

Southport and Formby Community Champion Network Meeting
Thursday 13th July 2017
Southport Centre for the Deaf, 19a Stanley Street, Southport,
PR9 0BY

Attendees

John Black (JB)	Breath Easy Sefton & Chair
Ken Lowe (KL)	Ainsdale & Birkdale Locality Representative
Brian Clark (BC)	North Southport locality representative
Justine Shenton (JS)	Older Peoples Forum Coordinator – Sefton Pensioners Advocacy Service
Joanne English (JE)	People First Merseyside
Tony Wright (TW)	Southport Centre for the Deaf
Nigel Booth (NB)	Formby Locality representative
Anne Major (AM)	Central Southport, Locality Representative
Lesley Curran (LC)	People First Merseyside
Anne Lucy (AL)	Locality Development Support - South Sefton and Formby & Southport CCG's
Racheal Roy (RR)	People First Merseyside
Derek Thomas (DT)	Sefton Visually Impaired Residents Consultation Group
Jim Dowsett (JD)	Diabetics Society
David Waugh (DW)	Ainsdale Medical Centre PPG Chair
Chris Burgess (CB)	Small Businesses (tbc)

Guest Speakers

Gill Murphy (GM)

Deputy Director of Nursing,
Southport & Formby District
General Hospital
Midlands & Lancashire CSU

Joanne Navin (JN)

Healthwatch Sefton Staff

Betty Boner (BB)

Engagement & Participation
Officer

Wendy Andersen (WA)

Engagement & Participation
Manager

Apologies

Wendy Aspin (WA)

Lord Street West Church

Frederica Moretti (FM)

Fibromyalgia/ Chronic Pain
Support Group

Dagmar Wojciechowska (DW)

Alzheimers Society

Davina Suthren (DS)

Woodvale Community Centre

David Skelton (DSk)

Apologies and Introductions/Declaration of Interest/

Code of Conduct

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

Code of Conduct

JB 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

Guest speaker–Gill Murphy, Deputy Director of Nursing (Southport & Ormskirk Hospital) – ‘The Experience of Care Strategy’

GM explained that the Southport and Ormskirk Hospital NHS Trust began work on developing the new experience care strategy during January 2017 and have asked her as deputy director of nursing to move forward with the strategy and the strategy has now started to take shape. They hold patients at the heart of the work, hence the reason why GM made contact with Healthwatch Sefton at the first opportunity. She stated it was important to have a partnership with HW Sefton which will help the Trust keep on track and ensure engagement is ongoing. Patients, carers and family members feeding in experiences is integral to ensuring the pledges are sustained.

The Pledges are:

1. Develop and implement systems and processes to involve carers and families in decision making.
2. Access to information is easy and relevant for patients, carers, families and professionals.
3. We will get the basics right in caring for all.
4. Improve staff involvement and awareness of their impact on patient, carer and family experience.
5. Improve and enhance discharge processes and facilitate better links into community support.
6. Respond to complaints and concerns in a timely manner and follow up on lessons learnt.
7. Increase the profile of patient, carer and family experience, collecting and acting upon feedback and opinion in a more robust manner.
8. Develop systems and processes to capture patients’ and families’ memories to cherish for the future

It was queried as to why the Pledge 3 was not Pledge 1. GM confirmed the pledges are in no particular order and they will all be started at the same time with importance placed on all of them. Some of the Pledges are quick wins and some will take longer than others. There will be 8 Groups looking at each Pledge they then maybe split into sub groups. GM stated, we need to be smart due to budget constraints but need to invest to save in the long run.

If anyone/groups would like to get involved in this to let BB know. GM went onto say although the last CQC inspection wasn't good, the care aspect was good. The trust is working hard to attain a good overall, being responsive to service users is key. GM mentioned that to support any changes or activity coming out of the pledges, Charitable Fund bids will be submitted, funding will be spent on patients.

GM asked if anyone had any questions:

Question: KL asked what is happening with STP as in the past we used to be more closely involved with the Trust on these significant changes.

Answer: Southport have got to start the journey and we need to ensure patients get the best service. Example: if a surgeon only performs 1 operation once a week and down the road at another site there is a surgeon who performs one per day then we need to consider the best option for the patient and a decision will be made with the patients' safety at the heart. The STP will look at what is needed in this region. In Southport, we have a high number of over 70's with long term conditions. We could be the leading light with frail elderly patients. The pathway will be looked at due to the need, not waiting for STP – we need to work now.

Question: DT Sending letters out to visually impaired patients is not good practice. Also, the 'red tray' scheme isn't working so why is money being spent on what should be there already?

Answer: GM stressed that we need to get back to what did work and ensure it is sustained.

Question: JS stated that she would like to invite GM to a SPAC meeting to speak with the older persons in the north of the borough.

Answer: JS will liaise with GM

CB stated that the communication is not good. Patients are still given wrong information.

AM – stated that she had taken part in a PLACE Audit last year and not received any feedback.

GM agreed to share the PLACE report with the group once it is received (usually around end of August).

Also AM stated that she had tried to put a positive comment onto the Southport Hospital website and it was not easy to do.

