

Minutes of the Healthwatch Sefton Steering Group meeting.

Held Tuesday 28th February 2023. 10:30 – 12:30.

Boardroom. Burlington House/ <https://us06web.zoom.us/j/87880610726>

Attendees:

Steering Group members:

John Turner (JT)	Chairperson
Brian Clark (BC)	Locality representative – North Southport
Anne Major (AM)	Locality representative – Central Southport
Will Mullen (WM)	Transforming Care Co-production Board
Jan Comer (JC)	Transforming Care Co-production Board
Georgia Ribbens (GR)	Sefton Young Advisors
Karen Christie (KC)	Health & Social Care Forum
Maurice Byrne (MB)	Locality representative – Maghull
Jan Sterling (JS)	Locality representative – Formby
Vicky Keeley (VK)	Sefton Carers Centre
Yael Smith (YS)	Sefton Parent Carer Forum
Sharon Cotterall (SC)	Every Child Matters Forum

Staff Team:

Diane Blair (DB)	Manager
Wendy Andersen (WA)	Engagement & Participation manager
Amanda Williams (AW)	Signposting and Information Officer
Clare Blasberry (CB)	Digital Communications Officer
Kate Grace (KG)	Complaints Advocate

Apologies:

Kevin Halewood (KH)	Locality representative – Crosby
Marguerite Dawson (MD)	Engagement & Participation Officer (Staff team)

Presenters:

Nicola Bunce (NB), Director of Corporate Services.
St Helens and Knowsley Teaching Hospitals
Anne-Marie Stretch (AMS), Managing Director.
Southport and Ormskirk Hospital NHS Trust



Agenda Item	Notes	Action
1.	<p>Introductions and apologies. JT welcomed everyone and introductions were made. JT highlighted the code of conduct, noting previous declarations.</p>	
2.	<p>Minutes of the last meeting for approval. The minutes of the last meeting were approved as an accurate record.</p>	
3.	<p>Action Tracker.</p> <p><u>Walton Centre NHS Foundation Trust – Sid Watkins (installation of an additional card only car-park pay machine):</u> news release has been published highlighting the outcome. A quote from the trust had been included. This action was closed.</p> <p><u>Accessibility of Rowlands Pharmacy (Birkdale):</u> The chair of Southport Access For Everyone (SAFE) has informed us that the pharmacy now has a portable ramp in place. Action: request further information from SAFE, and arrange a photo opportunity to promote the outcome.</p> <p><u>Disabled parking at local hospital trusts/ Parking issues on the Aintree Hospital site:</u> letter has been drafted and sent to Mike Ryan, Deputy Director of Estates & Facilities. Action: response to be shared with members.</p> <p><u>Southport & Ormskirk Hospital Trust: appointment letters:</u> AM and MD updated that this issue has been raised many times at the patient experience group and was being looked at by the trust.</p> <p><u>Patches:</u> Wendy updated that this is the system which will replace E-consult and is currently being rolled out. A decision to use this system had been taken regionally by NHS Cheshire & Merseyside. An update had been received at the last South &</p>	<p>DB/CB</p> <p>DB</p>



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	<p>Central Sefton Community Champions meeting and from this Galloways Society for the Blind had offered to test the system to review accessibility. MD shared that her practice in Knowsley was using the system and it worked well, KG explaining that her daughter had accessed it from her phone. GR shared that it was good that voice recognition software was included as younger patients would use this on their phones.</p> <p>JT updated on the meeting with the Care Quality Commission (CQC), which he had attended with WA. A number of points had been discussed but patches had not been mentioned. JT had researched the system and gave an overview.</p> <p>WM asked how the system would support patients with a Learning Disability, JC updating that accessibility is an issue, with not all patients having flags on their system. There needs to be recognition for those who do not have internet access and when English is not their first language. YS gave an example of how it had taken her practice over 10 years to agree to flag her on the system as a Carer.</p> <p>MB shared that not all practices have to use the system and at a recent Older Person's Forum in Maghull, they had shared their experiences of not being able to access their repeat prescriptions and agreed that other methods of getting in touch with practices for triage need to be readily available. SC agreed that some older citizens would not be able to use this system. Action: Healthwatch to monitor the roll out of the new system and encourage residents to provide feedback.</p> <p><u>Updating our work plan:</u> DB had met with Eleanor Moulton and Debbie Fairclough (January 2023) to discuss how the workplan reflects local issues and links to local commissioning plans. It was agreed that we would have access to commissioning plans to support our discussions.</p>	<p>All</p>



