

Southport and Formby Community Champion Network Meeting

Thursday, 13th September 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
Justine Shenton (JS)	Older Peoples Forum Coordinator – Sefton
Tony Wright (TW)	Southport Centre for the Deaf
Anne Major (AM)	Central Southport, Locality Representative
Frederica Moretti (FM)	Fibromyalgia/ Chronic Pain Support Group
Clare Johnston (CJ)	Sefton Carers Centre
Monica Wright (MW)	South Sefton Community Champion
Simon Barson (SB)	Breath Easy Sefton North
Joanne English (JE)	People First Merseyside
Lesley Curran (LC)	People First Merseyside
Emma Grange (EG)	People First Merseyside
Clare Johnston (CJ)	Sefton Carers Centre
Emma Bullimore (EB)	Charlies Way
Jo Smith (JS)	Alder Hey Children's Hospital
Justine McGlynn (JM)	Alder Hey Children's Hospital

Guest Speakers:

Peter Wong (PW)	Children & Young People Commissioning Manager for the two CCG's
Steve Gowland (SG)	Public Health Lead (Wellness & Mental Health)

Healthwatch Sefton Staff

Betty Boner (BB)
Dawn Thomas (DT)
Louise Malone (LM)

Engagement & Participation Officer
Signposting & Information Officer
Healthwatch Sefton, Communications
Officer

Apologies

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

Derek Thomas (DT)
Wendy Aspin (WAs)
Rebecca Gomersall (RG)
John Dixon (JD)
Sarah Proctor (SP)

Ian McGoay (IM)

Carl Moore (CM)
Chris Burgess (CB)
Rachel Roy (RR)
Julie Mangan (JM)

Formby Locality Representative
Sefton Autism Support
NHS Southport & Formby Clinical
Commissioning Group
Sefton Visually Impaired Group
Lord Street West Church
Ainsdale Lunch and Leisure
Ainsdale Medical Centre PPG Group
Woodvale & Ainsdale Community
Association
Lancashire Care Foundation Trust,
Relationships Manager
Galloways Society for the Blind
Small Businesses
People First Merseyside
Sefton Parent Carers

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.

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. Guest Speaker – Peter Wong, Children & Young People Commissioning Manager for the two CCG's

Presentation from PW:



PW asked if the group were familiar with the 'Local Offer'

EB stated that it is not an easy read and usually referred to when in crisis.

PW advised, if families want to challenge why they have been refused an Education Health & Care Plan they can go to Tribunal – there is a formal mechanism in place.

November 2016 SEND Inspection in Sefton resulted in Sefton Local Area having to produce a written Statement of Action against a number of areas including co-production with parents.

Q: is there a date/timescale re: progress/improvement.

A: It's different for each area for improvement, but the written Statement of Action provides information on what these are.

Q: Who should a parent go to if they have worries about a child who may have special educational needs (SEN).

A: In the first instance the school in particular the SENCO (which every school has).

Increased Issues around accessing melatonin prescriptions was discussed and GP's being anxious about implementing a 'Shared Care Assessment'

EM: They are not just normal prescriptions as weight & measurement of the child needs to be taken into account.

PW: Looking at trying to reduce the number of children taking melatonin is being considered, in particular developing a 'Sleep Pathway' which Alder Hey is developing a business case for currently.

Many SEN issues raised (see attached) by parent carers. Also in addition: EB spoke about the lack of ADHD provision in Southport due to lack of funding and waiting list being 18 months.



Issues for PW.docx

ACTION: JS and JMc (Alder Hey) offered to take the questions back and for a response to be shared at the next meeting.

JS spoke about Service Provision.

- CAMHS – looking at different models of care.
- Currently capacity outstrips demand.
- Unsuccessful recruitment of new GP's.
- Success with 2 new nursing posts.
- Looking at ongoing care for children.

- Some children due for a medical review may not need to be seen by a GP, could be seen by a nurse.
- ASD is growing across the country and not just in Sefton.
- There has been a small increase in funding to look at getting children though more quickly.

The Chair thanked Peter, Jo & Justine for attending.

3. Agree notes and action log/review outstanding actions

The notes were then agreed as true and accurate.

