

Southport and Formby Community Champion Network Meeting

Thursday, 14th March 2019

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
Clare Johnston (CJ)	Sefton Carers Centre
Simon Barson (SB)	Breath Easy Sefton North
Derek Thomas (DT)	Visually Impaired Group
Chris Burgess (CB)	Small Businesses
Carl Moore (CM)	Galloways Society for the Blind
Rebecca Gomersall (RG)	Ainsdale Lunch and Leisure
Angie Connolly (AC)	Lancashire Care
Justine Shenton (JS)	Older Persons Forum
Joanne English (JE)	Peoples First Merseyside
Emma Grange (EG)	Peoples First Merseyside
Lesley Curran (LC)	Peoples First Merseyside
Dagmara Wojciechowska (DW)	Alzheimers Society
Jenny White (JW)	Galloways Society for the Blind

Speakers/support team:

Paul Ashby (PA)	Communications Director, Southport & Formby Health Ltd & Practice Manager Ainsdale Medical Centre
Clare Touhey (CT)	Commissioning Manager – Localities NHS Southport & Formby
Danika Fyles (DF)	7 Day Service Manager
Laura Gibson (LG)	CCG

Healthwatch Sefton Staff

Betty Boner (BB)

Engagement & Participation Officer

Apologies

Wendy Aspin (WAs)

Anne Major (AM)

Lord Street West Church

Central Southport, Locality

Representative

Dr Nahid Chowdhury (NC)

Sarah Proctor (SP)

Rachael Roy (RR)

Freddie Moretti (FM)

Clare Johnson (CJ)

Sefton Autism Support

Woodvale Community Centre

Peoples First Merseyside

Pain Clinic Plus

Sefton Carers

Overview on 7 Day GP Service & Primary Care networks and how they are likely to develop

KL informed members that today's meeting is themed as above, and everyone introduced themselves.

Guest Speaker – Clare Touhey '7 Day GP Service' CCG Perspective

CT explained that the public had identified the need for GP extended access and the role of the CCG was to ensure that the money was well spent. *(See attached presentation)*



Guest Speaker Paul Ashby Overview on '7 Day GP Service'

PA gave an overview of the service including its development and progress to date. *(See attached presentation)*. This service is officially known as the Extended Access service in NHS England terminology and is for routine appointments – like your normal GP service. It is not for urgent/emergency requirements like the Out of Hours Service.



Paul Ashby
presentation.pptx

Questions from the group following both presentations

DT: Why are all the Practices on the Board from Southport, with no representation on the federation from Formby?

Answer: Every Practice was invited to get involved and nobody from Formby came forward. The Hollies and Chapel Lane are shareholders/investors in the Federation even though they don't contribute any members to the Board.

DT: Why is the 7 Day Service based in Birkdale?

Answer: The Venue needed to be fit for purpose, have 4 rooms available and have a willing landlord. Luckily It's also a central location for all of Southport and Formby

DT: What do we get in addition to our normal GP Service? You can usually phone and get speak to someone.

Answer: More of the same but with extra capacity a convenient time for patients especially those who work and are not able to get to the surgery during office hours.

DT: Who will be paying for this service?

Answer: CCG

DT: Will they be taking money off each GP?

Answer: No, this is additional national funding which equates to £6 per patient per year.

BC: How do 111 Service pick this up?

Answer: Technology is getting better, and 111 Service can refer onto the service.

DT: Where is the Service based?

Answer: The Family Surgery Birkdale is the location for the 7 Day Access Service.

DT: Is this convenient?

Answer: This is a good point but there can only be one centre and for the reasons already mentioned this was the only one that met the criteria including space etc.

CM: Stated that he has never been offered an appointment in the Extended Access service.

Answer: Some receptionists are not confident, and DF stated that it is her responsibility to get out there and ensure that receptionists are offering the service. Receptionists are being offered training/support.

JE: Thought that appointments were restricted to 10 mins?

Answer: The appointments within this service are giving 15mins as a guide and GP's feel that they can make a difference with the extra 5 mins, this allows them to look back on records and prefer this length of time being allocated.

Most Surgeries are asking patients over the phone why they are calling, and this helps the GP prepare.

JW: Some GP's are not open on a Wednesday but you can go online. Will the 7 Day Service allow you to book an appointment 7 days in advance?

Answer: Not at the moment but maybe in the future.

PA stated that there is a need to build awareness across the 19 Practices and for people to begin to request it. The Service opened on 1st October and all went well but there is a huge training need for all reception staff. Need to ensure that the service is seamless

Statistics prove that the service is being used by working age people, in theory the service appears to be working.

Friends and Family Survey results are reporting that people are highly likely to recommend the service.

Guest Speaker Paul Ashby – Primary Care Networks and how they are likely to develop.

The Network contract will enable Networks to provide additional services and a lot of investment has been put into these Networks.

- NHS 10 Year Plan launched in January 2019.
- GP Contract – 5yr Framework launched February 2019
- Includes a Network contract from July 19 with recurrent funding

- Networks to be 30-50,000 patient collaboration
- More information to be published March 2019
- A Social Prescribing Link Worker to be employed by beginning of July

CT spoke about the need for a Social Prescribing Link worker as many people turn up at the GP with lots going on in their lives – the Social Prescribing Link worker will offer the support and work towards getting the support that individuals need. The GP does not always have the knowledge of all the services that are available in the community to support patients.

Themed Session ends and KL thanked the guest speakers for their input.

KL asked the group how they thought the themed session had gone. Feedback was really positive and everyone stated they thought it was really informative and works well.

DT thought there should be more time for Q&A.

KL stated that there was a substantial amount of time and many questions answered. Any further unanswered questions to be emailed to BB.

KL thanked guest speakers for their input into the session.

Members stayed to agree notes from November 2018 Meeting and to discuss any outstanding actions.

Apologies and Introductions/Declaration of Interest/ Code of Conduct

Apologies were shared by BB as above. KL asked members to declare any declarations of interest prior to the meeting.

No issues or question taken forward from November 2018 meeting.

Healthwatch Sefton updates. For comment only

BB had previously circulated the below updates.



BB stated that it's important for all members to use the "Tell Us What Issues" form to feed in any concerning themes out in their communities.

AM recently completed a 'Tell Us What' form around issues within Ophthalmology At Southport and Ormskirk Hospital which Steering Group is now considering next steps.

AOB

LC & JE spoke about The Red Flag project – Look after your lungs and includes symptoms and signs of cancer. The project involves research into symptoms and signs and will include a roadshow and short film. This will be shown at the May Joint Community Champions Meeting.

JS thought it was a really good session and reminded members to feed back details of these sessions to their groups.

Date, time & place of next meeting: Thursday 23rd May

10.15am – Networking/Tea/Coffee

10.30am – 12.30pm Meeting

At

**Sefton Professional Development Centre (PDC)
225 Park Road, Formby
L37 6EW**