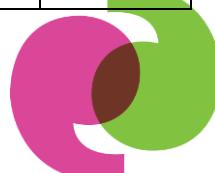
Agenda Item	Notes	Action
	<p><u>2-hour urgent community response service:</u> VK updated on her work to ensure that Carers are recognised as a referrer. Action: further updates to be shared when available.</p>	VK
	<p><u>Mersey Care NHS Foundation Trust (appointments for medication reviews for memory clinic assessments):</u> DB had met with Claire Timmons (20th February) and this issue had been reviewed as part of wider trust discussions about community service provision. Healthwatch now has contact with the two local managers leading on community mental health.</p>	
	<p><u>Patient story (access to Podiatry services) for individuals with a learning disability:</u> response letter had been received from the Chief Executive (15.02.2023). WA updated that she will be meeting with People First to review the response and agree next steps. Action: update to be provided at the next meeting.</p>	
	<p><u>Ambassador report: Cost of living survey questions to be added to engagement process:</u> the survey commissioned by Healthwatch England is being reviewed. Action: local survey will be launched soon.</p>	CB
	<p><u>Ambassador report: Mersey Care NHS Foundation Trust – new structures:</u> DB is liaising with Pat McGuiness (Associate Director for Strategic Partnerships) to plan this session. Action: details to be shared.</p>	DB
	<p><u>Ambassador report: Adult social care engagement:</u> the focus will be hospital discharge and DB is working with Sarah Alldis and principal social workers. Action: issue will be included onto the main work plan.</p>	
	<p><u>Care at home service specification:</u> session was held and the specification was changed to include feedback provided from</p>	



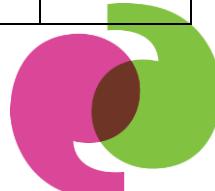
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	<p>those attending. Action: the outcome will be included within the final report for this work.</p>	DB
	<p><u>Listening events (Liverpool University Hospital NHS Foundation Trust), Accident & Emergency departments:</u> Healthwatch Sefton had not taken part due to staff sickness. Healthwatch Knowsley had undertook the visit at Aintree Hospital. The draft report has been shared. Action: report to be shared when available.</p>	DB
4.	<p>Consultation on the dissolution of Southport and Ormskirk Hospital NHS Trust.</p> <p>Nicola Bunce (NB), Director of Corporate Services. St Helens and Knowsley Teaching Hospitals NHS Trust and Anne-Marie Stretch (AMS), Managing Director, Southport and Ormskirk Hospital NHS Trust attended via zoom.</p>	
	<p>The legal process is coming to an end. Work has included an assessment of readiness to ensure a strong business case can be sent to NHS England prior to being put to the Secretary of State for approval. Following the initial formal partnership between the two trusts, discussions about formalising via a legal route had taken place.</p>	
	<p>Southport and Ormskirk Hospital NHS Trust and St Helens & Knowsley Teaching Hospitals NHS Trust will not exist once the transaction is approved with the combined trust having a new overarching trust name. The names of all five local hospitals will remain the same.</p> <p>There was an update on the work across both organisations to support and strengthen fragile services at Southport & Ormskirk, Ophthalmology being provided as an example and the recent changes with Stroke services. The stroke ward at Southport is treating patients transferred back from Aintree Hospital and those treated on site (presenting after the 72-hour</p>	



