

## South & Central Community Champion Network Meeting

Thursday 24<sup>th</sup> June 2021

**Zoom meeting themed:**

**NHS Litherland Walk-in and Affordable Warmth**

### **Chair**

Barbara Rouse (BR)

Bootle YMCA / Bootle Action group

### **Attendees**

Kevin Halewood (KH)

Crosby Locality Representative

Jennie Meehan (JM)

Bootle Locality Representative

Helen Roberts (HR)

Seaforth & Litherland Locality Representative (also covering Hightown & Ince)

Graeme Gardiner (GG)

Marine in the Community

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

Nicola Hall (NH)

People First Merseyside

Simon Walker (SW)

People First Merseyside

Lesley Curran (LC)

People First Merseyside

Peter Davies (PD)

Liverpool & Sefton Age Concern

Clare Johnston (CJ)

Sefton Carers

Joanne Seddon (JS)

St Leonards Youth and Community group

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

Wendy Andersen (WA)

Engagement & Participation Manager

Amanda Williams (AW)

Signposting & Information Officer

## **Guest Speaker(s)**

Jane Rigby (JR)	NHS Litherland Walk-in Centre
Rachel Williams (RW)	NHS Litherland Walk-in Centre
David Marteau (DM)	NHS Southport and Formby CCG and NHS South Sefton CCG

## **Apologies**

Maurice Byrne (MB)	Maghull Locality Representative
Debbie Kelly (DK)	The May Logan Centre
Mandy Lewtas (ML)	Kindfulness Café
Vikki Martlow (VM)	Sefton Opera
Joan McArdle (JMc)	The Swan Women's Centre
Jenny White (JW)	The Galloways Society for the Blind
Caroline Hesketh (CH)	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 Litherland Walk-in Centre
- Affordable Warmth

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

- Sefton Carers – Older Carers activities
- NHS South Sefton Clinical Commissioning Group update
- PC24 (Did not attend)

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. NHS Litherland Walk-In Centre**

Guest speakers: Jane Rigby (JR) and Dr Rachel Williams (RW)

A presentation was shared with the group and talked through by both JR and RW. The presentation included:

- The new name for the walk-in centre now known as Litherland Urgent Treatment Centre ( UTC)
- Providing a locally accessible and convenient alternative to A&E
- Why the changes?
- What will be different including:
  - Patients need to call NHS 111 in advance to make an appointment
  - Patients will be able to access more enhanced services
- Making an appointment at the UTC
- Additional services offered and what will be coming soon
- What they provide treatment for
- Calling NHS 111

The full presentation is attached to the notes.

Question: BR stated that she believed in the NHS 111 service 100% but asked why she would ring NHS 111 and not her own GP surgery?

Answer: A patient may ring NHS 111 if the surgery is out of hours or could not deal with the condition.

Question: BR asked how do you communicate NHS 111 to local people? How would I know to ring NHS 111?

Answer: DM stated there is a national campaign and we will be starting a local campaign. We will be releasing information via the Clinical Commissioning Group's (CCG's), Social Media, Healthwatch and local press.

Question: BR stated initially you want people to ring NHS 111 but you know it is inevitable that people will still just turn up. What happens if a patient just turns up?

Answer: At present the centre will triage and register the patient. If the person is bleeding or too unwell to go away they will be brought in straight away. If they are able to wait they will be given an appointment time for later that day.

JE stated that she sees this as a good way of working. JE gave an example of how this new way of working worked well for her in a different borough. JE stated this seems a more efficient way of working and said we need to acknowledge that this is a positive change in relation to Covid.

Question: CD asked now that you have a wider range of availability to treat patients with more diverse conditions is this a way to reduce GP practices in the area? Specifically relating this question to Hightown surgery as there is rumour that this surgery is closing down.

Answer: There is an overlap in services but the UTC do not offer long term prevention, a patient would need to be seen by a GP. The UTC is for same day emergency treatment. The UTC are working with GP practices and not taking over them.

Question: JS asked if there is any consideration to have a UTC for north Sefton?

Answer: DM said that there is no alternative in the north but that this has been recognised and that data is currently being looked at for Southport A&E. DM went on to say that there is no definitive answer to this but that it is being explored. JS stated that the data should also be looked at for the Ormskirk walk-in. DM confirmed that this is happening.

JS also asked how did South Sefton end up with a walk-in and not the north or was this just historic? DM stated he did not know the rational for this.

JR stated that patients are seen at the UTC from Southport and Formby and that they have seen an increase in this. Remote appointments have been made available along with prescriptions being sent remotely to the patient's chemist.

