

South & Central Community Champion Network Meeting

Wednesday 25th January 2023

Zoom meeting themed:

GP system - PATCHS

Sefton CVS Community Connectors role

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
Georgia O'Driscoll (GO)	Sean's Place
Debbie Kelly (DK)	May Logan
Helen Shortall (HS)	Reengage
Caroline Hesketh (CH)	Sefton Carers Centre
Sandra Bell (SB)	The Reach Men's Centre
Clare Hallworth (CH)	Galloways Society for the Blind

Healthwatch staff member(s)

Wendy Andersen (WA)	Engagement & Participation Manager
Mandy Williams (MW)	Signposting & Information Officer

Guest Speaker (s)

Jane Elliott (JE)	NHS Cheshire & Merseyside
Louise Taylor (LT)	IMerseyside
Joe Westall (JW)	Sefton CVS, Community Connector
Louise Heritage (LH)	Sefton CVS, Community Connector

Apologies

Kevin Halewood (KH)	Crosby Locality Representative
Bob Wilkinson (BW)	The Samaritans
Mandy Lewtas (ML)	Kindfullness Café
Rosemary Hart (RH)	Kindhearts Café
Liz Hopes (LH)	Merseyside Easy Read

1. Introductions & Housekeeping

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

Topics planned for today's meeting:

- NHS Cheshire & Merseyside & IMerseyside – Re: PATCHS
- Overview of the role – Independent Chair of Sefton Adult Safeguarding Partnership
- The role of the Sefton CVS Community Connectors

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

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

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. PATCHS – NHS Cheshire & Merseyside and IMerseyside

LT introduces herself and role to members. LT supports GP practices with their websites and digital solutions and also look after the on-line consultation systems. The role is to support GP practices to support patients.

LT went on to explain that if patients in Sefton had used the on-line consultation tool at their GP practice, this would have been the e-Consult system. This contract has now come to an end with a new system coming into place called PATCHS. This is starting to be rolled out across Sefton and works a bit differently to e-Consult.

PATCHS has been procured at ICB level across the 9 Clinical Commissioning Group's (CCG's) including Sefton PLACE. This meant that GP practice were unable to choose which system was procured. Some Practices are considering funding their own online solutions and may remain with e-Consult. There has been no local level consultation with patients but once it is operational at GP practices in Sefton feedback will be sought via PPG's. This feedback will be fed back up via Jane Elliott to IMerseyside and ICB level.

Question: The question was asked if patient feedback formed part of the procurement process.

Answer: Details of this are not known as not involved in this level of the procurement but that patient representation should have been a part of the procurement panel.

A presentation was delivered and included:

- An introduction to PATCHS
- How to find PATCHS
- The benefits of using PATCHS
- A demonstration (the link to be shared)
- Q&A session

Question: BR asked if this will help to get away from having to phone the doctors at 8 am in the morning?

Answer: This will depend on how a patient will want to access care. Patients will have the choice of ringing or using the on-line system. The first GP practice has gone live in the Southport area.

Question: MW asked if a patient uses PATCHS and the system states you need to make an appointment, is the patient given the option to book an appointment via the system or are they put back into the pool of having to ring at 8am?

Answer: It will depend on how the GP uses the system, so difficult to answer at the moment.

MW stated it would be better for patients if the system could deal with booking the appointment rather than having to get back in the queue of ringing.

Question: CH asked if the new system PATCHS was accessible for patients with sight loss.

Answer: Yes, it should be compatible with their equipment and my understanding is, that it will work with the system. LT went on to say that she would value feedback from patients with sight loss if CH would work with them on gathering this feedback.

Action: [WA to share contact details between CH and LT to explore gathering feedback from residents with sight loss accessing the new system PATCHS.](#)

Question: MB asked is PATCHS only for GP practices or could patients access secondary care?

Answer: PATCHS is for GP practices only.

LT stated that she is more than happy to come back to this group for wider feedback on the new system PATCHS once it has been rolled out across Sefton and patients have stated to use it.

The presentation along with the link included will be circulated with the notes from the meeting.

JE updated members on GP practices in general and how difficult the winter period has been. JE reported that a number of GP's had been left working with just one Receptionist due to sickness. All the GP practices are working together to support each other.

No further questions were asked and BR thanked LT and JE for attending and presenting. If members had any further questions to send across to WA who will pass them on.

4. The role - Independent Chair of Sefton Adults Safeguarding Partnership Board – Michelle Creed

MC thanked members for inviting her along and introduced herself and stated that she was delighted to be taking up this new post.

MC delivered a presentation that included:

- What is safeguarding adults?
- How do we do this as a partnership?
- What do we want to achieve and why?

MC stated that this was the start of the journey and that she would very much like to re-visit the group with updates and to be able to work in partnership with Healthwatch Sefton.

