

## South & Central Community Champion Network Meeting

Tuesday 27<sup>th</sup> July 2021

### **Zoom meeting themed:**

### **NHS Mersey Care & NHS South Sefton CCG**

#### **Chair**

Barbara Rouse (BR)

Bootle YMCA / Bootle Action group

#### **Attendees**

Louise Heritage (LH)

Sefton CVS Community Connector Maghull & Lydiate

Jennie Meehan (JM)

Bootle Locality Representative

Debbie Kelly (DK)

The May Logan Centre

Mandy Lewtas (ML)

Kindfulness Café

Vikki Martlow (VM)

Sefton Opera

Caroline Hesketh (CH)

Sefton Carers

Justine Shenton (JS)

Sefton Advocacy

Bob Wilkinson (BW)

The Samaritans

Chris Dale (CD)

Crosby Age Concern

Sandra Bell (SB)

The Reach Mens Centre

Joanne English (JE)

People First Merseyside

Simon Walker (SW)

People First Merseyside

Lesley Curran (LC)

People First Merseyside

Peter Davies (PD)

Liverpool & Sefton Age Concern

Joan McArdle (JMc)

The Swan Women's Centre

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

Wendy Andersen (WA)

Engagement & Participation Manager

Amanda Williams (AW)

Signposting & Information Officer

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

Jane Elliott (JE)

NHS South Sefton CCG and NHS Southport and Formby CCG

Karina Woodyer-Smith (KWS) NHS Mersey Care NHS Foundation Trust

## **Apologies**

Helen Roberts (HR)	Seaforth & Litherland Locality Representative (also covering Hightown & Ince)
Kevin Halewood (KH)	Crosby Locality Representative
Maurice Byrne (MB)	Maghull Locality Representative
Rosemary Hart (RH)	Kindhearts Café
Clare Johnston (CJ)	Sefton Carers

## **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:

- NHS Mersey Care – Southport & Formby Community services update
- NHS South Sefton CCG – Vaccination updates

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

- NHS Litherland Walk-in Centre
- Affordable Warmth

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 and all members should have signed and returned this 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. NHS Mersey Care Foundation Trust**

Guest speakers: Karina Woodyer-Smith

A presentation was shared with the group and talked through by KWS. The presentation was an update on Southport & Formby Community Services and the presentation included:

- The background – The Trust was awarded the contract in 2020 following a tender process
- The first three months – What they did
- The next three months – What they did

The full presentation is attached to the notes.

BR thanked KWS for attending today and presenting to the members. BR mentioned the use of words or acronyms that people may not understand including 'paper light work' and agile working'. BR also commented on the role of the District Nurse and that she welcomed anything that involved them more, especially the sharing of records as this will impact on a lot of patients.

Question: JS stated now that there is one provider across the borough this should harmonise provision and stop people from missing out on community services e.g. if a patient is discharged from a hospital but lives in another part of the borough. If everything is now provided by Mersey Care this should no longer happen?

JS also asked KWS if she would attend their 'Age Friendly' Steering Group as a lot of work is done around falls. The Steering Group would welcome a regular Mersey Care representative.

Answer: KWS stated that it would be Mersey Care's pleasure to send a Representative to the meeting. [Action: WA to share contact details](#)

KWS stated that it was an ambition for Mersey Care to deliver a harmonised provision. Mersey Care already delivers mental health services on this footprint. Gaps in services had been identified and now that Mersey Care are delivering Community Services across the borough they will be working to close the gaps. KWS stated that they would welcome feedback on the services.

Question: JS asked if Mersey Care is commissioned the same across both South Sefton and Southport & Formby?

Answer: KWS stated the new Government White Paper – is focussed on integrated care systems therefore Mersey Care will work within a Place based system which covers Sefton. At present both areas are commissioned separately. The move towards integrated care will result in:

- Improved / better services
- More synergised services

KWS stated the move towards this is happening over the next 6 – 12 months and commissioning will then be more synergised.

Question: JMc stated that she was going to mention the Integrated Care System and stated that the SWAN Women's Centre were funded by the CCG but that it feels currently like a gap as to who they can offer their services to depending on where they live in Sefton. JMc stated that she felt it would be some time before all residents would receive the same offer and that it would be beneficial to have clear boundaries on where the services could be offered.

Answer: KWS stated that in her previous role covering both Liverpool and South Sefton they ensured what was delivered in Liverpool was also delivered in South Sefton. If gaps are identified it is about thinking outside of the box and how can the services be delivered. Services need to be levelled up and synergised.

Question: JE asked within the new Integrated Care System will Mersey Care have to re-tender for the contract.

Answer: KWS stated no, not at this time but that this could change at any point in the journey.

Question: JS stated she liked what KWS said about identifying gaps and looking at how they can be fixed and that it is not just about what the provider is paid to deliver. JS said that it was brilliant to hear Mersey Care is looking at gaps beyond the specification.

