge were offering more services in the community to support patients including satellite clinics at Aintree hospital and Southport hospital. JT explained that the Clatterbridge hospital on the Wirral is a fantastic hospital but it can be hard for patients to travel to.

JT went on to her explain that her role is to bring clinicians, patients and community organisations together to improve cancer services. As a starting point they are looking at services patients are struggling to access and looking at what the barriers are to ensure everyone has equal access to services.

During the roadshows we asked people in general 'how do you feel about the NHS'? 'How do you feel about cancer services'?

JT shared a presentation that highlighted the headlines from the feedback received along with themes. Two of the main themes were Access to GP services and Access to hospital services. People stated that they felt challenges trying to access their GP. The full report will be shared with each Healthwatch.

During the roadshows both local Healthwatch along with MacMillan were invited to attend.

Question / Comment: BR stated that she had not heard of this role but she was glad to have heard about it now. JT responded to say she had only been in post 1 year and wants to bring people together to improve services.

Question / Comment: RH stated she felt the presentation was very informative and this was a really good role / service. More outreach was needed like this.

Question / Comment: HS also thanked JT for the information and stated she found it really interesting.

Question / Comment: SB stated her group was based at the Strand and could link up at future events.

Question / Comment: JE said she found the presentation really interesting and stated that NHS Cheshire and Merseyside were working in partnership with Healthwatch Sefton re: GP practice Patient Participation Group's (PPG's). JE stated she would like to link JT into the PPG network meetings and would also like to find out more about running roadshows. [Action: WA to share contact details.](#)

Question / Comment: LC asked if JT would visit People First Merseyside.

The full presentation is attached to the circulation of the notes.

No further questions were asked and the next presentation was started.

4. NHS Cheshire & Merseyside – J Elliott (JE)

JE stated she had some updates to share re: Primary Care. The GP practices has met recently and it was reported that they are struggling with staffing issues / resources including locum doctors. The locum banks were limited due to summer holidays and the prices had also increased.

JE also updated on phlebotomy services provided by Mersey Care NHS Foundation Trust. They were currently experiencing issues of staffing levels and reviewing how they can overcome this. JE informed members that due to this issue patients may experience a slower appointment system in particular for home visits. GP practices are trying to support but that they are also asking if family members / carers can help were possible too.

Question / Comment: MB asked about the e-Consult service and put forward a suggestion for improvement. MB asked about patients being provided with a time slot

for the call back as often people can be waiting all day. JE thanked MB and said that this could be put into the appointment system and that she would take this suggestion back and see what could be done. [Action: JE to update the group on this action.](#)

Question / Comment: RH stated that she was aware that her GP practice turns e-Consult off. E-Consult will not be working and you have to try again tomorrow. It has been known to be off on several occasions. MB added that it was his understanding that they now shut over weekends and holidays. They also can it turn off daily depending on staff levels and they each have limits on what they can accept.

WA commented on this to say regular updates had been provided by NHS Cheshire and Merseyside that due to resources and patient safety, at times e-Consult was having to be switched off. Healthwatch Sefton are currently monitoring this issue.

No further comments or questions were raised and BR thanked JE for the updates and attending today's meeting.

5. 2 – Hour Urgent Community Response D Marteau (DM)

DM attended and provided a presentation on the 2 – hour urgent community response. DM reported that this was a national programme and the aim was to provide a consistent offer and keep people in their homes.

The presentation included:

- What is the urgent community response?
- An introduction to the service
- Who can refer into the service
- Service aims
- What conditions can be managed
- Future developments

The full presentation will be circulated with the notes.

Question / Comment: BR asked is the response time within the 2 – hours?

Answer: DM stated at present the response rate is approx. 70% within the 2 – hours and that each service that falls within the programme does differ. The home lifting

service is meeting the response rate within 2 – hours 100%. The service is still recruiting which will improve target times being met.

DM also stated that if a patient did not need a response within the 2 – hours that patients in need will be prioritised first. This will be explained during the assessment.

Question / Comment: MW asked if someone has a fall, what is the best way to contact this service?

Answer: DM stated that the general public would need to call 999 or 111. This service is a single point of contact for health professionals only at the moment. They would be looking to open the service up for self-referrals in the future.

Question / Comment: LC asked for DM to visit People First Merseyside and to present this to their members using easy read and pictures.

Answer: DM stated he would look to work with the Communication team for easy read posters on the service.

No further questions or comments were raised.

6. Community Champion updates

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

Healthwatch Sefton Maghull Locality Rep – MB asked if details could be shared on Liverpool University Hospital Foundation Trust (LUHFT) proposals.
<https://healthwatchsefton.co.uk/news/public-urged-to-share-views-on-liverpool-university-hospitals-proposals/>

People First Merseyside – LC shared that they are running blood pathways. This is for people who don't like or are scared of needles. A film is being made. They are also running the DNR and CPR project. The 'Getting Involved Group' is starting up again and everyone is invited.

The Reach Men's Centre - SB reported that the centre was open as usual at the Bootle New Strand. WA had visited to speak with members about their experiences of accessing health services and a new Mindfulness course is starting in August.

Reenage - HS stated that she found coming to the champion meetings really useful. Showing at the Plaza is the 'Railway Children'. Lunch clubs have re-started on a Wednesday at the church. If anyone is aware of someone that would benefit from Reenage services to get in touch with Helen. Isolation and loneliness are issues people are experiencing.

Healthwatch Sefton Signposting and Information Officer – MW reported that the main issue being reported in is still access to NHS dental treatment.

Kindhearts Café – RH stated that she had set up Kindhearts café but that other volunteers now run it and that it is still going strong. WA visited and chatted with visitors to find out their experiences on accessing health and social care services. RH shared a story of how she was supporting an elderly gentleman and needed further advice. Healthwatch Sefton were able to provide that additional signposting to the correct service for support.

7. Healthwatch Sefton updates

- Recruitment of Locality Reps – WA provided an update on the recruitment of Healthwatch Sefton locality reps. A draft of the role is ready for approval and recruitment will commence towards the end of the year.
- Healthwatch Sefton outreach – WA provided an update on visits to Community Champion network groups and asked members to get in touch to arrange a visit.
- Podiatry 'A Patient Story' – WA informed members that following the Champion meeting held in February 2022 a patient story was written and submitted to NHS Mersey Care. The Patient Story along with the response will be published once approved by People First Merseyside and Healthwatch Sefton Steering Group.
- Community Services – WA updated members that posters and leaflets will be displayed within Health Centres asking for patient feedback on Community Services across South Sefton.

8. Emerging Health or Social Care themes

Identified during this meeting:

- No issues identified during the meeting

9. Community Champion network notes for approval

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

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

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

11. Feedback to be taken forward to Steering Group

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

- No issues to be taken forward.

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:

Wednesday 28th September 2022

Venue: Zoom