

Southport and Formby Community Champion Network Meeting

Thursday, 15<sup>th</sup> March 2018

The Galloways Society for the Blind

22 Wright Street, PR9 0TL

**Attendees**

Ken Lowe (KL)	Ainsdale & Birkdale Locality Representative
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 (Champion representation tbc)
Nigel Booth (NB)	Formby Locality representative

**Guest Speaker:**

Susanne Lynch (SL)

**Healthwatch Sefton Staff**

Wendy Andersen (WA)

Head of Medicines

Management,

Betty Boner (BB) Engagement & Participation Officer

Engagement & Participation Manager

**Apologies**

Ian McGoay (IM)

Lancashire Care Trust,

Relationships Manager

Frederica Moretti (FM)

Fibromyalgia/ Chronic Pain

Support Group

Anne Major (AM)

Central Southport, Locality

Representative

Lesley Curran (LC)

People First Merseyside

Emma Grange (EG)

People First Merseyside

Rachel Roy (RR)

People First Merseyside

Joanne English (JE)  
Wendy Aspin (WAs)  
Chris Burgess (CB)

Dr Nahid Chowdhury (NC)  
John Dixon (JD)  
Rebecca Gomersall (RG)  
Clare Johnston (CJ)  
Dagmara Wojciechowska (DW)  
Nahid Chowdhury (NC)  
Louise Taylor (LT)

People First Merseyside  
Lord Street West Church  
Small Businesses (Champion representation tbc)  
Sefton Autism Support  
Riverside Tenants  
Ainsdale Lunch and Leisure  
Sefton Carers Centre  
Alzheimers Society  
Sefton Autism Support  
NHS Southport & Formby  
Clinical Commissioning Group

## **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**

KL 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 NB 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. Review Outstanding Actions**

The notes were agreed as true and accurate.

### **Action Log/Review of outstanding actions**

- Emergency Ambulances and Transfer of patients

Concerns have been fed to North West Ambulance Service (NWAS). Also BB has been invited to a meeting by NWAS with other North West Healthwatch organisations to discuss hospital handover delays on Thursday 29<sup>th</sup> April.

#### **ACTION**

BB to feedback at next meeting

- Adult & Social Care Delays

Diane Blaire and Roger Hutchings are meeting with Adult Social Care – 10<sup>th</sup> April 2018.

#### **ACTION**

Outcome to be fed back at the May Meeting

- St Marks Medical Centre

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

#### **ACTION**

Update to be provided by Ian McGoay & Louise Taylor.

- Care after discharge from hospital

Report from the consultation has been shared and is on the website. Kelly Jones (Liverpool CCG) is attending the March Steering Group to provide an update

- Transport to local hospitals

To gather feedback on access to local NHS Trusts using public transport – DB is currently pulling together all the information shared by NHS providers. Report will be on the agenda for the March Steering Group meeting.

- Consultation/Pharmacies

BC shared that this is still waiting for approval from Cabinet to share – to be kept on the Log

- Hightown & Freshfield Surgeries

BB shared a copy of a Letter which outlines Healthwatch Sefton's response to the decision to close Hightown Village Surgery.

- PLACE Visits

Reports from the visits have still not been shared with members who supported the visits. AM to make contact with the Trust and feedback back at the next meeting.

During todays meeting KL explained to the group what a PLACE visit entail and that Southport & Ormskirk Trust are encouraging a diverse range of volunteers.

DT stated that he has taken part in the past but has not been invited for about 3 years

BB shared additional information from the Steering Group: .

Healthwatch Sefton had requested the Trust work with Sefton Alzheimer's Society to support volunteers undertaking PLACE assessments to have access to

training. This training need had been identified from Healthwatch members involved in last years training. Healthwatch Sefton facilitated a discussion between the Trust and Sefton Alzheimer's Society and the February meeting of the Trusts Patient Experience Group an update was provided that in the planning of this year's inspections, training will be provided to volunteers

- Patient Participation Groups (PPG's)

Meeting with Ian McGoay and Louise Taylor : Letter to go out to all Practice Managers with questions about PPG Engagement.

Decision will then be made to either hold one north Event or a few locality events.

- Southport & Formby Hospital Stands

BB reported that the waiting area inside Outpatients has proved to be more beneficial with increased number of experiences

- Meeting for new members

BB available to meet new members after Champs meeting

- Rufford Road Pharmacy

There had been no response after 2 emails to Sefton MBC. This had been followed up with a phone call. They have a record of the issue (Reference 051207 (Rachel Brown)) and this will be looked at within 28 days due to a back log of work.

