

## South & Central Community Champion Network Meeting

Wednesday 29<sup>th</sup> June at 10.00m am

**Zoom meeting themed:**

**Clinical Roles within Primary Care**

### **Chair**

Barbara Rouse (BR) Bootle YMCA

### **Attendees**

Maurice Byrne (MB)	Maghull Locality Representative
Joe Boyd (JB)	Sefton CVS Community Connector South Sefton
Peter Davies (PD)	Liverpool & Sefton Age Concern
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
Michael Reid (MR)	People First Merseyside
Helen Shortall (HS)	Reengage
Georgia O'Driscoll (GO)	Sean's Place

### **Healthwatch staff member(s)**

Wendy Andersen (WA)	Engagement & Participation Manager
Diane Blair (DB)	Healthwatch Sefton Manager

### **Guest Speaker (s)**

Jane Elliott (JE)	Lead - along with guest speakers from CCG & Primary Care
Deborah Gallagher (DG)	Primary Care 24 (PC24)
Sue Pilling (SP)	Primary Care 24 (PC24)
Pauline Needham (PN)	GP 7-Day Extended Service

## **Apologies**

Kevin Halewood (KH)	Crosby Locality Representative
Mandy Williams (MW)	Healthwatch Sefton
Bob Wilkinson (BW)	The Samaritans
Caroline Hesketh (CH)	Sefton Carers
Debbie Kelly (DK)	May Logan Centre
Rosemary Hart (RH)	Kindhearts Café
Mandy Lewtas (ML)	Kindfulness Café
Joanne English (JE)	People First Merseyside
Nikki Thomas (NT)	Venus
Vikki Martlow (VM)	Sefton Opera

## **1. Introductions & Housekeeping**

BR welcomed all members and guest speakers to the Community Champion network zoom meeting. BR apologised to members that this meeting had been moved from in person to on-line due to staff sickness.

Guest speakers and topics planned for today's meeting:

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

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

- Primary Care 24 (PC24)

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.

### **3. Clinical Roles within Primary Care**

JE introduced the presentation and talked about:

- The problems facing GP practices
- What steps practices are taking to address the problems
- The nursing workforce
- The role of the receptionist and how this has evolved to Care Navigators
- The different roles within Primary Care

JE introduced the TAPPs team (Trainee Associate Psychological Practitioner)

TAPPs are a new addition to the NHS, working with GP's and Clinical Psychologists to reduce waiting times in GP and IAPT services (Improving Access to Psychological Therapies), improving earlier access to tailored mental health support. The presentation included information on South Sefton TAPPs:

- There are 6 practitioners working across GP surgeries in Bootle, Seaforth & Litherland, Crosby and Maghull (approx. 30 GP practices).
- Tailored Mental Health Support over 4 – 6 sessions (final session is a follow up)
- Evidence based mental health interventions with little to no wait times.
- Linking in with Social Prescribers and community organisations to improve access and engagement in local services.

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

Questions, Comments and Answers:

**Question / Comment:** BR stated she felt this was the way forward to support people with mental health.

**Answer:** TAPPs is a pilot and a new scheme. This is currently being rolled out to GP practices across South Sefton.

**Question / Comment:** JB asked if the team have been linked in with the Social Prescribers?

**Answer:** Yes, the TAPPs team have met with some of the Social Prescribers. **Action:** JB to email the TAPP's team with the contacts.

**Question / Comment:** MB asked if the age range was over 18's? Is the service only South Sefton and not Southport and Formby? How long will the pilot last?

**Answer:** The service is for 18 years +. Currently the pilot is for South Sefton. The pilot runs until March and then more funding for the project will be considered. MB stated he felt this project needed to be sustained.

**Question / Comment:** SB stated that she would love for her organisation 'The Reach Men's Centre' to work with TAPPs. **Action:** Emails were exchanged in the chat box during the session.

**Question / Comment:** BR stated she can ring between 8 am – 8.20 am and then be told no appointments with a GP but can see an appropriate clinician. In the past BR stated she had used this service and it is an excellent service.

