

## South & Central Community Champion Network Meeting

Tuesday 24<sup>th</sup> May at 10.00 am

**Zoom meeting themed:**

**Primary Care 24 (PC24)**

### **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
Helen Shortall (HS)	Reengage
Paula Nelson (PN)	Reengage
Peter Davies (PD)	Liverpool & Sefton Age Concern
Louise Heritage (LH)	Sefton CVS Community Connector

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

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

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

Deborah Gallagher (DG)	Primary Care 24 (PC24)
Sue Pilling (SP)	Primary Care 24 (PC24)

### **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
Caroline Hesketh (CH)	Sefton Carers
Debbie Kelly (DK)	May Logan Centre

Rosemary Hart (RH)	Kindhearts Café
Mandy Lewtas (ML)	Kindfulness Café
Bob Wilkinson (BW)	The Samaritans
Simon Walker (SW)	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:

- Sefton Sexual Health Services (Speaker cancelled)
- Primary Care 24 (PC24)

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

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

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. Primary Care 24 (PC24)

DG introduced herself to members as the new Patient Experience and Engagement Lead for PC24. DG stated she joined at the beginning of March and had previously worked for North West Ambulance Service (NWAS). DG introduced her colleague SP who is the interim Operations Manager at P24.

A presentation was presented and included the different services that PC24 delivered including:

- Who PC 24 are and the services they provide:
  - 7 GP Practices in South Sefton – PC 24 currently look after 7 GP practices currently operating from 4 locations.
  - Out of Hours GP appointments – this service operates when GP surgeries are closed.
  - Asylum services
  - Primary Care Streaming
  - Extended Access GP appointments – This service is provided across Sefton, Knowsley, Liverpool and St Helens. This is to support local GP practices meet the demands on primary care.
  - Pathfinder – working closely with NWAS – PC24 provides a 24 hour service that allows paramedics to get medical advice from a GP.

DG asked members if they had any questions or any feedback to share?

**Question / Comment:** BR asked DG to confirm that all the services she has mentioned covers Sefton as well as the other areas mentioned?

Answer: DG stated yes, Sefton is covered.

**Question / Comment:** BR asked how do people access the services such as Out of Hours? Are they accessed via the GP surgery?

Answer: Out of Hours is accessed via NHS 111 service and the patient call will be triaged and the patient will be signposted to the right services.

**Question / Comment:** MB stated that the services provided were impressive and asked what the governance structure was and if PC24 were part of integrated care?

Answer: DG stated that they were part of the new integrated care and that they have a Board and committees and structures similar to a Foundation Trust.

**Question / Comment:** WA provided an update on the GP Access report that Healthwatch had produced a report that included feedback on the closure of the PC24 practices and moving the patients to alternative practices. This had caused issues for patients. WA asked if plans were in place to re-open the surgeries.

Answer: SP responded to say the GP surgeries were still closed as they did not have the staff to reopen the surgeries. This will be looked at in the future but there is no change at present. [Action: WA asked if an update on this issue can be provided at the Community Champion meeting being held in June? This was agreed.](#)

**Question / Comment:** PN stated that they work with Social Prescribers and link workers and asked PC24 if they did? If so, how can we get in touch with them?

Answer: DG stated yes that they did as this was part of their Primary Care Network (PCN) contract. Patients would be put in touch with the teams via their GP. PN stated that they would like to be in touch with them also. [Action: WA to share contact details.](#)

LH stated that she was a CVS Community Connector and asked for her details to be shared with Reenage. [Action: WA to share contact details.](#)

**Question / Comment:** MB shared his feedback on the PC24 practice in Maghull and stated that since P24 had taken over the practice he had heard no complaints about the surgery. DG thanked MB for his feedback and said he would take this feedback back to the team.

No further questions were put forward. BR thanked both DG and SP for attending today and for them agreeing to attend the next meeting to bring back an update on the closed GP surgery sites.

#### **4. Community Champion updates**

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

**Reenage** – the team are new in place and the aim of Reenage is to alleviate isolation and loneliness. Services they are providing include Flick and Friends at the Plaza, Tea Parties and Lunch Clubs at the Waterloo Reformed Church in Waterloo. This is also a befriending service.

