

South & Central Community Champion Network Meeting

Tuesday 27th April 2021

Zoom meeting themed:

Mersey Care, NHS Informatics & Healthwatch Sefton Advocacy

Chair

Barbara Rouse (BR)

Bootle YMCA / Bootle Action group

Attendees

Maurice Byrne (MB)

Maghull Locality Representative

Rosemary Hart (RH)

Kindhearts Café

Vikki Martlow (VM)

Sefton Opera

Chris Dale (CD)

Crosby Age Concern

Bob Wilkinson (BW)

The Samaritans

Joanne English (JE)

People First Merseyside

Simon Walker (SW)

People First Merseyside

Lesley Curran (LC)

People First Merseyside

Nicola Hall (NH)

People First Merseyside

Sandra Bell (SB)

The Reach Mens Centre

Peter Davies (PD)

Liverpool & Sefton Age Concern

Clare Johnston (CJ)

Sefton Carers

Graeme Gardiner (GG)

Marine in the Community

Joan McArdle (JMc)

The Swan Women's Centre

Joanne Seddon (JS)

St Leonard's Community Centre

Healthwatch staff member(s)

Wendy Andersen (WA)

Engagement & Participation Manager

Guest Speaker(s)

Jimmy Cousineau (JC)

Mersey Care NHS Foundation Trust

Ashley Crossland (AC)

Mersey Care NHS Foundation Trust

Sarah Fraine (SF)

Mersey Care NHS Foundation Trust

Amber Hirshman (AH)	NHS Informatics Merseyside
Louise Taylor (LT)	NHS Informatics Merseyside
David Evans (DE)	Healthwatch Sefton - Advocacy

Apologies

Kevin Halewood (KH)	Crosby Locality Representative
Jennie Meehan (JM)	Bootle Locality Representative
Helen Roberts (HR)	Seaforth & Litherland Locality Representative (also covering Hightown & Ince)
Mandy Lewtas (ML)	Kindfulness Café
Debbie Kelly (DK)	The May Logan Centre
Justine Shenton (JS)	Sefton Advocacy

1. Introductions & Housekeeping

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

Guest speakers and topics planned for today's meeting:

- Mersey Care – Mental Health services & Community Services
- NHS Informatics – GP website project
- Healthwatch Sefton – Advocacy

The last south and central Community Champion network meeting was held March 2021 themed on:

- NHS 111 First
- Talking Matters Sefton
- Sefton CVS Social Prescribers

House keeping was covered and speakers were asked to introduce themselves. BR introduced the guest speakers.

2. Code of Conduct / Declarations of Interest

BR informed everyone that WA had circulated the Healthwatch Sefton Code of Conduct. Members were asked to read and once agreed to print their name and sign it on the back page and return via email to WA. 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 – Urgent Care 24/7 Mental health service and Community services

JC attended to share information on 24/6 Urgent Care Mental Health Services

JC shared a presentation and talked members through:

- The background to the 24/7 urgent care review that commenced 2015.
 - There is now a Freephone line 24/7 for mental health concerns
 - First response model – allows service users one contact point
 - Safe Space – two have been developed based at Clock View and The Hartley Hospital. This is an appropriate environment outside of A&E.
 - NHS 111 First – will be able to refer people experiencing mental health to the appropriate safe place
 - Mersey Care – working with Sefton CVS to develop crisis care cafes in the community. This will be run by the 3rd sector
 - The 24/7 Mental Health Support Line number is 0800 145 6570

*The full presentation is attached to the notes.

BR thanked JC for the presentation and asked members if they had any questions:

Question: RH stated that she needed the 24/7 number for getting in touch. Previously she had a poor experience with A&E and NHS 111.

Answer: JC stated he would send the 24/7 number to WA to be shared with members. JC stated he would also share the posters [Action: Completed and the number is included in notes above. Poster information shared with members.](#)

Question: RH asked how will people know about this service?

Answer: JC stated that all GP practices also have the posters to display.

Question: MB stated that he met with a local resident and she described her experience during lockdown with a family member in mental health crisis. On two occasions hospitalised. MB states there is a need for the safe hubs as A&E can heighten the experience along with triage arriving in police uniform and flashing lights makes the whole experience worse. Knowledge of the Freephone number would have helped. It is great that this is now in place but it needs more promotion and communicating to the public.

Answer: JC responded to say the police car triage only attend emergency situations but that he will take this message back.

Question: JS asked if this service covered the whole of Sefton? Also asked if Mersey Care analyse demographics?

Answer: JC stated yes the service covers the whole of Sefton. In addition it covers Liverpool and Kirkby.

Data is analysed and individuals are asked questions. Currently there is a 50/50 split male and female. Other demographics analysed include veterans, students, and people with children. The service also has a responsibility to make sure family members are safe when responding to a crisis.

