

South & Central Community Champion Network Meeting

Friday 31st March 2023

Zoom meeting themed:

MacMillan Service – Liverpool Womens NHS Foundation Trust

Extra Care Housing – Sefton Council

Ready Easy Merseyside

Chair

Barbara Rouse (BR) Bootle YMCA

Attendees

Maurice Byrne (MB)	Maghull Locality Representative
Kevin Halewood (KH)	Crosby 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
Bob Wilkinson (BW)	The Samaritans
Georgia O'Driscoll (GO)	Sean's Place
Debbie Kelly (DK)	May Logan
Helen Shortall / Smith (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)

Dawn Valentine-Gray (DVG)	MacMillan Services – Liverpool Womens Hospital
Liz Hopes (LH)	Merseyside Easy Read (New Community Champion)
Steven Metcalf (SM)	Extra Care Housing – Sefton Council

Apologies

Peter Davies (PD)	Liverpool & Sefton Age Concern
Caroline Hesketh (CH)	Sefton Carers Centre
Sandra Bell (SB)	The Reach Men's Centre
Mandy Lewtas (ML)	Kindfulness Café
Rosemary Hart (RH)	Kindhearts Café

1. Introductions & Housekeeping

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

Topics planned for today's meeting:

- MacMillan Services – Liverpool Womens NHS Foundation Trust
- Extra Care Housing – Sefton Council
- Read Easy Merseyside

The last south and central Community Champion network meeting was held January 2023 themed on:

- 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

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. MacMillan Service – Liverpool Womens NHS Foundation Trust

DVG introduced herself and her role to members and talked about the Gynaecology Cancer Service at the Liverpool Womens Hospital.

The Liverpool Womens Hospital service covers Cheshire & Merseyside from 1999 onwards. The Liverpool Womens Hospital is the Surgical Cancer Centre. It stretches as far as the Isle of Man, Wales, Warrington and to the top end of Sefton.

The service sees 700 new gynae patients per year. The 5 main cancers are:

- Womb
- Ovarian
- Cervical
- Vulva
- Vaginal

The service can treat patients more locally to where they live. Within the Gynae team there are:

- 5 consultants
- 2 surgical leads
- 5 nurse specialists
- 2 cancer support staff

The service can meet patients when either diagnosed or suspected and can support women until their end of life. Women are supported throughout their whole journey.

The service helps patients to get on with their lives and their cancer diagnosis. The service also appreciates that it is not easy for everyone to travel to the hospital and therefore offer telephone support. The service is also able to link patients to other services.

DVG explained that it was good to come and chat to groups like today to make links into the community.

Question / Comment: BR stated that she felt the overview of services available was fantastic. BR stated that she was aware that there was a back-log of patients waiting for this service.

Answer: DVG acknowledged the waiting times and said patients are feeling this across NHS services.

Question / Comment: MW stated that often patients who have concerns cannot get through to see their GP. Is there another route for patients that they can take direct to your services at the hospital?

Answer: DVG stated that she would take this question back to the service, and respond following the meeting. **Action: WA to share contact details.**

BR shared some personal information and contact details will be shared for issues to be followed up. **Action: WA to share contact details.**

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

4. Extra Care Housing – Sefton Council

SM thanked members for inviting him along and introduced himself and his role.

SM delivered a presentation that included:

- Extra Care in Sefton
- Extra Care Housing Allocation Policy
- Updates on each of the Extra Care Housing Schemes across Sefton was provided.

SM explained that Sefton only have two schemes up and running, therefore this option has been lacking for older people living in Sefton. The aim is delivering 15 new schemes over the next 10 – 15 years.

SM also stated that they want to be able to support carers so that they can keep caring with support. This can be accommodated via the Extra Care Housing.

Sefton Council want to build the schemes and have drafted an Extra Care Housing Allocation Policy that they want your views on. SM asked members to read the policy and respond on the link provided. **Action: WA to share presentation with link following the meeting.**

Question / Comment: CH stated that she supported people with sight loss. Some of the people she supports can be in totally inappropriate accommodation. This would be useful. CH stated she could think of a few people that this would benefit.