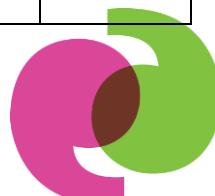
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	<p>window of care). The pathway with North West Ambulance Service was working well but it was noted that further work on the pathway was required. AMS suggested that working as a larger organisation would provide improvements in service provision.</p> <p>KG asked about timeframes, NB updating that the plan was for the new trust to be in place from 1st April 2023.</p> <p>JT asked about governance arrangements. NB explained that Ann Marr was Chief Executive of both trusts and would remain in the role. There is a limit on the number of executives you can have on an NHS Trust board so there will be a senior management team in place too.</p> <p>MB introduced his role as representative for Maghull and highlighted the issues for the locality and how many from the area accessed Ormskirk. MB requested an update on the children's Accident & Emergency department and NB detailed the 'shaping care together' plans and how the new organisation would be looking at reconfigurations. One of the options which had previously been looked at was a single accident and emergency department to ensure patient safety. NHS Cheshire & Merseyside will be involved moving forward and any changes would be subject to formal consultation.</p> <p>JS raised a number of issues relating to Southport hospital in her capacity as a carer and a trust volunteer. JS asked if there were plans to expand the emergency department. JS asked why volunteers could not provide refreshments to those waiting in the department and highlighted how access to wheelchairs across the trust was limited. AMS commented on current pressures within the department, admissions and issues with hospital discharge. Additional seating had been put into hospital waiting areas. The potential to bid for funding to</p>	



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	<p>secure further investments was one of the benefits of becoming a larger organisation. NB updated on recent investments, the new discharge suite at Southport, general building works and the new diagnostic centre. AMS agreed to look into the issues raised, JT asking that access to refreshments be a priority. Action: Feedback to be shared.</p> <p>NB spoke about plans for digital maturity and AM asked if there were plans for medical notes to be available across NHS Trusts, so patients don't have to repeat their story. NB responded that there is a plan, complicated by differing infrastructures, but there is funding available over a three-year period to bring systems together.</p> <p>KG asked if there were plans for a shuttle bus between Southport and Ormskirk sites. AMS updated that options are being explored. AMS and NB were thanked for their update and left the meeting at this point.</p>	AMS/ DB
5.	<p>Report from the Chairperson.</p> <p>JT updated on sessions attended with Healthwatch England, including a north west regional session. JT had also attended meetings of/with:</p> <ul style="list-style-type: none"> • Sefton Economic Forum • Site visit to the Royal Seaforth Container terminal. JT had found this visit interesting and had learnt how many diverse communities access the port • Liverpool City Region network meeting at which Jo Fairley, the founder of Green & Black's chocolate had been in attendance alongside other local health and university representatives • Debbie Corcoran, Primary Care Inspector covering Sefton (CQC), meeting alongside WA to discuss primary care access and the need for improvements 	Page 7



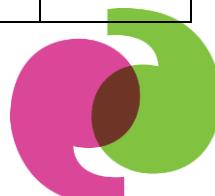
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	<ul style="list-style-type: none"> • Health and Well Being Board. <p>JT was thanked for his comprehensive update.</p>	
6.	<p>Ambassador reports</p> <p>The report was taken as read as there was limited time available on the agenda. DB updated on the issue outlined with the report about attendance at the Health Protection Group and it was agreed that we should contact the chair and share the concerns of Healthwatch. Action: DB to work with the ambassador to draft an email to the chair of the group.</p> <p>At this point, AM enquired about the lack of involvement with local NHS provider equality delivery system (EDS) work, DB responding that unless we had been involved throughout the year, the end of year process was seen as a tick box exercise. MD updated on the request from Southport & Ormskirk to engage, an email had been sent to share why there would be no involvement from Healthwatch.</p> <p>BC asked how the 'place' assessments to review provider environments fit into this and MB shared that they were reviews of provider environments, the provider and CQC taking note of required actions. AM also undertook place assessments and noted that she received no feedback following a visit.</p> <p>SC updated on the 'early help partnership board' and the links into the 'every child matters network'. KC and MB explained their ambassador role on the Overview & Scrutiny Committee for children's services and safeguarding, held every six weeks.</p> <p>JT asked that it be put on record our appreciation for all the valuable work which Healthwatch ambassadors undertake.</p>	DB



