

## South & Central Community Champion Network Meeting

Wednesday 30<sup>th</sup> November 2022

### **Zoom meeting themed:**

North West Ambulance Service (NWAS)

NHS Cheshire & Merseyside - updates

#### **Chair**

Barbara Rouse (BR)      Bootle YMCA

#### **Attendees**

Maurice Byrne (MB)	Maghull Locality Representative
Jan Comer (JC)	People First Merseyside
Nicola Hall (NH)	People First Merseyside
Lesley Curran (LC)	People First Merseyside
Simon Walker (SW)	People First Merseyside
Peter Davies (PD)	Liverpool & Sefton Age Concern
Joe Boyd (JB)	Strand By Me
Joe Westall (JW)	Community Connector
Georgia O'Driscoll (GO)	Sean's Place
Bob Wilkinson (BW)	The Samaritans
Mandy Lewtas (ML)	Kindfullness Café

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

Wendy Andersen (WA)	Engagement & Participation Manager
Mandy Williams (MW)	Signposting & Information Officer
Kate Grace (KG)	Complaints Advocate

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

Jane Elliott (JE)	NHS Cheshire & Merseyside
Jan Leonard (JL)	Sefton Place
Yunus Mogra (YM)	NWAS
Olivia Mia Jones (OJ)	NWAS

## **Apologies**

Kevin Halewood (KH)	Crosby Locality Representative
Hollie Scully (HS)	May Logan
Caroline Hesketh (CH)	Sefton Carers Centre
Sandra Bell (SB)	The Reach Men's Centre
Rosemary Hart (RH)	Kindhearts Café
Debbie Kelly (DK)	May Logan
Helen Shortall (HS)	Reengage

## **1. Introductions & Housekeeping**

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

Topics planned for today's meeting:

- North West Ambulance Service (NWAS)
- Sefton Place
- Primary Care (NHS Cheshire & Merseyside)

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

- Sefton Long Covid Clinics
- Technology Enabled Care
- Primary Care updates

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. Sefton Place update – Jan Leonard**

JL introduced herself and provided a presentation to members on Sefton Place. The presentation included:

- An overview of the Sefton Partnership
- If Sefton was a village of a 100 people...
- Sefton's Health & Wellbeing Across the Lifecourse
- The Integration journey
- The Place Plan – including the vision and ambitions
- Sefton Partnership Board functions

The presentation will be circulated with the notes from the meeting.

**Question / Comment:** BR asked for the slides of the presentation. The slides will be circulated with the notes from the meeting.

**Question / Comment:** BR asked how many staff are in the Sefton Place team?

Answer: Formerly the CCG had approx. 150 team members. This will change and is moving at present.

**Question / Comment:** YM asked if JL could share the NWAS Community Conversation event with colleagues. Also if they could link up together following the meeting. Action: WA to share contact details.

**Question / Comment:** MB asked as the spending power has gone upwards who is on the Board representing Sefton?

Answer: JL stated that she would share the link for further information on this.

Action: Completed. Link below takes you to the ICB Leadership Team page which people may find useful.

[www.cheshireandmerseyside.nhs.uk/about/nhs-cheshire-and-merseyside/leadership-team/](http://www.cheshireandmerseyside.nhs.uk/about/nhs-cheshire-and-merseyside/leadership-team/)

**Question / Comment:** KG asked what makes this new format better than the CCG's?  
Answer: JL stated that the real drive is integration of services. It is about doing it all together and bringing health and social care together. Being more integrated will break down barriers and bring people to work more closely together.

No further questions were asked and BR thanked JL for attending and presenting.

#### **4. North West Ambulance Service (NWAS) – Yunus Mogra & Olivia Mia Jones**

YM and OJ introduced themselves and their roles to members.

An overview was provided of the roles of NWAS including:

- Paramedic Emergency Services
- Patient Transport Services
- NHS 111

YM talked about what they do as a team including:

- Our role is to engage with patient groups
- Implement and support new initiatives based on feedback
- Represent and support NWAS during events

Recent themes during engagement have included:

- 999 video relay service for deaf people
- Mental Health support
- Patient Transport Service
- Community Conversation Events

The Community Conversation Event will next be held on Merseyside and the details will be shared with WA to be shared across network members.

**Question / Comment:** BR asked when triaging a patient do you know if they are housebound?

Answer: Yes, we have electronic patient records and we have access to basic information at this time. We are linked to hospital record which provides good information.

**Question / Comment:** LC shared that she has a Learning Disability and is deaf. LC stated that sometimes people do not understand her on the phone. Sometimes people will think she is drunk.

LC asked for NWAS to come to talk to People First Merseyside members.

**Answer:** YM agreed it would be a good idea to visit People First Merseyside and that they can look at providing CPR training with members and also explore flagging members on the NWAS system as having a communication difficulty. NWAS to work in partnership with People First Merseyside to identify individuals who need support so this can be added to the system. [\*\*Action: WA to share details of actions and share contact details.\*\*](#)

No further questions were asked and BR thanked both presenters for attending today and said she felt some very good outcomes had come from today's presentation.

## **5. NHS Cheshire & Merseyside – Jane Elliott (JE)**

JE reported on Primary Care and stated that there is a lot of negative press re: GP practices and does not show the real picture. Some practices are using more on-line and phone appointments because it suits some of the patients. There is so much negativity about GP's not seeing patients face-to-face.

