

Southport and Formby Community Champion Network Meeting

Thursday, 10<sup>th</sup> May 2018

The Galloways Society for the Blind

22 Wright Street, PR9 0TL

**Attendees**

Ken Lowe (KL)	Ainsdale & Birkdale Locality Representative & (CHAIR)
Brian Clark (BC)	North Southport locality Representative
Derek Thomas (DT)	Sefton Visually Impaired Group
Justine Shenton (JS)	Older Peoples Forum Coordinator – Sefton
Tony Wright (TW)	Southport Centre for the Deaf
Carl Moore (CM)	Galloways Society for the Blind
Simon Barson (SB)	Breath Easy Sefton North
Anne Major (AM)	Central Southport, Locality Representative
Lesley Curran (LC)	People First Merseyside
Rachel Roy (RR)	People First Merseyside
Dr Nahid Chowdhury (NC)	Sefton Autism Support
Clare Johnston (CJ)	Sefton Carers Centre
Louise Taylor (LT)	NHS Southport & Formby Clinical Commissioning Group
Sarah Proctor (SP)	Woodvale & Ainsdale Community Association
John Dixon (JD)	Ainsdale Medical Centre PPG Group
<b><u>Guest Speakers:</u></b>	
Ian McGoay (IM)	Lancashire Care, Relationships Manager
Samantha Thomas (ST)	Find The Light Foundation

**Healthwatch Sefton Staff**

Betty Boner (BB)	Engagement & Participation Officer
Wendy Andersen (WA)	Engagement & Participation Manager

**Apologies**

Nigel Booth (NB)	Formby Locality Representative
Frederica Moretti (FM)	Fibromyalgia/ Chronic Pain Support Group
Emma Grange (EG)	People First Merseyside
Joanne English (JE)	People First Merseyside
Wendy Aspin (WAs)	Lord Street West Church
Chris Burgess (CB)	Small Businesses
Rebecca Gomersall (RG)	Ainsdale Lunch and Leisure

**1. Apologies and Introductions/Declaration of Interest/****Code of Conduct**

Introductions were made, and apologies were shared by BB as above. KL asked members to declare any declarations of interest prior to the meeting.

KL shared that he is now a Governor for Lancashire care Trust.

**Code of Conduct**

BB explained that the Steering Group have asked for Code of Conduct to be mentioned at each Healthwatch meeting. The full version is available for the group and BB read out the main points as follows:

- To conduct ourselves in a reasonable and responsive way to other members and guests.
- To show courtesy and respect to other members and guest speakers.
- To ensure we are speaking on behalf of the people we represent and not our own personal experiences or views, if it is a personal experience or view to declare it.
- To declare any conflict of interest.

**Inclusivity of members**

Reminder: To ensure meetings are inclusive of all members. Members and guest speakers to ensure:

- No jargon, abbreviations or big words to be used during meetings.
- Presentations and resources that are handed out to be available on the day in a size 16 font. Guest speakers are informed of this prior to all meetings.

## **2. Agree notes and action log/review outstanding actions**

One amendment to the May 2018 notes as follows:

Page 7. It was Sarah McGrath, Locality Development Manager, Southport and Formby and South Sefton Clinical Commissioning Group (CCG) who raised the query with the Chair of the Local Eye Health Network not LT.

The notes were then agreed as true and accurate.

- Emergency Ambulances and Transfer of patients

BB gave feedback from attendance at North West Ambulance Service (NWAS) 29<sup>th</sup> April.

NWAS are reviewing what additional measures can be taken to protect the patients of the North West and are really keen to involve as many Healthwatch organisations as possible as eyes and ears of the public.

**ACTION:** BB will keep the group updated on any developments and members to keep feeding in experiences.

- Adult & Social Care Delays

Issues about assessments and cuts to packages.

Diane Blair & Roger Hutchings were due to have a meeting about this on 10<sup>th</sup> April but the meeting had to be re-arranged. New date currently being set:

**ACTION:**

Feedback will be provided after the meeting.

- St Marks Medical Centre

Patients appear to be confused about the possible amalgamation with Trinity Surgery.

Louise Taylor reported back that there is no planned amalgamation of the two Practices.

- Care after discharge from hospital

Kelly Jones (Liverpool CCG) attended the March Steering Group Meeting and provided an update as follows: Following the outcome from the consultation further engagement with South Sefton residents (those who originally took part in the consultation) to find out how travel would affect them.

**ACTION:** Any updates will be shared with the group.

- Transport to local hospitals

To gather feedback on access to local NHS Trusts using public transport.