Question / Comment: BR stated that she was involved in Liverpool YMCA who work with and support rough sleepers. Would the board be involved in this type of work?

Answer: MC explained that the Board is not an organisation, but instead was responsible for holding organisations to account e.g. making sure policies and procedures are in place including safeguarding.

No further questions were asked and BR thanked MC for attending today and said she felt this role was very important and would welcome MC back to another network meeting.

The presentation will be circulated with the notes.

5. Sefton CVS Community Connector role – Joe Westall and Louise Heritage.

JW and LH introduced themselves and provided a presentation on the role of the Sefton CVS Community Connector.

The role involves linking people with other people and groups to tackle loneliness and isolation. The Community Connectors are the eyes and ears finding out what is going on in the community that people can access.

A presentation was delivered including:

- Contact details for the Community Connectors
- The role of the Community Connector
- Questions people might ask?
- Events, Open Days and Hubs
- How to refer into the service

The presentation will be circulated with the notes.

Question / Comment: BR asked, do you work under the umbrella of Sefton CVS?

Answer: Yes, we are part of Living Well Sefton.

Question / Comment: MW stated that sometimes people are looking for befriending services that last longer.

Answer: LH mentioned that the Befriending Service in north Sefton is provided under Brighter Living. The Community Connectors also refer people into the Liverpool & Sefton Befriending Service.

PD stated that the aim of their befriending service is to provide a friend for life after an initial 6-week assessment. The service is for people aged 50+. There is currently a waiting list.

No further questions were asked and BR thanked both JW and LH for attending and providing an overview of their roles. The presentation will be circulated with the notes.

6. Community Champion updates

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

People First Merseyside – LC provided an update to members re: different projects they are working on including Dignity and Voices in Dying (DAVID project), Bloods pathways for people who are scared of needles and that they are involved in lots of other projects working with NHS England.

Reach Mens Centre – SB updated member on their new service ‘Hypnotherapy’ that can be accessed as a group or individual. If you would like to know more you can contact SB.

Emerging Issues: [Concerns over how long it takes to speak to an operator at NHS111.](#)

Sefton Carers – CH reported that was very busy at the centre with lots of new referrals. Also, lots of carers assessments and welfare benefits. New courses on offer will be shared with WA for circulation.

Emerging Issues: [Cost of living including heating homes.](#)

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. A Family Support group is a 4-week support group aimed towards individuals who may be supporting a loved one or family member who is struggling with their mental health. This also includes access to deep relaxation hypnotherapy.

Emerging issues: [Cost of living including increased enquiries to food banks.](#)

Healthwatch Sefton Signposting and Information Officer – MW told us that both access to NHS dentists and GP access are the main issues being reported into the signposting service. MW talked about an issue of a 90-year-old housebound patient needing a flu jab. JE stated that she would take this outside the meeting from MW.

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. MB is supporting the Healthwatch visits to the Mersey Care clinics across Sefton.

Emerging Issues: [On-going issues of access to NHS Dentists.](#)

Galloways Society for the blind – CH will be going to The Strand By Me and will be looking to get to know people in the area. CH stated that she is also looking to book a slot within Crosby Library. Activities are being expanded to reach more people.

May Logan Centre – DK stated they have lots of courses running and will share this with WA for circulation.

[**Emerging Issues: Cost of Living Crisis.**](#)

7. Healthwatch Sefton updates

- Recruitment of Locality Reps – WA provided an update on the recruitment of Healthwatch Sefton locality reps. Recruitment has commenced and asked members to please promote where possible.
- Healthwatch Sefton outreach – WA provided an update on visits to Community Champion network groups.

Recently – visits have been to:

- The Strand By Me
- Sefton Carers
- The Pantry

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

- Community Services – WA updated members that posters and leaflets are displayed within Health Centres asking for patient feedback on Community Services across South Sefton. Healthwatch Sefton has now also commenced outreach across all Mersey Care NHS Foundation Trust Health Centres across Sefton. Themes so far include:

- Positive feedback in relation to Treatment and Care.
- Positive feedback relating to bloods and being able to book appointments on-line. This has also resulted in negative feedback as patients can no longer book blood appointments at the desk.
- Improvements – identified re: booking podiatry appointments and availability of podiatry appointments.

- Trusts – Healthwatch Sefton engagement stands have commenced within both Southport hospital and Aintree hospital.

8. Emerging Health or Social Care themes raised and to be taken to Steering Group and to be noted:

Identified during this meeting:

- Cost of Living including increased enquiries for food banks and issues re: cost of heating homes.
- Access to NHS dentists.
- Time taken to be able to speak to an NHS111 operator.

9. Community Champion network notes for approval

The notes from the meeting held in November 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 November 2022 meeting were noted at the Steering Group.

11. Information exchange/ Any Other Business

None recorded.

Date and Time of Next Meeting:

10.00 am Friday 31st March 2023

Venue: Zoom