JS acknowledged this but stated there are so many elderly and frail living in the north and it makes it difficult. JS stated that they need to consider why they are looking for evidence that one is needed in the north and not looking at what the evidence was to have one in the south.

BW commented that he had worked in Ormskirk and that it is difficult for people living in Formby to travel to Ormskirk. BW asked if the Samaritans leaflets can be displayed at the UTC. [Action: WA to share contact details.](#)

Question: LC asked if the presenters could come to People First Merseyside to tell the members all about the changes. LC also asked what help can be given to people when operators at NHS 111 cannot understand them?

Answer: If someone cannot be understood on the line then they can still walk-in to the centre and be helped.

Question: BR asked how will you be communicating to local people about the UTC and NHS 111.

Answer: DM stated as soon as they have the go-live date it will be promoted via local press releases, GP surgeries, chemists etc. DM also informed members that at point of contact within walk-in centres and A&E patients are asked if they have heard of NHS 111. The results for Sefton are: Approx 60% of patients asked stated 'yes' they had heard of NHS 111.

BR suggested that patients who present at the front line services should be given a leaflet explaining NHS 111. DM stated he would take this suggestion back.

BR thanked the guest speakers and asked for any further questions for the team to be directed through WA who can pass them on.

#### **4. Affordable Warmth**

CC introduced herself and said she worked for the Sefton Council Affordable Warmth team.

- The Affordable Warmth Team (AWT) assists residents to keep warm in their home through advice and measures.

- There are two Affordable Warmth Officers – Derek Duckworth & Wesley Walsh.

- The AWT can help residents to access funding for heating and insulation measures (boiler repair/ replacement, 1st time Gas Central Heating, loft insulation etc) including;
  - Warm Homes Fund – to install 1st time gas or LPG central heating. £1900 for private rented properties (landlord or ECO to make up shortfall) £2600 towards cost for homeowners (eco or other funding streams to make up shortfall).
  - Small energy efficiency measures can be provided to people with health conditions – LED bulbs, radiator reflector panels, under door draught excluders.
  - Oil filled radiators can be issued to people that find themselves in a no heat situation (usually 1 per household). Only meant as a short term measure whilst main heating system is fixed (as they will increase electricity bills if used long term)
- Pre-payment meter top ups (not ELAS). £28 for single occupants, £49 for household with more than 1 person. Each household can receive up to 3 top ups. This scheme ends 8/7/21 or before, if money is spent early. Referrals should be by front line works only (not for residents to apply direct) via this link <https://www.epplus.org.uk/referrals/>
- Switching energy tariff – Liverpool City Region collective energy switch - [LCR Collective Switching Scheme | \(lcrenergyswitch.co.uk\)](http://lcrenergyswitch.co.uk)
- Affordable Warmth Team (AWT) can liaise with energy supplier on residents behalf regarding disputes, warm homes discount, priority service register, fuel debt.
- AWT Can also advise residents on the smart meter roll out.
- AWT happy to attend any events, groups or talks.
- AWT Can drop of leaflets and small energy efficiency measures to groups to distribute to service users – email; [christina.chislett@sefton.gov.uk](mailto:christina.chislett@sefton.gov.uk)

Main contact number: 0151 934 2222

Question: CD asked if there were grants for central heating as he had a client with no central heating.

Answer: Yes we can help with this. There are various funding streams and we assess people case by case. [Action: WA to share contact details.](#)

Question: SB asked if a person has no central heating but are in a rented property can they get money towards the costs?

Answer: Yes, they can get money towards this and we ask if the landlord can make up the difference or we can go to EKO for funding.

Question: BR asked where is this service based?

Answer: Magdalen House, Bootle but currently staff are home working.

Question: AW asked if Liverpool has a similar service?

Answer: Yes, they have the healthy homes scheme.

JS wanted members to know that this service is marvellous and stated that they do exceptional work and the staff are dedicated.

BR thanked CC for presenting and asked for any further questions to be directed to WA via email.

## **5. 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 was open and looking to hire out. The centre is available for hire for children's parties at £15 an hour.

**St Leonards Youth & Community Centre** – The south Sefton foodbank has continued throughout Covid-19. Afternoon teas have been delivered to members through affordable warmth funding. The Leonard's will be opening in the New Strand w/c 5<sup>th</sup> July. There will be a woman's space starting and they will also be offering an arts and crafts group. JS welcomed members to go along and see the new centre. On a Tuesday there will be a weekly walk from Bootle Strand and then back to the shop / centre for a cuppa and cake. There will also be a drop-in for debt

advice. LC & SW asked if they could go along and talk about the David's project.  
[Action: JS will get in touch with JE to organise a visit.](#)

**People First Merseyside** - JE reported that there had been lots of activities and projects going on. More training was being delivered as they were getting back to face-to-face. JE stated that she attends the Transforming Care Partnership Board and that there was a review 'Life and Death of People with LD'. It is reported that people with a LD are dying more prematurely. JE reported that during Covid there was a large amount of people identified with a LD who had 'Do not resuscitate' attached to them without their knowledge. People First Merseyside is considering how to deal with this issue.

