

## South & Central Community Champion Network Meeting

Wednesday 29<sup>th</sup> September 2021

### Zoom meeting themed:

### GP Websites / NHS 111 / Community Dermatology

#### Chair

Barbara Rouse (BR)	Bootle YMCA / Bootle Action group (attended part meeting)
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#### Attendees

Maurice Byrne (MB)	Maghull Locality Representative
Helen Roberts (HR)	Seaforth & Litherland Locality Representative (also covering Hightown & Ince)
Kevin Halewood (KH)	Crosby Locality Representative
Mandy Lewtas (ML)	Kindfulness Café
Bob Wilkinson (BW)	The Samaritans
Simon Walker (SW)	People First Merseyside
Lesley Curran (LC)	People First Merseyside
Nicola Hall (NH)	People First Merseyside
Peter Davies (PD)	Liverpool & Sefton Age Concern
Joan McArdle (JMc)	The Swan Women's Centre
Clare Johnston (CJ)	Sefton Carers
Helen Hagan (HH)	Sefton CVS Community Connector

#### Healthwatch staff member(s)

Wendy Andersen (WA)	Engagement & Participation Manager
Amanda Williams (AW)	Signposting & Information Officer

#### Guest Speaker (s)

Amber Hirshman (AH)	NHS Informatics
Lindsey Smith (LS)	DMC (Community Dermatology Services)
Dave Marteau (DM)	NHS Southport & Formby CCG and NHS South Sefton CCG
Natalie Dunn (ND)	Liverpool University Hospitals Foundation Trust

## **Apologies**

Louise Heritage (LH)	Sefton CVS Community Connector Maghull & Lydiate
Jennie Meehan (JM)	Bootle Locality Representative
Debbie Kelly (DK)	The May Logan Centre
Vikki Martlow (VM)	Sefton Opera
Caroline Hesketh (CH)	Sefton Carers
Justine Shenton (JS)	Sefton Advocacy
Chris Dale (CD)	Crosby Age Concern
Sandra Bell (SB)	The Reach Men's Centre
Joanne English (JE)	People First Merseyside
Rosemary Hart (RH)	Kindhearts Café
Debbie Rogers (DR)	Sean's Place

## **1. Introductions & Housekeeping**

Due to the Chair attending later in the meeting WA chaired the meeting to start. WA welcomed all members and guest speakers to our Community Champion zoom meeting.

Guest speakers and topics planned for today's meeting:

- Amber Hirshman – GP Website survey
- Lindsey Smith – Community Dermatology
- Dave Marteau – NHS 111 service

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

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

Housekeeping was covered and speakers were asked to introduce themselves. WA introduced the guest speakers.

## **2. Code of Conduct / Declarations of Interest**

WA informed everyone that the Healthwatch Sefton Code of Conduct had been circulated and all members should have signed and returned this. 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.

WA asked if there were any declarations of interest.

No declarations of interest were declared.

### **3. GP Websites – Amber Hirshman**

AH introduced herself and stated that NHS Informatics Merseyside looked after GP websites and IT support.

One piece of work that they have been working on is the websites that they provide to GP's and how easy they are to access? In April 2021 both AH and her colleague attended the south and central community champion network to tell us about the project and asked for members to get involved and share the survey with members to complete. Today AH attended to provide an update and outcomes from the survey.

A presentation was shared with the group including findings and outcomes and talked through by AH.

Presentation – Practice Website Accessibility – Healthwatch Sefton survey results.

- Summary of process
- Summary of respondents
- Summary of findings
- Next steps

The full presentation is attached to the notes.

WA thanked AH for giving members the opportunity to take part and for attending today and presenting to the members. Members were given the opportunity to ask any questions.

AH asked if she would be able to attend a future Champion network meeting once the project had progressed further.

#### **4. Lindsey Smith – DMC Community Dermatology services**

LS introduced herself and said she worked as the Service Manager, North West for DMC. The service aims to treat patients closer to home and reduce waiting times. Direct referrals are made via the GP.

DMC has been working in Sefton since 2016 and has a pool over 25 clinicians. They are commissioned by NHS Clinical Commissioning Group (CCG). DMC run clinics out of the Sefton Suite and Maghull Health Centre and are aiming to provide weekend clinics in South Sefton.

DMC are currently delivering services to 8 NHS CCG's and treat over 100,000 patients per annum.

A GP can refer a patient directly to DMC to take pressures away from the hospitals and it is the opportunity for the patient to be seen and treated in the community.

During lockdown the service carried on working but difficulties were found when asking patients for photographs as this did not always work, therefore face-to-face appointments had to be offered. In addition, minor operations started up again in October 2021.

LS reported that they are always looking at ways to gather patient feedback and that they had recently contacted Healthwatch Sefton to work in partnership to gather feedback and that they also had their own patient survey.

Question: AW asked what was the waiting times for the dermatology services?

Answer: Dermatology – 8 weeks, although ideally, they would want this to be 4 – 6 weeks. Minor operations – 6 weeks.

Question(s): WA said she had put a question forward prior to the meeting from a member and asked if this could be answered. KH stated he felt Egress was confusing for patients to use and that patients should be written to first to tell them about how it works. Also, that patients should receive appointment letters by post so that appointments are not missed with using this method. Another area raised was that GP's wrote to patients and said they were being referred to South Sefton Dermatology so then this is confusing to patients as DMC are based in London as this is not

explained. In addition, why does the GP ask for photographs then DMC will ask the patient again? Does the GP not share the photos with DMC?