Question: CJ stated that she was representing Sefton Cares and said feedback from their service users is that carers struggle to access support. Will the Freephone offer the same service for carers?

Answer: JC stated yes the Freephone is for individuals, Carers, Family and Friends. The service will listen and if the individual will talk to us we can do an assessment.

BR thanked JC for the presentation and taking part in questions and answers. BR asked members if they had any further questions to email WA who will ensure JC receives them and responds.

SF provided an update from Community Services –

Mersey Care NHS Foundation Trust has been named as the new provider of community health services in Southport and Formby. From 1 May 2021, Mersey Care will take over services including blood testing, district nursing, falls prevention, diabetes care, therapies and rehabilitation and pain management for the whole of Sefton. For further information you can read the news release on the Healthwatch

Sefton website <https://healthwatchsefton.co.uk/news/mersey-care-nhs-foundation-trust-becomes-sole-provider-of-southport-and-formby-community-services/>

Stoddart House based on the Aintree hospital site is now open this week to support patients with mental health and re-ablement. MB asked if this was to replace ward 35? SF responded that yes and patients had already been moved over.

AC provided an update –

Community Services Friends & Family – AC reported that the Trust was looking to improve gathering patient feedback. Currently Family & Friends cards are filled in and they are analysed for themes, trends and characteristics. Mersey Care is looking to improve access to Family & Friends including the use of text, phone and an on-line service.

Question: JE asked what are your considerations for people with Learning Disabilities or people not able to read or write?

Answer: AC stated that the system will have an Easy Read facility built in and that they will provide surveys in easy read format and also child friendly.

JE asked for Mersey Care to consider people who cannot read or write therefore no matter how easy read it is people may still not be able to access. JE stated that patients in hospitals need access to someone who can support them to take part. AC stated in response to this that they are looking into having volunteers to support with this so that data collected is meaningful. They are looking at a system ‘ You said, We did’.

BR thanked each of the guest speakers for their updates and asked if members had any further questions to email WA to will pass them on.

4. NHS Informatics Merseyside – Amber & Louise

LT introduced herself and stated that NHS Informatics Merseyside looked after GP websites and IT support.

One piece of work that they are looking at over the coming months is the websites that they provide to GP’s and how easy are they to access?

AH stated that she was the digital inclusion lead and part of her role was to look at how healthcare can be easily managed by patients. An example would be GP Access on-line – patients being able to book appointments this way. They need to ensure that this is easily accessible for patients.

A survey has been developed to look at GP websites and we are asking if you can take part by reviewing GP websites and providing us with your feedback. We would not collect your personal details. WA has this morning shared the draft survey with you via a web link. We are looking for your input on how the survey works and if you have any comments on how easy the survey is to use, the language used and if we have covered all aspects. Once the survey is agreed we would ask that you complete it either via on-line or via paper copy. Once we have all the results back in we will analyse the feedback and see where improvements can be made. We will attend a future meeting to provide feedback and ask you to repeat the survey to see if the websites have improved if required. AH stated that it is very important that they know what works well and where improvements are needed.

A couple of members said that they had already reviewed it this morning and that they felt it was straight forward and easy to use. AH stated that members will be given time to give their feedback and that WA would share the link and paper copy for review.

MB stated that he had concerns with GP websites in his locality Maghull. He said there were inconsistencies and that this project / process was really important to take part in.

The survey will be circulated to:

- Community Champions who have attended today's meeting
- Healthwatch Volunteer Locality reps
- Southport & Formby Community Champion members

LT informed members that NHS Informatics do not provide the websites for all GP practices but that they would still engage with practices who do not use their service. The patient voice counts and that they want this piece of work to make a positive difference.

LT explained that they also work to look at what barriers are present for patients preventing them from using on-line services. Now with Covid more services are being delivered on-line. JE stated that there are many people who will never use

electronic services and sometimes the older ways are neglected. Technology is needed but systems need to be simplified. LT stated that for them it is definitely not about moving everything to digital but by supporting people who want to use it and can free up space for people who want or need to phone or call in person.

JS gave an example of changing an address. She said on attempting to change an address she was diverted to the website. The change of address was actioned this way but on checking was still down as the old address. It did not work. JS stated she worked for St Leonards where they run the food bank for deprived communities. Some people have no access to phones, computers and the internet and that we cannot assume people do have access.

AH agreed and stated that they are supporting people who can use technology to make space for people who do not want to use it or cannot use it.

MB made the point of all the different apps that are available and that different GP's use different ones and it confuses the public.

LT agreed that there are many apps that you can download. Some you have to have a code from the surgery to use. CD said he felt there needed to be uniformity in the apps used.

WA updated members on the GP Access project that Healthwatch are about to launch. At Healthwatch feedback has been highlighted concerning being able to make appointments. WA will keep everyone updated on the progress of this and how members can get involved.