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7.	<p>Issues/Themes from steering group membership/Community Champion networks for consideration.</p> <p>WA shared that older citizens felt they were being forgotten about, now that electronic systems were being introduced across health. They share that there is no help and they are often asked if a family member could help them which they don't find appropriate.</p> <p>MB updated that increased cost of living pressures were impacting access, residents not being able to access transport to get to appointments.</p> <p>WM explained that when she contacts her GP practice, there are language barriers, reception staff often asking, "can you repeat that?" or they put the phone down as they don't understand you. WM had also been asked if there was someone else who could phone on her behalf.</p> <p>VK highlighted current pressures across all service areas and impact on unpaid carers. VK also highlighted the additional funding which has gone into care at home (from April 2023) and asked if we could find out how much of this funding was going to support salary increases for paid carers. The voice of paid carers is not being heard.</p> <p>KG highlighted the ongoing issues with transition from children to adult services and how this should be considered as a main work plan issue. Parents are dealing with three large institutions and there is no support. This is a key theme from Sefton Parent Carers and MB also shared that this was included within the improvement plans for Ofsted. SC updated that she sits on the children and young peoples board and Emma Lambert from Sefton CVS is currently organising a 'preparing for adulthood'</p>	



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	<p>online session. VK shared her concerns about transition, for those children who are home schooling and how they are receiving support.</p> <p>JT thanked everyone for sharing key issues for consideration.</p> <p>Action: all issues raised to be reviewed and fed into our work/ included in updates we provide at meetings.</p>	JT/DB
8.	<p>Report for authorisation. Listening Event report. Liverpool University Hospital NHS Foundation Trust. May 2022.</p> <p>The report had been drafted by Healthwatch Liverpool and there had been a delay in the provider responding to the report. The report was taken as read and was authorised, recognising the delays with the report. Action: report to be uploaded to the website and shared with key stakeholders.</p>	CB
9.	<p>Enter and View Update/ Plan.</p> <p>Verbal update was provided by DB on the plan to get Enter and View visits underway, starting with care homes, the group asked to authorise commencement. This work was authorised by everyone present.</p>	
10.	<p>Engagement update.</p> <p>Due to limited time on the agenda, the paper previously shared was noted by members.</p>	
11.	<p>Future steering group meetings.</p> <p>DB updated that it was proving difficult to find a suitable venue, north and south of the borough which accommodates meeting space and access to a large screen to enable virtual</p>	



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	attendance. Prices had been shared for the hiring of the borough's town halls but the budget for meeting room hire would not cover costs. Action: members to consider possible venues and to email DB with suggestions.	All
12.	<p>Any Other Business.</p> <p>YS shared details of an event which Sefton Parent Carer Forum are holding at Aintree Racecourse. It is a Sefton Offer event, it taking place Wednesday 1st March, 9:30 – 6pm.</p>	

Attendance Tracker

Name / Representing	Sept 2022	Dec 2022	Feb 2023
John Turner. Chairperson	✓	✓	✓
Brian Clark OBE. Locality representative: North Southport	x	✓	✓
Anne Major. Locality representative: Central Southport	✓	x	✓
Locality representative: Ainsdale & Birkdale	Vacant	Vacant	
Jan Sterling. Locality representative: Formby	x	x	✓
Locality representative: Hightown & Ince Blundell	Vacant	Vacant	
Kevin Halewood: Locality representative: Crosby	x	x	x
Locality representative: Seaforth & Litherland	Vacant	Vacant	
Patricie Gorolova. Locality representative: Bootle	Vacant	Vacant	x
Locality representative: Netherton	Vacant	Vacant	
Maurice Byrne: Locality representative: Maghull	x	x	✓



Name / Representing	<u>Sept 2022</u>	<u>Dec 2022</u>	<u>Feb 2023</u>
Karen Christie - Health and Social Care Forum	x	✓	✓
Yael Smith- Sefton Parent Carer Forum	x	x	✓
Sefton Partnership for Older Citizens	Vacant	Vacant	
Brian Causey: Sefton Carers Independent Action Group	x	x	x
Vicky Keeley/ Racheal Darvill - Sefton Carers Centre - Carers Voice	✓	x	✓
Georgia Ribbens - Sefton Young Advisors	✓	✓	✓
Transforming Care Co-production Board Will Mullen and Jan Comer	✓	✓	✓
Sharon Cotterall – Every Child Matters Forum	x	x	✓