Further update: Feedback was shared at the Steering Group Meeting (March) and template will be shared with commissioners to support future planning. Mersey Care offered to undertake some work to look at the information which is provided for first appointments and Healthwatch has asked for this to commence.

- Hightown & Freshfield Surgeries

With the new provider in place, Healthwatch Sefton's Crosby locality representative Diane Foulston, has in her plans to engage with the practice and the PPG for the surgery in the coming months. This may also involve NB (tbc)

- PLACE Visits to Southport & Ormskirk Hospital NHS Trust

Reports from the visits have still not been shared with members who supported the visits.

**ACTION**

To ask Steering Group if a letter could be written to the Trust

Patient Participation Groups (PPG's)

A Letter has now gone out to all Practice Managers in North Sefton with 6 responses .

**ACTION:** BB/AM to follow up with phone calls to those who have not responded.

- Rufford Road Pharmacy

Email received from the Pharmacist stating that the hole has now been repaired.

- Speech & Language Therapy at Southport & Ormskirk Hospital NHS Trust (Adults)

LT is looking into this and BB to shared further experiences of adults speech therapy where many having to pay for private consultation.

**ACTION: LT & BB to keep the group updated.**

- Southport & Ormskirk Hospital NHS Trust – issues with clinics for low vision and the loaning of low vision aid equipment

Following a report back that patients were being sent to Galloways for low vision aids.

This has been raised with the Chair of the Local Eye Health Network awaiting a response. They are however encouraging Families to return equipment.

### **3. Lancashire Care – Ian McGoay**

IM updated members on the Patient Participation Group (PPG) work and detailed responses. Event may follow.

#### **Question: KL**

Is it still in the contract for all GP's to have a PPG.

#### **Answer:**

The requirement is in the original contract and is still an expectation with no additional payment attached.

#### **Integrated Core Team**

IM spoke about the Integrated Core Team, Transformation Plan and Sustainability Plans all looking to have one system. The outcome will be a more integrated care system.

#### **Extended Services (to include more GP Hours)**

Due to their being reduced funding there is a need for enough people to cover services and this is one reason why we need extended hours for GP's. The CCG's are taking bids for Extended Service and includes current GP practices and other organisations.

Discussion around extended access to GP's which will look different across other CCG's and is due to start October 2018.

KL shared that many GP practices in the north are now joining up to share patients for things like GP appointments to cover all the extend

contracts and not Out of Hours approach. The various GP's will have access to patient records to read and update.

### **Podiatry**

IM stated that there will be a Focus on Podiatry and IM asked the group to promote an online survey which will capture podiatry patient experiences.

IM also needs Lived Podiatry Experiences and asked for the group to support this piece of work by promotion. Older Persons Forums are already involved. IM went onto explain that there would not be a lot of commitment needed but their Podiatry journey will be followed either by phone calls or emails.

### **ACTION**

BB and Group to share the Survey Monkey link. Share with Steering Group.

**Question:** DT asked if there was support for Visually Impaired people who may want to complete the Survey?

### **Answer**

Yes IM will offer this support.

Many experiences around Podiatry were shared around the table from various groups and it was agreed that its important to have a good Triage System.

### **Question**

BC asked if you can self refer?

### **Answer**

Yes.

Nail Clipping Service to go ahead being outsourced. Just for routine clippings.

### **Question**

Is there anywhere else that older people can get their toe nails clipped?

### **Answer**

Yes Age UK and Age Concern – Small charge.

## **4. Healthwatch Sefton Updates**

*(See Attachment which has previously circulated to the group).*

## **5. Healthwatch Sefton Locality Rep updates/Steering Group Updates**

- AM reported that her recent involvement in the St Marks GP Practice was a really positive one.
- There will be a launch on 18<sup>th</sup> May at Southport and Ormskirk Hospitals for a leaflet which will be distributed to older people when they are being discharged from hospital. The leaflet is aimed at addressing loneliness. JS has many copies to circulate out.
- BC shared that he has been involved in PLACE Assessments at Hesketh Centre and Boothroyd Mental Health Unit in Southport.
- Discussion around the opportunity for a member to sit on a group and attend project team meetings regarding the new Mersey Care NHS Trust site being built off Scarisbrick New Road.
- KL reported that he has been involved in talking to GP's and stakeholders moving ahead with planning for the Flu Clinics at Ainsdale Medical Centre which are being held Sept/Oct 2018.
- The 'flu vaccine is a trivalent with an added molecule to aid effectiveness for people 65 and older. The problem is there is only one manufacturer in the U.K. and the delivery schedule is 40% September; 20% October and 40% in November. The quantities and schedule will not be confirmed by Public Health England until end-August.