A return phone call has since advised that the road is un-adopted and it was suggested that we could find out who owned the road by contacting the land registry or maybe St Johns Church.

**Action: To ask Steering Group**

### Care at the Chemist

**Question JS:** Why there were so few pharmacies providing Care at the Chemist:

**Answer:** LT to speak to head of Medicines Management -

This question can be posed to Susanne Lynch today

WA stated, this has also been raised at the South Community Champions Group.

During todays meeting SL stated not every CCG offers Care at the Chemist. The CCG did reduce the fee to the Chemists offering the service. It was a business decision for individual Chemists to offer the service. We have recently written to all Chemists again to see if they will offer this service. The CCG cannot force this.

- 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 private for consideration. 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.

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

Long waiting lists and cancelled appointments

LT reported back that this is due to staff capacity

**ACTION**

BB to follow up with LT

**3. Lancashire Care & Sefton Older persons Forums Justine Shenton, Older Peoples Forum co-ordinator**

In IM's absence, JS fed back an update on the newly formed Older Persons Forum in Ainsdale which has been really well attended. IM presented at the first Older Persons Forum meeting and BB attended and presented at the recent March meeting. IM has been invited to attend again in June with another Service Lead. JS reported that many issues were raised with regards to reception staff poor attitude at Ainsdale Health & Wellbeing Centre and many issues around obtaining appointments.

WA stated that they have already carried out consultation in Maghull and the finding identified need which was then shared with the Clinic.

**ACTION : Chair to take a request to Healthwatch Sefton Steering Group for Enter & View/Listening Event to be carried out at Ainsdale Health & Wellbeing Centre.**

The group asked for an update with regards to the Nail Clipping Service being carried out by trained staff .

**Action: BB to speak with IM for an update around this service.**

**4. Healthwatch Sefton Updates**

Due to lack of time to was agreed that BB would share the updates via the notes as follows

**Listening Event (Sefton, Knowsley & Liverpool)**

A re-arranged Listening Event for Southport & Formby District General Hospital Accident & Emergency department will take place 19<sup>th</sup> march (9.30am-12.30pm).

To date there have been 17 responses to the online survey.  
**ACTION: BB to update group when report is available**

**Podiatry -**

Lancashire Care & Healthwatch continue to work with the Older Persons Forums. BB presented to the new Ainsdale Group on 6th March . A list of services provided by Lancashire Care was shared with Justine Shenton who facilitates the forums and members will decide which service lead they would like to invite to future forum meetings.

**Continence Service (Southport & Formby)**

WA completing a report to be shared at the next meeting

**Access to NHS Dentists (Southport)**

Ongoing

**Working Voice** - Working in partnership with Active Sefton. A number of events planned during 2018 and it has been agreed for Healthwatch to be present on the registration desk. Many of the events are in south sefton: BB will cover **Mersey Care – Hesketh Centre, North Sefton**

**Special Educational Needs** - BB met with Libby Kit who is a member of The Overview & Scrutiny Committee – Special Educational needs and Disability Process of Assessment Working Group, giving her a typed update for consideration at the March Meeting. Including Quality of care within Independent Living settings (vulnerable people)

Sefton Parent Carers Forum have raised some further concerns relating to medication and Alder Hey. Many

families are coming up with the same issues around medication being sent out in a timely manner from Alder Hey.

The Sefton Parent Carers Forum have raised the issues at the SEND Health Strategic steering group and the CCG will be picking

up this issue. The forum is awaiting a response on this. The Forum want Healthwatch to record this issue in line with its work in this area.

### **Other areas of outreach since last meeting**

- Riverside Retirement Living (Link House, Southport) from which themes relating to St Marks Surgery were shared. A further meeting/ consultation has been organised at 'The Orchards' in Ainsdale.
- BB attended the 'Keep Warm, Keep Well' event organised by Sefton Opera. This provided good networking and experiences were shared by attendees.
- BB has met with Samantha from 'Find the Light Foundation'. Samantha Thomas is a Transgender lady who has been offering support sessions to enable the Transgender community to support each other with a peer mentor approach. Through funding secured from Living Well Sefton, Samantha hopes to create a network made up members from the department of work and pensions, (already delivered awareness sessions), Mersey Care NHS Foundation Trust, employers, schools, colleges /universities. Samantha has agreed to attend the next meeting of
- the Community Champion network and will consider becoming a Champion.
- Ainsdale Older Persons Forum: BB presented at the March meeting following Ian McGoay who presented at the February Meeting. Many experiences were shared with regards to difficulties in booking podiatry appointments at Ainsdale Centre for Health & Wellbeing. Concerns about not giving priority to people with long term conditions. Other members commented that the Centre was unwelcoming. This is also a problem with parking. However all felt that the clinical staff were very good.

