

## South & Central Community Champion Network Meeting

Wednesday 28<sup>th</sup> September 2022

### **Zoom meeting themed:**

Sefton Long Covid Clinics

Technology Enabled Care

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
Hollie Scully (HS)	May Logan
Caroline Hesketh (CH)	Sefton Carers Centre
Nikki Thomas (NT)	Venus
Georgia O'Driscoll (GO)	Sean's Place
Bob Wilkinson (BW)	The Samaritans
Debbie Kelly (DK)	May Logan

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

John Turner (JT)	)Healthwatch Sefton Chair
Wendy Andersen (WA)	Engagement & Participation Manager
Mandy Williams (MW)	Signposting & Information Officer

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

Jane Elliott (JE)	NHS Cheshire & Merseyside
Hannah Dollard (HD)	Sefton Adult Social Care
Sarah Herlihy (SH)	NHS Mersey Care NHS Foundation Trust

## **Apologies**

Kevin Halewood (KH)	Crosby Locality Representative
Joe Boyd (JB)	Sefton CVS Community Connector South Sefton
Sandra Bell (SB)	The Reach Men's Centre
Rosemary Hart (RH)	Kindhearts Café
Helen Shortall (HS)	Reengage
Mandy Lewtas (ML)	Kindfullness Café
Vikki Martlow (VM)	Sefton Opera

## **1. Introductions & Housekeeping**

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

Topics planned for today's meeting:

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

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

- 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

Housekeeping was covered and BR introduced the guest speakers.

BR introduced JT to the group as the new Healthwatch Sefton Chair and asked JT to introduce himself to members.

## **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 Long Covid Clinics – Sarah Herlihy (SH) , NHS Mersey Care NHS Foundation Trust**

SH introduced herself to members and explained that she is a social worker by background. SH stated she has been managing the Sefton Long Covid Clinics since March 2022 as the Care Co-ordinator.

SH presented on the Sefton Long Covid Clinics and this included:

- What is Long Covid – symptoms that patients can experience.
- What do I do if I think I have Long Covid? – Visit your GP. Tests you will need to have are included on the presentation.
- Who will help me?
- Contact details.

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

The Long Covid service is for patients 18 years and over. This is a Tier 3 service and the Long Covid clinic can refer patients to a Tier 4 service at the hospital for on-going treatment.

**Question / Comment:** MB asked how available / easy is to get access to the clinics?

**Answer:** You need to have had symptoms for 12 weeks. One of the stumbling blocks is people being able to get an appointment at their GP. Once a GP has carried out the relevant tests and referred a patient, the Long Covid clinic will make contact in 1 – 2 days. Within 2 – 3 weeks a patient will receive their first appointment.

**Question / Comment:** PD asked what happens to patients who had Covid the first time but were never diagnosed?

**Answer:** Patients who have suspected Long Covid or confirmed Long Covid can be referred into the service. Patients who only have symptoms of mild Covid can still be diagnosed with Long Covid.

**Question / Comment:** JT thanked SH and said it had been a good presentation. JT went on to say that it is really difficult to diagnose as there are a lot of viruses that can also produce chronic fatigue. JT stated that there is no specific test for Long Covid and that tests are useful for excluding other illnesses, but this is a big challenge for GP's.

SH stated that with Long Covid most patients recover over a number of months. The service is geared up to get patients better and discharged. The Long Covid service works towards a 6-month goal with patients to be discharged but that patients can be referred back in when and if needed.

SH asked members if they can share the word about the service and will share the leaflet with WA to be circulated.

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

#### **4. Technology Enabled Care – Hannah Dollard (HD)**

HD introduced herself to members and stated that part of her role was to find new solutions for the authority in Technology Enabled Care.

Technology Enabled Care Solutions (TECS) describes a range of health and care technologies such as Telecare, Telehealth, Telemedicine / Teletriage and Home Activity Tracking Systems. The word TECS is used to talk about this.

TECS is a way to describe community equipment and would cover all technologies such as phone applications and smart home adaptations (like Alexa, mood lighting, digital security, furniture sensors to prevent falls in the home, smart phone applications like HIVE, smart plugs.

HD stated that she had wanted to attend today to raise awareness of the service, and share the survey so that equipment can be improved and also be about what the person needs.

The survey has been launched:

Visit <https://yourseftonyoursay.sefton.gov.uk> and go to the Technology Enabled Care Solutions/Assistive Technology Survey.

A presentation was delivered and the presentation slides are attached to the circulated notes.

**Question / Comment:** MB stated that he felt this was the way forward and asked who is eligible in Sefton and what is the criteria? MB also asked how is this service paid for?

**Answer:** All ages within Adult Social Care and they are also working with Children's services. People are triaged and anyone can apply for equipment.