## **6. Guest Speaker, Samantha Thomas, Founder of Find the Light Foundation**

The group welcomed ST who gave a brief overview of the Find the Light Foundation.

They are a team of 5 people who have been helping Transgender people and their families through all aspects of their transition.

There are many factors that people who are going through this process are facing which include:



- Money worries due to lack of work opportunities as most Transgender people do want to be able to pay their own way but businesses are reluctant to take on.
- Funding for Laser Treatment/Documentation.
- Bullying at School/College/University.

There does not appear to be a clear Pathway or clear communication for Transition and people are struggling.

The Foundation are trying to set up a Support Group for transgender people but recognise they need to look after family members too.

ST has presented Awareness Sessions at a number of venues including Southport Job Centre and Edge Hill University.

The Foundation offers support and guidance for anyone who is struggling, and they are constantly seeking funding to support people who are often feeling suicidal.

AM asked if ST would get involved in the new Hesketh Centre Group as previously mentioned?

ST explained she had been in touch with the Chair person of Mersey Care to ask if the new building would contain an area for Transgender People. Somewhere that anyone could go and have a chat and get the support that they may require, stating it could be a Transgender Person, or a parent in need of support. The response back was that there had been nothing commissioned for the Hesketh Centre.

ST stated that they have not taken this agenda into account within the plans for the new Centre which is being built with funding due to the rise in Mental Health issues. Transgender issues have a very high rate of depression, anxiety and suicide.

There are 4 Gender Clinics around the country and the average cost of travel to these centres is putting most into poverty.

Mersey Care have approached Healthwatch Sefton requesting representation and Diane Blair will circulate the opportunity to all members.



ST stated that she is interested in a seat on the group who will be looking at areas such as service delivery at Mersey Care's Southport New Build.

### **LT Question**

Has ST been in touch with Jenny Owen, Commissioning Manager?

### **Answer**

No

### **ACTION**

LT will put ST in touch.

For more information on Find the Light Foundation, please use the link below:

<http://findthelightfoundation.co.uk/contact.html>.

## **7. Emerging health or social care themes**

JD spoke to the group about concerns raised by residents at The Orchards Retirement Living in Ainsdale.

Many of the residents spoke about a situation where certain carers are placing soiled (faeces) items into the communal washing machines or leaving the items in bags near to the machine. This appears to be causing distress to the residents who are worried about the consequences to their health.

BB stated that the same concerns were raised during her outreach meeting at the Orchards earlier in the month.

### **ACTION**

BB has agreed to email Riverside Service Manager outlining concerns. This will also be flagged up with Steering Group. We do need to keep an eye on the development. BB to keep the group updated.

JS shared experiences around newly diagnosed young people with special educational needs (SEN) phoning the Advocacy Service. The calls taken have been from parents of children with a new SEN diagnosis, who don't seem to have been signposted to any support other than the Advocacy particularly with issues around welfare benefits etc. The Advocacy Service has been signposting them to the Carers Centre as they have a parent carers project. There does seem to be a lack of information provided.

## ACTION

The Champions would like to invite a SEN Lead to explain the SEN Care Pathway BB to follow this up.

### **8. Feedback to be taken forward to Healthwatch Steering Group.**

- PLACE Visits: request to write to the Southport & Ormskirk NHS Trust.
- SEN Agenda: SEN Lead to be invited to the Champions meeting to explain the SEN Care Pathway

### **9. Information Exchange and AOB**

DT mentioned again the new Ability Group that has been set up being run at the 2 Town Halls and sponsored by Sefton Council and open to anyone who is interested.

## CJ

Forthcoming Carers Week – Friday 15<sup>th</sup> June at The Atkinson, Southport at 11am.

## ACTION

**CJ to forward electronic flyer for BB to distribute to distribute out.**

**CJ** shared that the Job Centre Plus are setting up a Directory and if anyone has any useful links to forward them onto BB as CJ will liaise.

KL brought everyone's notice to the Sefton CVS Directory which is regularly updated and lists community, voluntary and faith organisations.

**Date, time & place of next meeting :**

**Thursday 12<sup>th</sup> July 2018**

**The Galloways Society for the Blind, 22 Wright Street,  
PR9 0TL.**

**10.30am - 12.30pm (10.15am Tea/Coffee)**