

Southport and Formby Community Champion Network Meeting

Thursday, 12th July 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
Anne Major (AM)	Central Southport, Locality Representative
Frederica Moretti (FM)	Fibromyalgia/ Chronic Pain Support Group
Chris Burgess (CB)	Small Businesses
Emma Grange (EG)	People First Merseyside
Rachel Roy (RR)	People First Merseyside
Clare Johnston (CJ)	Sefton Carers Centre
Ian McGoay (IM)	Lancashire Care Foundation Trust, Relationships Manager

Guest Speakers:

Simon Barson (SB)	Breath Easy Sefton North
Helen Flett (HF)	Peoples First Merseyside

Healthwatch Sefton Staff

Betty Boner (BB)
Wendy Andersen (WA)

Engagement & Participation Officer
Engagement & Participation Manager

Apologies

Nigel Booth (NB)
Dr Nahid Chowdhury (NC)
Louise Taylor (LT)

Formby Locality Representative
Sefton Autism Support
NHS Southport & Formby Clinical
Commissioning Group
People First Merseyside
People First Merseyside
Lord Street West Church
Ainsdale Lunch and Leisure
Ainsdale Medical Centre PPG Group
Woodvale & Ainsdale Community
Association

Joanne English (JE)
Lesley Curran (LC)
Wendy Aspin (WAs)
Rebecca Gomersall (RG)
John Dixon (JD)
Sarah Proctor (SP)

**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

Page 3 amendment: Sarah McGrath's title is now Planned Care Lead

The notes were then agreed as true and accurate.

Outstanding actions following previous meetings:

- Adult & Social Care Delays

Issues about assessments and cuts to packages.

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

ACTION:

Meeting not yet happened – to be rearranged

- 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.

This engagement won't commence until the case is approved

- 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.

ACTION: BB to ask patients during outreach at Southport hospital about what method of transport they have used to get to the hospital.

- PLACE Visits to Southport & Ormskirk Hospital NHS Trust

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

The Steering Group have agreed for a letter to be written to the Trust, Suggestion from BC to approach PLACE direct to pose the question about sharing outcomes from the visits.

ACTION: BB to explore this

- Patient Participation Groups (PPG's)

BB has been making follow up phone calls to those practice managers who have not responded to the letter of enquiry about their PG's. Answers to questions have now been collated ready for planning meeting.

- 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.

- Orchard Retirement Living – Ainsdale

Following concerns around faeces soiled washing in communal washing machines.

Commissioners are now involved.

ACTION: BB will keep the group updated on further developments

- Special Educational Needs – Pathway

Shared experiences around parents of newly diagnosed young people phoning the Advocacy Service for advice. The calls taken have been from parents who don't seem to have been signposted to any support other than the Advocacy Service. Many of their issues have been around welfare benefits etc..

The Group has invited Peter Wong, Children and Young People Commissioning Manager to the September Southport & Formby Community Champions Meeting.

3. Guest Speaker – Simon Barson, Breatheasy

SB explained the group meets at The Dove Centre in Formby and has been running for 7 years, under The British Lung foundation.

The Breatheasy Group provides: education: resource packs and helps people to help themselves. They regularly invite Speakers with a medical background to the meetings. Members can also join in organised day trips such as the recent trip to Llandudno. Members can put themselves forward to get involved in drug trails.

The Group has started Pulmonary Rehabilitation programme: Pulmonary rehabilitation is a broad programme to help the well-being of people struggling with COPD. It has been shown to improve exercise capacity in these particular patients. The Breatheasy Group are really concerned as apparently Pulmonary Rehabilitation has a very low uptake in north Sefton. GP's should be recommending this as a way of self help. Members of Breatheasy who have used this as a self help tool have proof of the benefits. This has been taken up with local MP – Damien Moore with no response to date. It has also been taken up with Jenny Owen (Commissioning Manager South Sefton CCG). Jenny has responded to say she will look into it further.

HF stated that they had been commissioned to work on a booklet 'how to look after your lungs'. SB agreed to offer support.

Anyone suffering from any sort of lung disease is welcome to join the group.