MB also commented that he felt Egress is difficult to use and some patients may not have the skills or access to IT to use this method of communication. MB felt a letter should always be sent when sending out an appointment.

**Answer and Actions:** LS stated she agreed with the areas raised and that she would take all the information back to look at how they can simplify the process for patients to use the service. LS will check if appointment letters are sent by post. LS will work with GP practices re: information shared with patients.

## **5. Dave Marteau – NHS**

DM introduced himself to members and stated he was the commissioning lead for Urgent Care and Community Services.

DM has attended previous network meetings to provide updates on NHS 111 First. DM thanked WA for sharing NHS 111 feedback with him and said he was attending today to provide an update on the service.

DM presented a presentation – ‘Think NHS 111 First’ September 2021

The presentation included updates:

- How are NHS 111 doing
- Challenges to NHS 111
- NHS 111 in Sefton
- What is next for Urgent Care
- Questions & Discussions

The full presentation is attached to the notes.

Members were asked if they had any questions.

Question: PD asked when someone is referred to the pharmacy when using NHS 111, do you have any measure of how many people go to the pharmacy? PD went onto say he had heard good feedback.

Answer: DM stated no and that currently they have difficulties getting data on the flow on this. DM went on to say it was the same when a person is referred to the mental health crisis line. It is known that a patient is advised to go but not known if the patient followed this up. Audits are in place.

Question: LC asked if DM would visit People First Merseyside to tell them about NHS 111. LC showed network members the poster that is displayed in the office promoting NHS 111.

Answer: DM said yes, he would be happy to visit People First Merseyside in the future.

Question: AW stated that DM mentioned about streaming care and asked if someone used the NHS 111 service would they be streamed quicker / seen quicker by the provider they are referred to?

Answer: DM stated yes, and that they are trying to encourage patients to use NHS 111 as a first option. The NHS 111 service should direct patients to the appropriate service to use and help manage the flow of patients.

BR stated that not everyone knows about NHS 111 so when someone turns up at A&E they should be given information on the service. At present patients are not being told so next time they have a problem they will still just turn up at A&E rather than going through NHS111. DM stated that the report and the responses provided a good opportunity to look at the workstream and opportunity to work with the Trust on this issue. MB stated that he supported BR view on this.

WA to share with DM the final report which includes the response from the Trust.

DM was thanked for his time attending today and providing an update.

## **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:

**Sean's Place** – BR wanted to give a mention to Sean's place who has recently joined the network. BR stated that Debbie who set up and runs the organisation is inspirational and the organisation has gone from strength to strength.

**Maghull Locality Rep** - MB reported that he was a member of the Healthwatch Steering Group and also a Board member. MB stated he had concerns re: the delivery of the flu vaccine to GP surgeries and felt that there was a communication issue to patients regarding this.

**Liverpool & Sefton Age Concern** – PD updated members that the service is 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 concerns that many people who are lonely have gone under the radar. PD asked members if anyone knows of anyone who would benefit from befriending to tell him.

**Seaforth & Litherland (also covering Hightown) Locality Rep** – HR reported that the local vaccine centre is still operating at the Seaforth practice and is now full time. HR stated she volunteers for the SWAN Women's Centre as a receptionist. HR reported that the service is in high demand for counselling and that this is also offered to young people from 14+. There is also a high demand for befriending and bereavement counselling.

**Healthwatch Sefton Signposting & Information Officer** – AW reported that 50% of calls received were in relation to dentists. Currently in Sefton there are a handful of dentists who will take on children as NHS patients and none for adults, although some dentists say they have a waiting list. MW also confirmed that she felt there was an issue with the flu vaccine and communication.

**Sefton CVS Community Connector** – HH stated she was a Community Connector and covered Bootle, Seaforth Crosby and Waterloo. They are receiving referrals for people who are isolated and for housebound people. HH reported that 'Strand By Me' re-launches on Thursday 7<sup>th</sup> October and that Michelle Lawless was the new co-ordinator. Everyone is welcome for the launch then after the launch the opening days are Monday – Friday.

## **7. Healthwatch Sefton updates**

- Healthwatch Sefton Signposting & Information – 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 21<sup>st</sup> September 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 – WA has offered the opportunity for Community Champion network members to take part in on-line zoom engagement sessions. A big thank you to the groups who have been able to organise sessions:
  - Sefton Opera
  - The Reach Men's Centre
  - Sefton Older Person's forum

Please get in touch if you would like your members to take part in an on-line engagement session.

- GP Patient Participation Groups (PPG's) – WA reported that she had been in touch with the CCG to move this area of work forward.
- Community Champion network review – WA will be getting in touch with members to review how the network works currently and to make the network beneficial to members.

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

Identified during this meeting:

- Flu Vaccinations at GP surgeries and communication to patients.

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

The notes from the meeting held on Tuesday 27<sup>th</sup> July 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 July 2021 meeting.

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

All emerging themes from the July 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:

- Flu vaccinations at GP surgeries and communication to patients.

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:

Thursday 25<sup>th</sup> November at 10.00 am

Venue: ZOOM