JE stated that a recent GP survey has been carried out and they are currently working on the results.

**Question / Comment:** MB stated that it is not just about the lack of face-to-face that he is hearing about but also the issues trying to access on-line services. Patients are feeling frustrated.

**Question / Comment:** BR stated that her GP works well and that she did not mind triage or telephone but that it does depend on the issue.

JE responded to say that when patients want to get an appointment they all start ringing early morning at the same time and that she is always looking for solutions to this to try and improve it.

Question / Comment: WA informed JE that during outreach was told about Bridge Road Medical Centre who have an answer service that allows the patient to choose an option to have a call back and not lose their place in the telephone queue. **Action: JE to follow this up as may be able to share this out as good practice / learning for other practices.**

Question / Comment: KG gave an example of a GP surgery where the GP provided the voice for the answer service. This included information as to why the reception team had to ask your questions re: your condition so you can be triaged via the most appropriate clinician. Also, an idea would be to release appointments throughout the day rather than all in the morning. In addition, with regards to patients ringing at 8 am KG stated that her GP surgery in Ainsdale states on the answer service for patients to ring at 8 am for appointments. **Action: JE to take away suggestions and to find out about Ainsdale Medical Centre answer service.**

No further questions were put forward to JE and BR thanked her for attending and providing the Question and Answer session.

## **6. Community Champion updates**

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

**Healthwatch Sefton Signposting and Information Officer** – MW told us about a family trying to register with a GP in the Crosby locality and the difficulty they faced. The NHS dental list is kept up-to-date on the Healthwatch Sefton website and that there has been a couple of changes with some dentists reporting they are taking on children. MW advised members that patients need to be keeping in touch with their NHS dentists if registered with one.

**Healthwatch Sefton Maghull Locality Rep** – MB reported he is still hearing about problems with no NHS dentists available and also hearing about patients being taken off NHS dental lists. Issues re: 4<sup>th</sup> Covid Booster – This is a national issue where patients' booster is not being recorded on their records. **Action: To be taken to Steering Group.**

**The Samaritans** - BW reported that The Samaritans will be available over Christmas and the New Year via phone and email. The Southport branch will not be starting face-to-face as yet. On the 16<sup>th</sup> January 2023, often known as blue Monday The

Samaritans will be calling it 'Brew Monday' and information will be shared on this with members. [A theme coming through relates to people starting to become anxious about bills coming in.](#)

**SEAN's Place – GO** explained that they were a Mens mental health centre based in Bootle. They have a bereavement group running on a Monday which is a 6-week based session. They are expecting an increase in referrals to the centre in the run up to Christmas. Sean's Place will be open on Christmas day for members.

**Liverpool & Sefton Age Concern** - PD reported that they have received a lot of contact from people wanting to volunteer for over the Christmas period. PD asked members if they needed any short term volunteers over Christmas to let him know. Members offered some suggestions including the Crisis Café Southport and Whitechapel.

**People First Merseyside** – We have our Christmas party on the 14<sup>th</sup> December and our next Getting Involved Group is on 13<sup>th</sup> January at Southport Town Hall. Everyone is invited.

## **7. Healthwatch Sefton updates**

- Recruitment of Locality Reps – WA provided an update on the recruitment of Healthwatch Sefton locality reps. Recruitment will commence towards the end of the year and beginning of 2023.
- Healthwatch Sefton outreach – WA provided an update on visits to Community Champion network groups.
- Recently – I have been out to visit
  - The Bowersdale Centre
  - Sefton Opera
  - The Reach Mens Centre
  - Marine in the Community
  - Scrapyard Studios

I have also been holding stands at The Strand By Me and The Pantry, Linacre Mission.

Please get in touch with me you have any groups I can come and chat to and gather their feedback.

- 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. A further request for information on accessibility for people with Learning Disabilities has been written and sent to the CEO of 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 should be displayed within Health Centres asking for patient feedback on Community Services across South Sefton. Healthwatch Sefton have now also requested outreach to be undertaken at all Mersey Care NHS Foundation Trust Health Centres across Sefton which has now been agreed. This will commence January 2023.
- Trusts – Healthwatch Sefton stands have commenced within both Southport hospital and The Walton Centre. Stands will commence in Aintree hospital January 2023.

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

Identified during this meeting:

- Issues re: 4<sup>th</sup> Covid Booster – This is a national issue where patients' booster is not being recorded on their records.
- A theme coming through relates to people starting to become anxious about bills coming in. Reported by The Samaritans.

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

The notes from the meeting held in September 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 September 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.

- Issues re: 4<sup>th</sup> Covid Booster – This is a national issue where patients' booster is not being recorded on their records.

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.

## **A message from our South & Central Sefton Community Champion Network Chair....**

*'When I joined Healthwatch Sefton, I knew I would be able to make a difference. Healthwatch has been one of the best organisations in Sefton.*

*It has been fantastic to work with all of you and hear about all of the great work you do. You are a fantastic group and one of the best networks that I am involved with.*

*I am happy to say that we are all working towards a healthier and happier place to live.*

*I wish you all a wonderful Christmas and what you do for your communities is phenomenal'.*

**12. Information exchange/ Any Other Business**

None recorded.

Date and Time of Next Meeting:

Wednesday 25<sup>th</sup> January 2023

Venue: Zoom