

South & Central Community Champion Network Meeting

Tuesday 29th March at 10.00 am

Zoom meeting themed:

Mersey Care – Engagement and Carers strategy / Liverpool Women's Hospital

Chair

Barbara Rouse (BR) Bootle YMCA

Attendees

Debbie Kelly (DK)	The May Logan Centre
Rosemary Hart (RH)	Kindhearts Café
Mandy Lewtas (ML)	Kindfulness Café
Sandra Bell (SB)	The Reach Men's Centre
Joan McArdle (JMc)	The Swan Women's Centre
Bob Wilkinson (BW)	The Samaritans
Simon Walker (SW)	People First Merseyside
Nicola Hall (NH)	People First Merseyside
Peter Davies (PD)	Liverpool & Sefton Age Concern
Georgia O'Driscoll (GO)	Sean's Place

Healthwatch staff member(s)

Wendy Andersen (WA)	Engagement & Participation Manager
Thomas Rogers (TR)	Administration Officer

Guest Speaker (s)

Claire Scott (CS) Mersey Care NHS Foundation Trust

Apologies

Kevin Halewood (KH)	Crosby Locality Representative
Maurice Byrne (MB)	Maghull Locality Representative
Helen Roberts (HR)	Seaforth & Litherland Locality Representative (also covering Hightown & Ince)
Caroline Hesketh (CH)	Sefton Carers

Joe Boyd (JB)
Louise Heritage (LH)
Lesley Curran (LC)

Sefton CVS Community Connector South Sefton
Sefton CVS Community Connector Maghull & Lydiate
People First Merseyside

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 – Engagement and Carers Engagement
- Liverpool Women's Hospital (Unfortunately the guest speaker DNA)

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

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

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. Mersey Care – Engagement & Experience including Carer Engagement

CS introduced herself and her role to members. CS is the Strategic Carer Engagement Lead for Mersey Care and has recently been appointed to this post.

A presentation was shared with the group re: Engagement and Experience and CS talked through the presentation in more detail.

The presentation included areas:

- How the Trust:
 - Listens
 - Learns
 - Supports
 - Advices
- Engagement and Experience Team – who we are
- Strategic Carer Engagement Lead – what this role involves
- Current projects
- Get in touch – contact details

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: RH stated that she was active older carer and appreciated all the support she received from Sefton Carers.

BR thanked CS for attending today and asked members if they had any further questions or feedback to email WA who will be able to pass this onto CS.

CS stated that her contact details were also on the presentation if anyone needed any further information about any areas discussed or about the volunteering opportunities at the Trust.

4. Liverpool Women's Hospital

Unfortunately, the presenter from Liverpool Women's Hospital DNA the meeting.

ML from the Kindfulness Café had been asked to gather feedback from members for this meeting. ML stated that she spoke with members from both the coffee morning and baby kind café. The following feedback was recorded:

ML reported that the initial feedback received was very good and that they received a flurry of feedback and information.

- IVF treatment – one member complained about this service.
- Gynaecology services and support – The feedback was that this was an exceptional service.
- Miscarriage care – Member felt upset at her experience at the May Logan but felt the support at the Women's Hospital was good.
- Maternity services – It was reported by 3 different members that the support and care provided by Linda Walkins was exceptional.
- Midwives – it was reported that they felt the midwives were over worked and stressed and this was in relation to them being short staffed. It was commented on about the alarms going off all night and pain relief to patients being slow following caesarean.
- Breastfeeding team – it was felt this team was over staffed and staff not giving patients space.

On the whole ML reported that feedback was positive. Also, to mention that as NHS providers attend Kindfulness Coffee Club that they also get information and feedback from services that they can relay to members.

RH also stated that she was aware of someone whose granddaughter had given birth to her 2nd baby and she had also commented on how stressed and over stretched midwives were. Her labour was complicated and there was an issue with lack of staff although she felt this was not the fault of staff.

5. 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 and that they now had rooms to hire. BR said she was involved in several environmental groups.

May Logan Centre – DK reported that there is building work at the centre so currently some services are outreach. All rooms are being modernised and there will be a new reception area.

Kindfulness Coffee Club – ML reported that they are very busy and are exploring funding opportunities to expand.

People First Merseyside – NH told the group about Passports to Good Health which is one of a number of projects being run by the group. Here is the link to find out more about the projects: <https://peoplefirstmerseyside.co.uk/work/>

Sean's Place – GO told us about the Family Support Network (FSN) and that they were about to run the 2nd session. The 1st session was mindfulness. The FSN is a support group aimed towards those who may be supporting a loved one with a mental health concern, their loved one does not have to be a member of Sean's Place. An evening with Sean's Place is being held on Tuesday 26th April 7 – 9 pm. Details will be circulated in the Healthwatch weekly update.

The Samaritans – BW stated they are starting up working out in the community and recently BW has been to visit Venus and Sean's place. The Samaritans wants to work externally with VCF groups and is linking up locally.

The SWAN - JMc told us all that she was retiring from the SWAN Centre after 20 years. The SWAN adult counselling waiting times is currently 10 weeks. All groups are back and they are currently waiting on funding. JMc commented how high Covid was in Sefton. Everyone wished Joan well for her retirement and she will be really missed by us all.

Liverpool & Sefton Age Concern – PD updated members that the service has had no problems recruiting volunteers to the service. Loneliness – PD reported that GP closures and less face-to-face appointments resulted in people who used to see

their GP are now not being identified as lonely and are slipping through the net. The Samaritans echoed this and said loneliness is a regular problem with callers.

Reach Men's Centre – SB said a thank-you to JMc and her support and help in setting up the Reach Men's service. SB reported that they are settling well into their new premises at the Strand and are now seeing people face-to-face. On-line and phone calls have also continued. SB said they have a lot of activities going on and will share with WA to be circulated.

6. Healthwatch Sefton updates

- Healthwatch Sefton Signposting & Information – 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 and everyone at the meeting was asked if they found the weekly email useful and if weekly was appropriate. Everyone agreed for the updates to remain in place on a weekly basis. This will be continually reviewed.
- 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) – The next group session is booked for 26th April. The PPG support packs for both GP practices and patients has been shared with all GP practices across Sefton.

- A&E Care Navigators at Aintree Hospital, The Royal Hospital and Southport Hospital Healthwatch Sefton will be planning an call out for feedback on the service in the coming weeks.
- Engagement – If any members would like me to organise engagement either via zoom or in person to get in touch.

7. Emerging Health or Social Care themes

Identified during this meeting:

- Feedback re: Liverpool Women's. One of the main areas of concern was reported to be the midwives:
Midwives – it was reported that patients felt the midwives were over worked and stressed and this was in relation to them being short staffed. It was commented on about the alarms going off all night and pain relief to patients being slow following caesarean. This was also agreed with by a 2nd Community Champion member
- Loneliness – PD reported that GP closures and less face-to-face appointments resulted in people who used to see their GP are now not being identified as lonely and are slipping through the net. The Samaritans echoed this and said loneliness is a regular problem with callers.
- Covid cases – members talked about the rise in Covid cases in Sefton.

8. Community Champion network notes for approval

The notes from the meeting held in February 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.

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

All emerging themes from the February 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:

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- Loneliness – PD reported that GP closures and less face-to-face appointments resulted in people who used to see their GP are now not being identified as lonely and are slipping through the net. The Samaritans echoed this and said loneliness is a regular problem with callers.
- Covid cases – members talked about the rise in Covid cases in Sefton.

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:

Wednesday 27th April at 10.00 am

Venue: ZOOM