Outstanding actions following previous meetings, not discussed at the meeting due to time constraints – updates below:

- 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, due to be re-arranged.

- 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 & Ormskirk about what method of transport they have used to get to the hospital.

Update: Consultation taking place at each outreach visit and will continue with Patients and responses logged.

- PLACE Visits to Southport & Ormskirk Hospital NHS Trust
Reports from the visits have still not been shared with members who supported the visits.

ACTION: BB to follow up.

Update: BB written to Gill Murphy, Deputy Director of Nursing who had agreed to follow this up.

- Patient Participation Groups (PPG's)
Invitation letter sent to all Practice Managers/PPG's to attend 9th October Event.

Update: Poor response to date.

BB will report back developments at next 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.

Update: Nothing further to report to date.

- 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

Update: The Commissioning and contracts department have advised us that they had contacted Annie Irvine from Infection control to see what can be done from their perspective. Although not really their remit, Annie has contacted both care providers to offer advice. Annie received assurance from the provider's managers that they will contact all members of staff to ensure that heavily soiled clothing is not put in the communal machines.

The agencies are also going to contact family members to purchase red alginate bags which are used in care home communal washing machines.

JD will keep BB informed of any further concerns.

Pulmonary Rehabilitation low uptake in North Sefton

This was put forward as an emerging issue.

Update: DB approached Jenny Owen (Commissioning Manager) who is aware of this and recognise that Heathwatch are involved.

ACTION: DB will keep the group updated on any developments.

IM also 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: IM will keep the group updated on any developments.

4. Healthwatch Sefton written updates (circulated – for comments only)

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



5. Guest Speaker – Steve Gowland, Public health lead (wellness & Mental health)

This year's 2017/18 Public Health Annual Report (PHAR) has been produced as a short film which explores the emotional wellbeing and mental health of children and young people and the services and resources which are available to support them.

The film recognises the importance of building resilience, promoting good mental health and wellbeing and enabling children and young people to grow up happy and healthy.

The report also covers key facts and figures and highlights a number of recommendations for implementation during 2018/19.

The video can be found on: <https://www.sefton.gov.uk/public-health/public-health-annual-report.aspx>

SG stated this has been well received.

Q: Would young people know where to access services?

A: This is being addressed by working with schools to promote and expand their knowledge of services within Sefton. We are helping organisations to present and show their services to Heads whenever possible and this will continue as we improve the way we all work together.

Comments: This is a fantastic film: Its more inclusive and a much better way to produce the report.

SG left hard copies for distribution of the 2017/18 Sefton Public Health Annual Report 'Growing up Happy and Healthy'

6. Healthwatch Sefton Locality Rep Updates/Steering Group Updates

KL carried out a Listening Event with BB at Ainsdale Centre for Health & Wellbeing. Report to follow.

Plans now in place for the forthcoming Health Fair at Ainsdale Lunch & Leisure. Wednesday 26th September, Wednesday 17th October & Wednesday 7th November. Healthwatch Sefton will have an information table at the events.

BC/KL & BB involved in an announced Enter & View at Maryland's Care Home in Formby – report to follow.

North West Ambulance Service (NWS) 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 NWS

Update: BB has contacted NWS and they are keen to attend a future meeting and will forward a copy of the Patient Charter to share.

Copy to be shared with the group once it is received.

AM & BB held stands at Southport and Ormskirk Hospitals.

Locality Reps joint bi monthly meetings going well.

7. Emerging Health or Social Care Themes

No emerging health or social care themes shared.

8. Feedback to be taken forward to Healthwatch Steering Group

Nothing to be taken forward from this meeting

9. Information exchange/any other business

Congratulations to BC on his 80th birthday

BB

- Reminder about the Volunteer Thank You Event due to be held at Wetherspoon's in Waterloo on Friday 21st September. 12.30pm-2.30pm.

- Care at the Chemist information shared with the group



ACB Care at the
Chemist.docx

- New Healthwatch Sefton Feedback forms shared
Healthwatch Sefton Summer News Letter shared

- Invitation shared 'Working together to support our communities' workshops' information shared.

Woodvale & Ainsdale Community Association shared flyers on the Step Up Full day Level 2 Accredited Emergency First Aid at work course

Date, time & place of next meeting:

Thursday 8th November 2018

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

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