Action: AH will share the link and paper copy of the survey with WA. To be shared with members to comment on easy to use, language and all aspects covered. Once all comments are received and any amendments made the survey will be shared during June for members to take part and complete. Both AH and LT will attend a future meeting to provide feedback.

5. Healthwatch Sefton Advocacy – David Evans

DE introduced himself as the Healthwatch Sefton Independent Complaints Advocate. The service provides information, advocacy and tailored support re: NHS complaints.

There is a self help pack available with supporting materials to help you make a complaint: <https://healthwatchsefton.co.uk/independent-complaints-advocacy-service/>

DE stated the areas he can support include:

-  Provide confidential support
-  Writing letters
-  Liaising with complaints staff
-  Meetings with staff

DE went on to say that not everyone needs the same level of help and that clients are triaged via phone or email.

The service is free of charge, funded by local Government and is completely independent from the NHS

Question: JE asked if DE dealt with social care complaints? DE stated that local Government dealt with social care complaints unless it is a combined complaint.

Question: BR asked if DE felt he could deal with most complaints or if he signposted. DE stated that he could probably deal with most questions and complaints.

Question: JE stated that sometimes people will want to complain but don't know that this service is there. DE stated that Healthwatch have promoted the service through GP surgeries with posters and leaflets in the community. It is also promoted to members and is on the Healthwatch Sefton website.

BR thanked DE for attending and asked members to send any further questions through to WA.

6. Community Champion updates

BR asked for each member to provide an update on the work they / their organisation had been involved in during COVID-19:

Bootle YMCA – BR reported that the centre had remained closed for safety but that they are hoping to open again in a few weeks.

Kindhearts Café – RH reported that prior to Covid WA used to visit the café to talk to people to gather feedback. RH stated that they had been keeping in touch with members via telephone and they are hoping to open again soon.

People First Merseyside – LC & SW reported that members were joining in on zoom meetings and were back to some face-to-face meetings. They are looking forward to being back in the office. NH stated that she is doing the BSL training, she is keeping well and has had her first vaccine.

St Leonards – JS reported that the last 12 months had been a challenge with all face-to-face stopped. The centre had maintained phone calls with members and helped support people who were shielding. Debt advice continued as remote support. JS stated that they had secured a unit in the New Strand which will be a satellite for the centre. The centre are working towards resuming face-to-face mid to end of June 21.

Reach Mens Centre – SB reported that they are moving into a unit at the New Strand and will be able to link up more with St Leonards.

Sefton Carers – CJ stated that Sefton Carers Centre is still closed for drop-in but open for appointments. Small training of 2 – 3 people will be face-to-face and there is also training available on-line. CJ reported that in the last 2 – 3 weeks there had been 4 carers struggling to get authorised as a carer at their GP. The CCG have intervened and had each case sorted. CJ reported that Jan Leonard at the CCG had been a great support.

Liverpool & Sefton Age Concern – PD stated they still operating befriending via the phone. PD wanted to remind everyone to check their spam / junk folders as when he checked his he found Healthwatch news emails in there.

7. Healthwatch Sefton updates

- Healthwatch Sefton vacancy – The role of Signposting & Information Officer has been circulated and further details can be found on the Healthwatch Sefton website.
- The Healthwatch Sefton Steering group meeting was held on 20th April 2021. The work plan has been reviewed and revised in-line with COVID. To access Steering Group minutes visit: <https://healthwatchsefton.co.uk/about-us/steering-group-minutes/>
- Engagement with GP surgeries – We are asking GP surgeries to add a link to Healthwatch Sefton on their websites for patients to be able to leave feedback on their services. So far 3 GP's have been approached and agreed. We will continue to roll this out wider and we have extended the offer to Community Champions. If you would like to take part or find out more contact WA.
- GP Access project – this will compliment the Widget engagement but we will be focussing on GP surgeries across Sefton to ask patients for feedback on accessing GP surgeries. We will work in partnership both NHS Sefton CCG's, Sefton CVS and Care Quality Commission (CQC)
- Care Home work – Your story, your say has been launched and shared with members. Please share the link with members.
<https://healthwatchsefton.co.uk/news/tell-healthwatch-your-care-home-story/>
- The May Champion meeting – guest speakers will include Sefton Carers & NHS south Sefton CCG.

8. Emerging Health or Social Care themes

Identified during this meeting:

None identified during this meeting.

9. Community Champion network notes for approval

The notes from the meeting held on Thursday 25th March 2021 were previously circulated to all members for comments or amendments and were today agreed as accurate at the meeting.

There were no outstanding actions following the March 2021 meeting.

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

All emerging themes from the March 2021 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

Identified emerging health and social care themes as below:

None identified.

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 26th May at 1.30pm

Venue: ZOOM