The age criteria is 75+ and living alone, although they are flexible on this. A new service has been developed 'Rainbow Companions'. This is for 75+ LGBT

community. This service was launched in March and so far 7 members have been matched.

SB stated that she had a member she could introduce to this new service and asked for contact details. [Action: WA to share contact details.](#)

**Healthwatch Sefton Maghull Locality Rep** – MB stated he had no new feedback to share. WA stated all the feedback shared by MB at the last meeting is being incorporated into the June Community Champion Network meeting presentations.

**Liverpool & Sefton Age Concern** – PD reported that the service are now seeing clients face-to-face. 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.

**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 operate a number of services and activities including counselling, social groups, shared reading, mindfulness and the art group.

They are having a Jubilee celebration on the 3<sup>rd</sup> June and all are welcome. SB will share the details with WA to be shared out with the network.

MB asked if the Reach Men's Centre only operated in Bootle? SB stated that people came from outside of the area but that the only base was Bootle.

**People First Merseyside** – LC updated members on the Death Café that they run and the information would also be shared out with members on the weekly update. NH also told us about workshops in June – Live and Learn. V

MB comments that he had received the poster for the Death Café and he felt it was very well presented.

**Sefton CVS Community Connector** – LH updated on the Maghull Market Place taking place on 20<sup>th</sup> June. All welcome and it is an opportunity for residents to find out what services and activities are available. LH has shared the information with WA to be circulated in the weekly update. LH also informed members about the Sefton CVS 'Here for you' directory.

**Bootle YMCA** – BR updated members on the Head and Neck Cancer conference that was held on Friday and stated that WA had attended with a Healthwatch stall.

Bootle YMCA was open but they still had a roof leak.

BR wanted it noting that she had attended the PPG Networking meeting and has still not received a copy of the PPG support packs. BR also stated that during the meeting she had shared her contact details with her GP surgery and they had said they would be in contact but to date, they had still not been in contact. MB also confirmed that he had not received the PPG either. **Action: WA to contact the CCG Steering Group members and chase both issues up.**

## **5. 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 in relation to Network Meetings** – WA updated that she is not receiving many replies from members as to whether they would like to attend the network meetings. Due to this meeting invites are being sent and nearer the time and then unfortunately this results in a high number of members sending apologies 1 – 2 days before the meetings. WA updated members that the champion review had been carried out asking members about frequency of meetings, days and time of week preferences, who members would like to hear from. From this meeting dates were set 12 months in advance and shared.

Moving forward please send in your ideas and suggestions for how the meetings are run including frequency. Let me know if the meetings are meeting your needs and if you have any suggestions for guest speakers or improvements. Future meetings will be cancelled if not enough member confirm they are able to attend in advance.

- **Update on the Community Champion meeting – June 2022.**

Due to feedback that you have been sharing as network members, GP Access is a theme that is being raised as an issue including:

- GP Access in general
- Pressures on GP surgeries including staffing issues
- Appointments
- Lack of Communication examples include changes to services – e- Consult and IT issues.
- Lack of knowledge re: Clinician roles within GP practices
- Patient expectations

Following all the feedback you have shared on behalf of your members and residents the Healthwatch Steering Group have been kept updated and our next meeting is planned on 'GP Access'. Both Commissioners and Providers of services have been invited to attend to provide information and to hear from you.

The meeting on Wednesday 29<sup>th</sup> June at the Bowersdale Resource Centre will focus on:

- Clinician roles within GP surgeries
- GP 7-day access service
- NHS Prescription app
- Feedback from your members

- **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 Report – This is being submitted to the Healthwatch Steering Group on Thursday for approval. Once approved this will be shared with you. Thank-you to everyone who shared feedback for this report.
- A&E Care Navigators at Southport Hospital - Healthwatch Sefton will be planning a call out for feedback on the service in the coming weeks.

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

Identified during this meeting:

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

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

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

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

All emerging themes from the April 2022 meeting were noted at the Steering Group. A Community Champion network meeting themed on GP Access has been organised following the feedback and themes raised.

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.

## **9. 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.

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.

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

None recorded.

Date and Time of Next Meeting:

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

Venue: The Bowersdale Resource Centre