Answer: KWS stated if we see a gap then the patient should come first, and that they need to look further into how services can be provided.

Question: LC asked if KWS would visit People First Merseyside to talk about the changes?

Answer: KWS said yes and that she would welcome invites from any of the Community Champion network members.

BR thanked KWS for attending today and asked if there are any further questions to email across to WA who will take forward.

#### **4. NHS South Sefton Clinical Commissioning Group**

Guest speaker – Jane Elliott (JE) Jack Aylward unfortunately was unable to stay on the meeting due to not feeling well.

JE informed members that she had received a question from a Community Champion network member regarding vaccine hesitancy. JE stated that there was a Vaccine Hesitancy group that includes stakeholders:

- CCG's, Local Authority, Public Health, Pharmacy's Sefton CVS and Healthwatch Sefton.

This group meets and shares plans on how to encourage people to take up the offer of the vaccine. The Local Authority employs 2 outreach workers who go out in the community to talk to local people and groups.

Seaforth Village surgery is a vaccine pop up site. Jack Aylward (JA) is the outreach worker in this area. JA goes out into the community and links in with different groups, visits local shops and phones patients.

Since Seaforth Village surgery went live on Thursday last week so far 116 people have been vaccinated. There are also a number of pharmacies in Sefton all supporting the uptake of the vaccine.

Question: BR asked for an overall % of uptake for vaccine in South Sefton.

Answer: JE reported there was a 94.5% uptake of both vaccines in patients aged over 80 years. 95.1% of patients aged 70 – 74 years had 2 vaccines. Those lower than these age groups but have a condition which makes them high risk was 75% uptake.

JE also stated that people can just turn up at Seaforth Village surgery or they can ring 079799 38229 to get a Covid vaccine. They have a limited amount of Pfizer but plenty of Astra Zeneca. They can have first or second vaccines but not boosters. More information will be available soon in relation to boosters.

Primary Care Networks (PCN's) have been vaccinating cohorts 1 – 9 but people have not been turned away.

LC stated that their members get tested each week. JE confirmed that they do not have any members who haven't received at least their first dose of the vaccine and that they do have their members test on a regular basis.

BR thanked JE for attending today and providing the information. Any further questions for JE to be emailed to WA.

## **5. Liverpool University Hospitals Foundation Trust (LUFT)**

BR updated members that she was invited to and attended an event to hear all about LUFT – The new Royal hospital and how this would be for patients.

BR stated that she took photos of the slides and made notes that she shared with WA. BR asked for this to be shared with members. General comments from BR:

- The inside of the hospital looked superb
- Areas raised included transport, signage and providing information that visitors would need to know about.

BR said that she advised everyone to visit their website to see what is happening with the new hospital.

Action: WA to share BR notes and photos with members

## **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:

**Liverpool & Sefton Age Concern** – PD updated members that the service is now operating their befriending service face-to-face in their own home. There are measures in place and risk assessments have to be carried out. There are a number of elderly residents who have refused to have the vaccine and the service are unable to make visits to them. [Action: JE asked for PD contact details so that the CCG can arrange for clients to be called to support the uptake of the vaccine. WA to share contact details.](#)

**The Samaritans** – BW reported that they are still working within Covid regulations and face to face not resumed as yet. There is a national campaign 'Talk to us # We listen. Last week there was a reported 10,000 calls a day. The service is very busy. The Samaritans are here, 'we are good listeners' campaign is running throughout July.

**People First Merseyside** - JE reported that there had been lots of activities and projects going on and that they were getting used to being back in the office. People First Merseyside are working in partnership with Local Authority, Mersey Care and the CCG's to ensure people with Learning Disability get offered their annual health checks.

SW reported that he was busy on the Red Flag project and performing in shows. He is also actively involved in the David project for people with LD and their families to talk about dying. Sing & Sign is on a Wednesday and members were also taking part in Live & Learn to support them with office skills.

**Sefton CVS Community Connectors** – LH stated they are a team of 3 members of staff who are currently still working from home. They are now able to go out and meet clients who prefer not to use the phone. There have been meetings set up in local parks which has been nice to do. LH stated as a team they are keeping connected with other organisations so that they are aware of what is on offer.

**Healthwatch Sefton Signposting & Information Officer** – AW stated she is currently splitting her time both office and home working. Main calls coming into the service have been for emergency dental care. There is still an issue with availability

of NHS dentists. Other trends to report include GP access with some GP practices moving location of where patients can be seen. AW stated she is also asking clients who call what their Covid status is.

**The Swan Women's Centre** – JMc reported that the centre had been open since April for face-to-face. Groups are now back up and running at limited numbers. Remote and face-to-face counselling is offered. There has been a reported 120% increase in demand for counselling. The centre is also providing counselling for SWACA clients.

The Centre has been offered a venue in Southport to start providing counselling to young people. There is no funding at present for this but it has been identified as a need.