**Question: Comment:** MB said that previous discussions the network had regarding clinician roles was very important and stated that the general public have a lack of understanding or even aware of the roles. MB stated that a good campaign was needed to highlight the roles.

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

Enhanced Health at Home presented by the Care Coordinators Katie Brown (KB) and Alma Yaniv (AY). Clinical Lead John Chatham (JC)

The presentation included:

- What is Care Coordination?
- What is Personalised Care and Support?
- What matters to me?

The full presentation will be circulated with the notes.

No questions were put forward and BR asked for members to be sent the presentation.

Presentation – Working Differently / Presented by Maggi Bradley (MB)

Group Consultations, Resilience in Primary Care Working.

The presentation included background information:

- With Covid came lockdown, and we weren't prepared
- We demonstrated a high standard of nursing leadership to address the problems that included:
  - Identifying old ways of working were no longer viable and quickly moving to problem solving.
  - Championed innovation at a single GP practice then beyond.
  - Pushed through personal boundaries and focussed on delivering defined objectives.
  - Involved patients to design a new model – The Video group model
  - Learned from mistake
  - Continue to listen to feedback

The full presentation is attached to the notes.

The following questions, comments and answers:

**Question / Comment:** BR asked how long video group consultations had been running?

**Answer:** MB stated that they had started at the beginning of Covid and that she was trying to get practices to roll out across Sefton.

**Question / Comment:** JC stated it was the first time they have heard of the video group consultations and one of the things People First Merseyside have done is help and support members to get involved via zoom. JC stated that she had not heard any of their members mention being asked to get involved.

**Answer:** MB reported that there was funding to roll this out across Sefton and hopefully patients will start to hear about it from their GP's. JC stated she thought this was a fantastic idea.

**Question / Comment:** MB stated he thought the roll out of this service was brilliant. MB said he had a friend with diabetes, mobility issues and is uncomfortable going places. She would find meeting in person uncomfortable. MB stated this service should be rolled out across all GP practices.

**Question / Comment:** DB stated she felt this service appeared valuable and offered the support of Healthwatch Sefton to the messages out across Sefton of this service.

**Question / Comment:** JB asked about e-Consult. When surgeries get too busy do they stop e-Consult?

**Answer:** JE stated that the demand has grown for e-Consult and patients are using it more but practices are becoming overwhelmed. GP practices have to try and manage their service at a safe level so sometimes they do need to turn off e-Consult.

**Question / Comment:** PD stated as an organisation (Age Concern Liverpool & Sefton) they relied heavily on GP practices identifying loneliness. PD stated they have concerns that due to low level face-to-face appointments people are not being identified.

**Answer:** JE stated if a patient has no contact with the Practice that the Practice Nurses have their ears to the ground. Patients can be referred to Social Prescribers for support. Reception staff also listen to patients and patients will often open up to them. JE stated that Reception staff are not starting to be called Care Navigators.

KB from the Enhanced Health at Home stated that this also forms part of their work. Enhanced Health at Home service are forming relationships in GP practices and pulling patients who fit their criteria.

DB also stated that Healthwatch Sefton are hearing a lot about people who are lonely and that this has been raised by Healthwatch in the Place Plans. It was commented on that Social Prescribers are an excellent service but that patients need to be seen in the GP practice to get a referral.

There were no further questions or comments and MB was thanked for her presentation.

## Presentation – Going Digital NHS App

JE presented and stated that the NHS App can help support GP practices and patients by accessing a range of services on-line rather than ringing the practice directly. The app is completely free to download and access.

JE informed members of how to sign up for the app and also provided information on what patients can use the app for. E.g. You can download your Covid passport or order your prescriptions.

**Question / Comment:** LC asked what is in place for people who cannot read or use digital?

**Answer:** JE stated that when patients who can use the app do use it, then it frees up time for patients who cannot use it to speak to the receptionist. JE stated that the app does offer large print but asked LC and her members at People First Merseyside to tell them how they can make the app more accessible? **Action:** [JE to contact People First Merseyside.](#)

There were no further questions and BR thanked JE for her presentation.