## Healthwatch Sefton Locality Representatives updates/Steering Group Updates

### **Locality Rep Updates**

Joint Locality Representatives Meetings going well.

NB spoke about the pressures on Formby GP's and the need to keep an eye on the situation.

BC stated that he had attended the first Ainsdale Older Persons Forum and was impressed with the attendance which must reflect the need in the Ainsdale area.

### **Steering Group Updates**

Enter and visits to GP practices in the Southport area will commence. Maureen Kelly has shared that the CCG is also keen to find out about access issues. AM will lead on this and the initial

step will be to share the survey to be used with Jan Leonard from the CCG to ensure it will capture data which can be fed into the

wider system. There is no timeline yet for this work but it is hoped that visits can be scheduled in so that this can start in April/May

### **5. Guest Speaker – Susanne Lynch, Head of Medicines Management, NHS South Sefton**

SL started by stating providing the background as to why Sefton implemented changes to the repeat prescription process. It was identified during 2015 that there was £2 million of wastage each year. After conducting research with other regions a pilot scheme commenced with 19 GP practices which entailed patients having to order their repeat prescriptions directly from their GP surgery and not via the chemist. To date all practices across Sefton have now adopted this process.

All patients were informed of the changes via individual letters and the Medicines Management team also contacted some identified patients and offered individual visits.

Each GP surgery was asked to identify vulnerable patients and patients with mobility issues where on line ordering/support from family or friends to help ordering is not available and to set up a system so that they could access their repeat prescriptions easily. This included those patients

identified being able to phone for their prescriptions. Each GP surgery now has this list in place. Implementing the system highlighted patients who were struggling that had not been identified beforehand. This resulted in the

Medicines Management team conducting home visits in these cases.

SL explained that a full report from the pilot scheme is due and is very detailed with graphic evidence. A concise report will be made available very soon and will be shared with members

**Question: NB**

Regarding people being contacted by national pharmacies. How are they obtaining personal names and addresses?

**Answer**

**ACTION** SL was due to attend a meeting during the afternoon and will ask NHS England how these addresses are obtained and why people appear to be targeted.

**JS** Members of SPOC are raising anxiety over the 'Pharmacy 2U'. SL will be attending the SPOC Forum very soon to address any anxieties.

**DT** gave an example of a breakdown in communication between GP's and Pharmacists.

**SL** stated that there has been a great deal of work carried out between GP Practices to ensure consistency with electronic prescribing. SL said that there is an electronic tracker but there is still room for improvement. She welcomed people to feed any particular such incidences to her and she will look into them.

**BC** stated that he went on line to complete an online survey and found it very technical .

**SL** agreed and it is lengthy

**Question: CM**

Asked about The Talking Clock and is it the one with 4 settings also who would be eligible?

**Answer:** A review would be carried out and if the patient would benefit then this will be offered e.g if insulin is needed the talking clock would prompt.

**SL** stated they are aware of dosing problems and steps have now been taken towards managing dosage more effectively. Medicines Management could help with Domiciliary Visits, when assessing they could recommend 2 doses a day rather than 4 if appropriate.

**KL** shared that he had been to a recent meeting where it was stated that Southport & Formby CCG is the best that they are dealing with.

Discussion ensued regarding Care at the Chemist. SL stated that minor ailments can be treated such as conjunctivitis but obviously in some instances the person may be advised to see a GP

Any concerns around pharmacies should be directed to SL's team. SL offered to attend other groups who may benefit from her input. Also mentioned that she works closely with Lancashire Care

**7/8 Emerging Issues/questions to be taken forward to Healthwatch Sefton Steering Group**

Enter & View/Listening Event for Ainsdale Health & Wellbeing Centre

#### **ACTION**

BC to take this forward to Steering Group for approval (to work in partnership with Lancashire Care)

#### **9 Information Exchange /Any Other Business**

*JS informed that group that she had attended the first City Region meeting in Liverpool – bringing together the Boroughs around Liverpool working towards Age Friendly Status.*

DT informed the members that the group that Jenny Friday (Co-ordinator) from Sefton CVS has now been taken over by Sefton Council as Ability Plus.

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

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

**The Galloways Society for the Blind 22 Wright Street,  
PR9 0TL. 10.30am - 12.30pm (10.15am Tea/Coffee)**