HD went on to answer that currently funding for the service is very limited but that some funding is means tested. This may change in the future. Currently some people have to pay for the service.

**Question / Comment:** JE stated she worked for NHS Cheshire & Merseyside and is the Locality Manager. JE informed members that she is the digital lead for Primary Care and stated that it would be nice to collaborate and work with HD. JE asked if HD would present at the next Patient Participation Group (PPG) Network meeting.

**Action:** WA to organise with HD

**Question / Comment:** Note: People First Merseyside experienced issues with connection and posed their question in the chat box. LC stated she was deaf in both ears and asked what help she could get. **Action:** HD and LC met the following day at the NHS Cheshire and Merseyside event held at the Lakeside to discuss this further.

No further questions were asked and BR thanked HD for attending today.

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

JE reported on Primary Care. JE stated that there were some issues in the Crosby locality with patients trying to register with GP practices and lists reaching critical. NHS Cheshire & Merseyside have been working with GP practices and have made the decision to close patient lists to patients who already live in the area and are registered to a GP practice. The GP patient list will remain open to patients new to the area. JE explained that this is a short-term solution whilst they look into why this is an issue for the Crosby locality.

NHS Cheshire & Merseyside are working to educate patients to raise issues in the first instance with the GP practice before considering moving practice.

Patient Participation Group (PPG) Network – The next PPG Network meeting is being held on 2<sup>nd</sup> November and is themed on PPG recruitment and digital.

No questions were put forward to JE and BR thanked her for attending and providing the update.

## **6. Community Champion updates**

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

**Bootle YMCA** – BR informed members that the Bootle YMCA building is an old building and has problems with the roof, but unfortunately, they do not have the money to get this fixed. The centre is getting back to normal with groups renting the space and this is a good set up.

**Healthwatch Sefton Signposting and Information Officer** – MW reported that the main issue being reported in is still access to NHS dental treatment. The Living Well bus is at the Cricket Club today.

**Healthwatch Sefton Maghull Locality Rep** – MB reported that in Maghull there is a mixed delivery system for the flu and Covid vaccines. Some pharmacies offer one and not the other and some are offering both vaccines at the same time. JE said she would take this back to the team to find out if there are any reported issues. [\*\*Action: JE responded to this query and MB updated.\*\*](#)

PLACE inspections for NHS Mersey Care are taking place. This is an inspection of the environment and not clinical. They need members of the public to join the team. If interested let Healthwatch Sefton know.

**SEAN's Place** – GO stated that all their courses were back up and running. They have a continued partnership with LFC. A Hypnotherapy group runs on a Thursday evening for members to reduce anxiety and stress. On a Wednesday evening they run the family support network for families and carers.

### **May Logan Health Centre –**

DK stated she worked as a Living Well Mentor at the May Logan. There are lots of courses available including healthy cooking, exercises, healthy eating, blood pressure and diabetes checks and more. Next week they are having an open day and everyone is invited to come along.

HS stated that she is also a Living Well Mentor at the May Logan. HS informed members that WA had been out to visit one of their support groups and gather feedback on health and social care services. Courses offered include, Think Differently, Cope Differently and cooking courses. There is a lot going on at the May Logan and everyone welcome to come to the open day to find out more.

**Liverpool & Sefton Age Concern** - PD reported that the service is open for new volunteers and clients. New activities have been introduced including day trips, mindfulness and mentoring.

**People First Merseyside** – We are continuing our NHS work around Blood pathways, DNACPR to make the subject easy read for people with LD. The DAVID project is continuing with members working closely with photo symbols to make a picture archive for death and dying.

## **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. Recent feedback has been themed on:
  - Residents and members have shared feedback on on-going difficulties trying to get through on the phone at 8 am and how hard it is to get a face-to-face appointment. Residents have talked about poor treatment in particular for patients with mental health and lack of mental health reviews. Residents have reported that they feel GP surgeries are still using Covid as an excuse for the level of service being offered.
  - Access to an NHS dentist is also an on-going theme.

We have requested an article in the NHS Cheshire & Merseyside, GP bulletin, asking them to sign up to our feedback centre so that they can respond to feedback that you and your members are sharing with us.

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 is being drafted 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 should be displayed within Health Centres asking for patient feedback on Community Services across South Sefton. A request has been made to NHS Mersey Care for outreach sessions to be organised within the Health Centres across Sefton.

- Domiciliary Care – we are currently working on a project to find out what people think of Home Care Services that they receive. We have sent out surveys and are following this up with phone calls. Residents in receipt of home care have been selected at random to participate in this survey.
- Trusts – We will be starting up our outreach within Aintree hospital, The Walton Centre and Southport & Ormskirk hospital.

## **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 July 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 July 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 30<sup>th</sup> November 2022

Venue: Zoom