Contact details for Breatheasy North Sefton:

Simon Barson simon.barson@yahoo.co.uk
Face Book Page Breath Easy Sefton North

4. Healthwatch Sefton Updates (circulated for comments only)

A Healthwatch Sefton written update had been previously circulated to network members for comment.



HWUpdate.docx

5. Healthwatch Sefton Locality Rep Updates/Steering Group Updates

AM – commented on many items of community equipment not being returned due to lack of space. IM stated that some charity organisations will take old equipment. BB mentioned that following the Community Equipment Review going to Overview & Scrutiny in September, Sharon Lomax, Integrated Social Care & Health manager will be invited back to a future Community Champions meeting

The Patient Experience Group that she attends is proving to be really productive. We can now carry outreach at Ormskirk Hospital

KL reminded the group that members can get involved in Enter & View Training. Anyone interested, please email BB for inclusion on the waiting list.

A local Pharmacy has recently changed uniforms and have put a note up, stating to allow 4 days before collection of a prescriptions. KL gave his contact card and asked why they are doing this –he is awaiting a response.

KL attended a recent GP Locality Meeting which he felt was more operational and didn't feel that it was a good experience.

Uncertainty about the go ahead of 2018 Health Fair (Flu Clinics) at Ainsdale Lunch and Leisure going ahead due to shortage of new vaccine for over 65's. KL will keep BB updated on any developments.

BC attended the May Overview & Scrutiny Committee and there was a concentration on 2 or 3 Trusts and discussion around getting to know them better. The Trusts have been asked to give a presentation.

North West Ambulance Service (NWAS) was impressive but they don't produce a Quality Report. BC did pose many questions around Patient Transport. BC doesn't have a copy of the contract but possibly HW have.

ACTION

BB to follow this up with her contact at NWAS

6. Guest Speaker – Helen Flett, Peoples First Merseyside

HF gave an overview on a new People First Merseyside initiative called 'The David Project'. She explained that the need for such a project came about after a member of 13 years passed away with no close relatives and no friends actually knowing what David's wishes were for his funeral. The project will support people with additional needs to make informed choices about all aspects of death and dying including wills and funerals. Peoples First Merseyside are submitting a funding application with the support of Sefton CVS to The Big Lottery they have been carrying out consultations with stakeholders about the need for such a project. HF thanked KL for his involvement so far. KL *attended* one of their consultation groups and gave some really useful links.

Many ideas were shared around the table.

ACTION

HF to email questionnaire for BB to share with the Group

7. Emerging Health or Social Care Themes

DT raised a concern how he volunteers and often puts in requests to get involved and feels disabled people are not taken into account for e.g Enter & View. He spoke on behalf of himself and other people with a disability. KL advised DT to put this concern forward to Manager of Healthwatch Sefton.

CJ stated that she is still hearing families feeling frustrated not having any idea of timing after an SEN assessment has been carried out.

JS mentioned that on the Dementia Sub Group they have been looking at Diagnosis rates and that the rates in Southport & Formby are better than in South Sefton.

AM shared a positive experience regarding the Falls Prevention Team doing their best to keep people in their homes. IM stated that he will share this positive experience with the Falls Prevention Team who's remit is around early intervention.

AM also shared that there is a working party at Southport Hospital looking at hospital access and will be looking at all aspects including parking. AM will keep the group updated.

8. Feedback to be taken forward to Healthwatch Steering Group

SB reiterated his concern about Pulmonary Rehabilitation low uptake in North Sefton and would like this taken forward for consideration as an emerging issue. IM stated that sign posting needs to happen and that COPD Teams are now linked into Frailty and he would look at how it can be improved.

ACTION

BB to put this forward on an emerging issue sheet for consideration

9. Information exchange/any other business

DT pleased to report there is a Sefton Cancer Support Group based in Formby called Daisy Chain which is a Drop In, 1 Duke Street, Formby L37 4AL, T: 01704 879352 E: support@seftoncancersupport.org.uk

DT stated that disabled people feel lonely and isolated in group situations.

JS mentioned that Sharon Forrester, Commissioning Lead, Urgent Care, Southport & Formby has been in touch regarding Falls Prevention and a meeting is planned. JS will keep the group updated.

Date, time & place of next meeting :

Thursday 13th September 2018

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

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