NH reported that she is working on David's project and has also started to work with a group of carers. The David project encourages people with a Learning Disability and their families and friends to talk about dying.

**Healthwatch Sefton Signposting & Information Officer** – AW introduced herself as new in post and felt this meeting was a good way to get to know some of the groups and what they do.

**Liverpool & Sefton Age Concern** – PD updated members that the service is now operating their befriending service face-to-face. Clients who are lonely and or isolated are being assessed and assigned a volunteer. Clients are now been seen in their own homes.

**The Samaritans** – BW reported that they are still working within Covid regulations. BW stated that he felt attending these meetings was really important to find out what is going on in the local community and where they can signpost clients to.

**The Reach Mens Centre** – SB reported that they will shortly be moving to the Strand and that they were just waiting for the lease to be signed. They will have a double unit. The drop-in has started again on a Tuesday afternoon at Linacre Mission but this has been quite quiet at present. Counselling is still via the telephone and there is a waiting list of approx 20 clients. Last year the service counselled 50 clients.

**Crosby Age Concern** – CD reported that the lunch clubs are not back open as yet due to having to hire the venues. Clients are now being visited at their homes. A Living Well Grant was received to deliver chair based exercises and goody bags.



Funding has also been received for a volunteer event and birthday cards and gifts have been funded. CD stated that they had not started up the flick and friends as yet at the Plaza.

**Sefton Advocacy / Sefton Older Person's forum** – JS reported that members have continued to meet via zoom each week and that they were hoping to run two live sessions in Ainsdale and Maghull in September. This is not definite as yet. On Tuesday the SPOC meeting will be discussing the Age Friendly Action Plan and what the offer is for this.

**Sefton Carers** - CJ reported that the doors at Sefton Carers were now open and people can walk-in for support. There has been work going on at the centre which has meant the staff on the ground floor relocating to the 1<sup>st</sup> floor. There are still restrictions in place for training with a maximum of 10 people. The centre will continue to offer a mix of on-line and face-to-face services.

CJ updated members on their work with GP practices and how carers are identified. In the past if a GP identified a carer they would pass them a leaflet. Now if a carer is registered at the Carers Centre we can now ask the GP to flag this on their system. CJ stated that this should result in more carers being coded as a carer appropriately.

**Sefton CVS Community Connector** – HH reported that she was the Community Connector for Bootle, Seaforth and Litherland. The team are still working from home and continue to support the Sefton Council signposting service. HH stated that she hopes to get out more over the next few weeks to visit VCF centres as this will support her in her role of signposting clients.

**Healthwatch Sefton Seaforth & Litherland Volunteer Locality Rep (and Hightown)** – HR reported that she has been making connections in Hightown with the Parish Council. HR had been invited to the next Parish Council meeting but as it was face-to-face she is unable to attend due to Healthwatch Covid restrictions in place. HR also reported that as she lives in Crosby she is being approached by local residents for signposting. One area that has been highlighted is concern over proof of vaccine and people not being able to locate the details on the NHS app and Patient Access app. [Action: members felt this was an issue and asked that this be raised at Steering Group.](#)

## **6. 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/>
- 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. All surveys to be completed by 29<sup>th</sup> June 2021. If you attended the meeting please share the survey with your members.
- GP Patient Participation Groups (PPG's) – This area of work has commenced again and a Steering group is being set up to drive this work forward.
- 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.**
- The July Champion meeting – network members were asked to put forward requests for guest speakers for this meeting.

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

Identified during this meeting:

- Proof of vaccine – how patients can access the information

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

The notes from the meeting held on Wednesday 26<sup>th</sup> May 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 May 2021 meeting.

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

All emerging themes from the May 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.

## **10. Feedback to be taken forward to Steering Group**

Identified emerging health and social care themes as below:

- Proof of vaccine – how patients can access this information

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.

## **11. Information exchange/ Any Other Business**

- CD asked if any members knew of services that could take people to hospital other than NWAS? Members to let CD know of any they are aware of.
- BR asked if anyone is hearing of any complaints about transport links to the NHS Litherland Walk-in.

Date and Time of Next Meeting:

Tuesday 27<sup>th</sup> July at 10 am

Venue: ZOOM