GM – agreed to feed this back to the communication team, but linked this back to pledge 7

GM said she would be happy to return to a future Community Champions meeting and reminded the group if anyone would like to get involved with any of the Pledge groups to get in touch with BB

**Guest speaker - Joanne Navin, Midlands & Lancashire
Commissioning Support Unit -Reviewing local health policies**

JN explained that the review is taking place between 26th June and 18th September 2017. The first batch of over 100 Policies being reviewed at the moment. Currently they have looked at the first 36 with 18 proposed to have changes. It is for people to read the policies, form an opinion and feed back in. Feeding back in, can be done in various ways including on-line survey which can be found on the CCG Website, request a paper copy via the phone number on the leaflet, at public events like this one or leave feedback via the telephone. JN is prepared to speak with other groups she emphasised that the survey needs to reach as many people as possible.

Question: CB asked about breast implant removal and if a person can have this removed on NHS?

Answer: Only if it is ruptured and there is a health risk. If people are on a pathway they will not be effected and this doesn't effect cancer or transgender patients

Question: How can you report your views?

Answer: There is free text

Question: JS - can you answer against all policies?

Answer: Yes, just use an additional sheet

Question: Is this taken from NICE Guidelines?

Answer: Yes

Question: NW is looking at Pharmaceuticals, are they involved?

Answer: No, they are not on the list at the moment

Question: Can we be provided with a list of what is being looked at?

Question: Its good having easy read and phone audio format but how about audio DVD?

Answer: Not at the moment but now it's been raised JN will feed this back

Question: Are children being asked to get involved

Answer: Yes, as some are directly aimed at young people.

Notes and actions from the last meeting.

The notes were agreed as true and accurate by the group.

Action Log updates from May 2017

- **Waiting times for Podiatry Services**
Positive meeting with Ian McGoay, Relationships Manager, Lancashire Care who is very keen to work closely with HW Sefton especially around Podiatry work. Further meeting arranged for 25th July, we are hoping to include the continence service. BB will feedback at September meeting
- **Adult Social Care Delays**

This is on the HW Work plan. Roger Hutchings has reviewed the information which was provided by Sefton MBC but didn't make sense of the data

- **St Marks Medical Centre**

The Practice fed back after our report to say *"the practice is constantly looking at ways of improving the appointment system and they have started to open the appointments for the whole day and make the triage system more effective:* The Monitoring & Scrutiny Panel to take this up.

- **Southport Listening Event**

Took place on 22nd March. We are still waiting on a formal response – the Trust didn't receive the report when it was sent due to the IT hacking incident.

- **Access to Pharmacies**

Ongoing experiences to be gathered and logged. Sefton MBC are currently gathering feedback via the Pharmaceutical Needs Assessment Survey – results will be shared with the Network

- **Care after discharge from hospital**

On-going No updates

- **Concerns raised whilst delivering meals to the elderly**

KL fed back Drivers will keep a record and log any concerns

- **Equipment not being replaced to aid a person with a disability & Lack of Public Conveniences in Formby**

- **Community Equipment**

There is a Review being carried out in Sefton and BB is in contact with Sharon Lomax and will report any updates to the group.

ACTION: Anne Lucy to keep the group updated

Additional note from AL -

Sharon Lomax should be able to do this when the review is completed

- **Lack of Public Conveniences in Formby**

A list provided by JS was shared with the group

- **GP's Retiring in Sefton**

Liz Thomas Senior Programme Manager Workforce Transformation to attend June Steering Group. Meeting notes to be shared once agreed.

- **Tea & Toast Event**

Public Transport to be the theme and plans to be made to invite a guest speaker for an Autumn Event in the North (maybe October)

- **Consultation/Pharmacies**

Following a request to carry out a piece of work with local Pharmacies: DB advised this won't need to go to the Steering Group but if consultation is carried out contact will need to be made to the head office of the major groups such as Boots for approval.

Hightown & Freshfield

Patient Listening Exercise Analysis Report was shared: Update of procurement due in the autumn

PLACE Visits

Members who took part in Visits this year are keen to obtain feedback.

DW was to explore dementia friendly environment, She was asked if she would be in a position to take part in PLACE inspections due to her experience with how the environment should look.

ACTION: DW to advise

Vanguard to attend future meeting

Joan McIntyre, Vanguard Programme Manager will attend the September Meeting

Healthwatch Sefton Updates BB

Listening Event

BB and WA are due to take part in the Cheshire & Merseyside Listening Event at Southport Hospital where Healthwatch organisations are undertaking the survey on the same day, same time, collecting views in A & E. Results/Report to be shared when completed

Training

Discussion around the success of the 'Meaningful Representation' training and the need for a follow up 'next steps'

Patient Participation Groups

We are waiting further information from NHS England: update to be provided when available.

Care at the Chemist

Email was sent to all members for any comments/experiences regarding fewer Pharmacies taking part in the Care at the Chemist

Hightown Village Surgery

Update of procurement in the autumn

ACTION LOG

Discussion around the continuation of using the Action Log.

Outcome: It was agreed that the actions would now go on the minutes/notes with a note of any outstanding actions to be taken forward– we will see how this works and can always revisit the Log at a later date.

Recent Outreach carried out at:

Southport Hospital involved with Carers Week 3rd July
SEND Information Sharing Event 11th July

Information Exchange/AOB

DT passed over a DVD for BB to share with members regarding North West Ambulance Service – Patient Transport

ACTION – BB to circulate to the group

Date Time & Place of next meeting:
Thursday 14th September 2017
At The Galloways Society for the Blind
22 Wright Street, PR9 0TL
10.15am (Tea/Coffee) 10.30am -12.30pm