## 4. GP Access Feedback – People First Merseyside

LC shared her experiences of GP Access:

‘I can’t read the text messages from the GP practice. The doctor phones me but I cannot understand him. A letter came, I cannot read. The letter was about important medication’.

JC stated Lesley could not understand the letter. It was in big print but she did not know what the words said. Face-to-Face is better for Lesley. She has no internet at home.

MR shared his experience of GP Access:

‘I had 4 poo tests to use in the bathroom. I did not know what to do with them, I needed help’.

JC stated luckily now he has a GP appointment but this has gone on for a few years.

MR also shared:

‘Sometimes I phone GP to ask to see the doctor. They don’t understand me and they sometimes put the phone down on me’.

JC stated that they sometimes don’t understand him and they hang up. It is not documented in the surgery. These are some of the issues our members are experiencing.

**Action: JE to take the feedback from People First Merseyside members to an NHS Cheshire and Merseyside meeting.**

MB responded to say she has students and that she would like the students to meet with People First Merseyside members and get them to be a part of the group to educate the students in Learning Disabilities. MB also went on to say that patient records need to be flagged and this is something they are working towards. MB thanked People First Merseyside members for sharing their experiences at today’s meeting. DB also thanked them for attending and sharing their stories.

**Action: MB to get in touch with People First Merseyside to organise for People First Merseyside to talk to the group at the practice and share their experiences.**

## **5. GP 7-Day Extended Service presented by Pauline Needham (PN)**

PN informed members that she was the Service Manager. The service is based at Litherland Town Hall and it provides out of hours appointments for patients. The hours are:

- Weekday evenings 5 – 8 pm
- Saturday, Sunday and Bank Holidays 10 am – 1pm

All appointments are pre-booked via the GP surgery. The 7 Day Access Service provides additional GP Surgery appointments over and above those offered by a patient’s own practice.

There are different types of appointments available including GP, Advanced Nurse Practitioners, Physiotherapy, Phlebotomy, Nurses and Health Care Assistants.



**Question Comment:** BR thanked PN and said from experience this service does work and thanked her for the presentation.

No further questions or comments were raised.

## **6. Primary Care (PC) 24 – Presented by Deborah Gallagher and Sue Pilling**

DG and SP introduced themselves and stated that they were at the previous Community Champion meeting and had attended today to provide a brief update.

DG reported that they had received the Healthwatch Sefton GP Access report and that this had given them a lot to think about. PC24 are aware of patients struggle with the telephone system and appointments and stated at present there were not enough telephone lines. This was currently a technical issue that they are working on.

The current GP sites that are closed in South Sefton are still not open and no decisions have been made on this at present. PC24 are currently reviewing their estates to see what is fit for purpose and an update will be provided at a future meeting.

With regards to appointments the PC24 surgeries are moving away from phone triage and asking for patients to be seen.

### **Questions and Comments:**

No questions were put forward and BR thanked both DG and SP for attending today and providing their update.

## **7. Community Champion updates**

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

**Healthwatch Sefton Locality Rep – Maghull.** MB updated that it is hard for patients to get phlebotomy appointments. Patients are having to travel to Liverpool. MB shared an experience whilst at a phlebotomy clinic. An elderly gentleman had cut his head quite badly. He asked someone to help and he was directed to go to the Old Swan drop-in. He needed emergency treatment but was sent elsewhere.

**The Reach Men's Centre** - SB reported that their centre was open as usual at the Bootle New Strand.

**Liverpool & Sefton Age Concern** – There are still concerns that people are going under the radar with GP's not seeing patients face-to-face and people are lonely and isolated.

**Sean's Place** – GO reported that they are running a successful hypnotherapy programme and had received great feedback.

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

Identified during this meeting:

- Loneliness and Isolation contributed by the lack of face-to-face GP appointments.
- Difficulties in getting a phlebotomy appointment and having to travel to Liverpool.

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

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

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

All emerging themes from the May 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**

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

- Loneliness and Isolation contributed by the lack of / low level face-to-face GP appointments.

- Difficulties in getting a phlebotomy appointment and having to travel to Liverpool.

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 26<sup>th</sup> July 2022

Venue: Zoom