Risk assessments are in place for befriending and outreach workers.

**Sefton Advocacy / Sefton Older Person's forum** - JS updated members that they had been commissioned to find out what people would like to see 'The Vision' for an age friendly area. This can include: transport, fitness, culture, climate etc. Justine is looking for participants across the City Region who are 50+ and from different economic situations.

JS asked if members knew anyone who would like to take part. BR stated she would like to take part. [Action: WA to share contact details](#)

**The May Logan Centre** - DK updated members and said welfare calls were still in place but in addition they were now seeing people face-to-face. They are still asking people to wear face coverings. Courses and activities are taking place including healthy habits and healthy walks. DK stated all the information is on the website. [Action: DK to share any details of courses / activities with WA for circulation.](#)

**Sefton Carers – Active Older Carers project** – CH reported that the Sefton Carers Centre is now open for drop-ins. They are running small face-to-face groups including arts & crafts, dance fit, yoga, Zumba. An older carer's forum will start in September and they are looking for guest speakers. [Action: CH to share / courses activity information with WA for circulation.](#)



**Sefton Opera** - VM reported that 'Freedom day' has resulted in the plastic being taken between the tables. The centre are still asking members to use hand sanitizers and to social distance. It is up to members if they wear face coverings. Many activities and courses are now open including:

- Computers
- Tai-Chi
- Mens group
- In stitches
- Never too late group
- Weekly weigh-in
- Arts & Crafts
- Walking group
- Beating loneliness group

VM reported that the tea dances will be starting up with the first one being held in August at the Cricket Club on Monday 9<sup>th</sup> August.

Visits to sheltered accommodation now starting up again. All staff and volunteers are weekly tested. [Action: VM to share activity / courses information with WA to be circulated.](#)

**The Reach Mens Centre** – SB reported that they are now back in Linacre Mission once a week. The new centre at the Strand is moving slowly due to missing out on funding to support with building materials.

Counselling is being offered by telephone and zoom. Referrals into the service have soared and are being received daily. Many referrals are coming in via Citizens Advice.

**Crosby Age Concern** – CD reported that they currently have approx 70 service users. Discussions have started re: opening up for lunch clubs in September. The old format was lunch clubs on a Monday, Wednesday and Thursday. The new arrangements may involve one day only. This is up for discussion. CD stated they are short on volunteers.

CD stated that the church had offered a coffee afternoon on 19<sup>th</sup> August and the service users are invited.

CD has been visiting clients and handing out jigsaws and light bulbs.

Plaza flick and friends – CD stated they had approx 400 people attending the flick and friends so this is not back up and running as yet.

## **7. Healthwatch Sefton updates**

- Healthwatch Sefton Signposting & Information post – Amanda Williams has joined us today. Please contact Mandy for any signposting and information requests [info@healthwatchsefton.co.uk](mailto:info@healthwatchsefton.co.uk) or 0800 206 1304
- The Healthwatch Sefton Steering group meeting was held on 18<sup>th</sup> June 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/>
- CCG request for information today – Any feedback from members re: freedom day and access to NHS services? None recorded at today's meeting.
- GP Access project – Healthwatch Sefton is working in partnership both NHS Sefton CCG's, Sefton CVS and Care Quality Commission (CQC). The project aims to gather feedback from patients on accessing their GP surgery finding out what is working well and where improvements are needed. Updates to be provided at each meeting.
- NHS Informatics – GP website survey – this was a topic during April's meeting and the survey has been circulated. Closing date for completed survey's extended to 2<sup>nd</sup> August.
- GP Patient Participation Groups (PPG's) – First meeting held 21<sup>st</sup> July with attendees from the CCG, Healthwatch, GP practices and local people interested in supporting the process.
- Community Champion meetings – WA reported that now groups are starting to get back to activities face-to-face members will be asked again about their preferences for meeting days / times. **Action: WA to email members towards the end of the year.**
- Engagement – to get in touch if you have groups meeting remotely.

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

Identified during this meeting:

- VM reported that members are saying they are struggling with access to GP appointments and only being offered phone or video consultations.

- JS stated that some members reported they felt more worried now that restrictions are relaxed.
- JS stated raised the issue of Annual Frailty Checks and if they are being offered. JS has raised this with Jan Leonard at the CCG and is awaiting a response. [Action: JS to update Healthwatch Sefton.](#)
- JS raised concerns re: GP appointments and people struggling to get them. This had an impact on secondary care and reported that dementia diagnosis was dipping. JS has reported this in directly to Healthwatch.

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

The notes from the meeting held on Thursday 24<sup>th</sup> June 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 June 2021 meeting.

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

All emerging themes from the June 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:

- Emerging issues identified during this meeting will be added to the Steering Group work plan to be noted.

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 29<sup>th</sup> September at 1.30pm

Venue: ZOOM