Question / Comment: MB stated he was the Healthwatch Sefton Locality Rep for Maghull. MB went on to say they are reducing the capacity for young people with Learning Disabilities. MB asked how is Extra Care Housing different from Sheltered Housing?

Answer: Extra Care Housing will offer care and support 24 hours a day, Sheltered Accommodation has a warden on site. With Extra Care Housing it is personal care e.g. if a person is discharged from hospital, you can book the care needed for when you get home.

Question / Comment: MB asked how does the finance work? E.g. what happens to a pensioner with no assets and in rented accommodation?

Answer: It is a social tenancy. People in receipt of housing benefit will get the majority of the cost paid.

Question / Comment: MW asked how people find out about this? There are people without family to help them. There could be people who would benefit but would never find out about it.

Answer: We have a massive drive to publicise and Social Care staff will be key to this. Also coming to speak with groups like yourself. This needs to be Social Care led as well as family. It is everyone's responsibility to get the information out.

Question / Comment: CH asked, is there currently a waiting list?

Answer: No, we will probably open up the waiting list for each scheme about 12 months prior to each development.

Question / Comment: LC stated the presentation was very interesting. LC asked if SC would like to present at People First Merseyside.

Answer: SM stated he would welcome visiting any groups to present.

Action: WA will share the presentation with the link across the network membership.

No further questions were asked and BR thanked SM for attending today and said she felt this was very important and would welcome SM back to another network meeting in the future for further updates.

5. Read Easy Merseyside

LH introduced herself and the service 'Read Easy Merseyside'.

1. *Who are we and what do we do?*

- We support adults to learn to read or improve their reading skills.
- Read Easy is a national charity with over 80 local groups.
- The Merseyside group (as the name suggests) covers the whole of the Merseyside area. The group consists of a management team, coordinators (who look after our readers and coaches once they are matched) and reading coaches.
- We are self-funding and run by volunteers.

2. *How does the service work?*

- Individuals volunteer to be reading coaches and we provide training for them.
- Readers come to us from a variety of sources, and we undertake a telephone assessment with them to see if we can help them.
- Each reader is matched with their own reading coach, so it is a one to one relationship
- They have two reading sessions a week (approx 30 minutes each).
- The reading sessions can be face to face or via teams/zoom/skype etc depending on the reader and coach preferences.
- The service is free to the reader.
- We use manuals and reading books provided by the Shannon Trust.

3. *How can we help you and what are we looking for?*

- We are happy to take referrals/be approached by readers to see if we can help. Any reader must be 18 years or older to access the service.
- When our readers complete their reading journey with Read Easy, we'd like to know of any local services/providers that might be able to help them to continue that journey (if that is what they want to do). This might be reading clubs, courses they can access, other volunteering opportunities etc.

- We are always looking for more volunteers to be reading coaches and/or coordinators. We are also looking for volunteers to be part of the management and at the moment our specific requirements are for:
 - IT support - helping people set up emails, use microsoft office and set up on zoom/teams etc.
 - Publicity support - raise our profile through social media and networking with local groups.
- Venues where our readers and coaches can meet.

I'd be happy to discuss more about the charity, and anyone can contact me at:
Merseysideleader@readeasy.org.uk

6. Community Champion updates

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

The Samaritans – BW informed us that they had an invite to talk at Macmillan in Southport. Although boundary lines are vague, The Samaritans has made contact with People First Merseyside to see what support can be offered in particular bereavement support. Overall the Samaritans are working to see how they can best support people.

Healthwatch Sefton Maghull Locality Rep – MB reported he had received an email from a local councillor re: an elderly resident being discharged from hospital to home and being given a follow-up appointment at a community clinic that was not accessible via public transport. It would have involved 2 buses for her to travel. This also raised the issue of cost of living - limited income and residents being able to afford to get to appointments.

A solution was provided by MW who stated patients can contact 'patient transport'. MW is aware of this service and will share the details with MB. **Action: MW to share details with MB.**

Integrated Care Board (ICB) – MB stated that there was a lack of knowledge in the community and this was spoken about at the Sefton Older Person's forum. Indicators are that not many local residents are aware of the changes.

MB raised lack of NHS dentists for local residents and residents being removed from lists.

MB asked members if they would like a speaker from Silver Birch, NHS Mersey Care, to come and present at a future meeting on maternal mental health? Members agreed to this and WA to organise.

[Emerging Issues: On-going issues of access to NHS Dentists. Hospital discharge to home with inaccessible follow-on treatment. Lack of awareness of the ICB.](#)

People First Merseyside – LC provided an update to members re: different projects they are working on and their attendance at a north west regional conference. People First Merseyside did a drama re: an annual health check at the doctors which included a scene where it worked well and a scene where it did not work well. LC also told us that she ran a market place stall and gave information out to 150 people.

JC introduced a new member they had Paul Bullen and asked if he could come to a future meeting. This was agreed.

Galloways Society for the blind – CH explained she worked for Galloways for the Blind. CH is currently promoting the services widely and reported that next week they are taking some service users to the Lake District.

HS asked CH if she could contact her directly to see what support could be offered to 3 of her members who have sight loss. [Action: WA to share contact details.](#)

Reengage – HS said they support residents 75+ years. They run Flicks & Friends and also offer a weekly lunch club which includes a hot dinner, desert and bingo. Nationally they offer a tea party every month, and every resident is picked-up and dropped-off.

St Leonard's - A representative was unable to attend today's meeting but an email was received highlighting emerging health issues:

[Emerging themes:](#)

- [Residents not being able to secure a GP appointment, numerous calls at 8 am with no appointments available.](#)
- [Lack of help / guidance or information from GP practices.](#)
- [No access to NHS dentists – people being struck off lists and urgent dental treatment being needed.](#)

7. Healthwatch Sefton updates

- Community Champion Network meeting – September, will be a joint networking meeting between Southport and Formby and South & Central Sefton. The date has changed to Thursday 21st September and will be held at Sefton Carers.
- Outreach – Thanks to everyone who has provided me with the opportunity to come out.

Recently – I have visited:

- Strand By Me
- St Leonards
- The Pantry at Linacre Mission
- The Reach Mens Centre

Main themes have included GP Access with mixed of both positive and areas for improvement reported on. Access to NHS Dentists still remains an issue.

We are feeding in themes to the commissioners, Care Quality Commission (CQC) and NHS England.

A recent outcome to report: CQC Inspection on North Park Health Centre. North Park Health Centre has been rated 'Inadequate'. Feedback from residents was shared with the CQC to form part of their information gathering on the surgery. We will be releasing a comms on this shortly.

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

Other areas of work:

- Community / Health Centres across South Sefton – outreach has been on-going during Jan – March within all Mersey Care Health Centres across Sefton.

Themes identified have included:

- Difficulties booking podiatry appointments and availability of appointments
- On-line or phone only for bloods bookings. Not inclusive and fair system for all patients.
- Positive – many patients like to use the on-line booking system.
- Positive – treatment and care.
- Positive – environment and distance to travel and patient choice.

- New groups – I have been contacting new groups. If you are aware of any groups that are not members of the network please get in touch with me.
- Trust – HW stands have been taking place at Southport Hospital and Aintree hospital.

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

Identified during this meeting:

Maghull locality –

- On-going issues of access to NHS Dentists.
- Hospital discharge to home with inaccessible follow-up treatment.
- Lack of awareness of the ICB.

Bootle locality –

- Residents not being able to secure a GP appointment, numerous calls at 8 am with no appointments available.
- Lack of help / guidance or information from GP practices.
- No access to NHS dentists – people being struck off lists and urgent dental treatment being needed.

9. Community Champion network notes for approval

The notes from the meeting held in January 2023 were previously circulated to all members for comments or amendments. One amendment was received as below:

- Simon Walker, People First Merseyside to be added as an attendee to January 2023 meeting notes.

10. Information exchange/ Any Other Business

None recorded.

Date and Time of Next Meeting:

10.00 am Wednesday 24th May 2023

Venue: Zoom