

Southport and Formby Community Champion Network Meeting

Thursday, 8th November 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
Clare Johnston (CJ)	Sefton Carers Centre
Simon Barson (SB)	Breath Easy Sefton North
Derek Thomas (DT)	Visually Impaired Group
Chris Burgess (CB)	Small Businesses
Dr Nahid Chowdhury (NC)	Sefton Autism Support
Carl Moore (CM)	Galloways Society for the Blind

Guest Speakers:

Sejal Patel (SP)	Lead Pharmacist for CCG, Medicines Management
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Healthwatch Sefton Staff

Betty Boner (BB)	Engagement & Participation Officer
Dawn Thomas (DT)	Signposting & Information Officer

Apologies

Nigel Booth (NB)	Formby Locality Representative
Wendy Aspin (WAs)	Lord Street West Church
Rebecca Gomersall (RG)	Ainsdale Lunch and Leisure

Paul Ashby (PA)

Practice Manager Ainsdale Medical
Centre

Angie Connolly (AC)

Lancashire Care

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 Sejal Patel – Lead Pharmacist for CCG, Medicines Management (originally item 5 on the agenda) This item was brought forward due to apologies from guest speaker Paul Ashby)

Sejal explained that she works with Suzanne Lynch, Head of Medicines management. Their team is employed by the clinical commissioning group (CCG) and they work across South Sefton and Southport and Formby. The team consists of pharmacists and technicians and cover all GP practices in Sefton. Every practice has a pharmacist and technician who are there to:

- Support patients across Sefton to get the best out of their medicines
- Support doctors and nurses with guidance relating to prescribing medicines
- Support care homes with guidance relating to medicines
- Work with hospitals regarding medicines
- Liaise with community pharmacists and hospital pharmacists

SP shared an update on current work:

Appropriate use of antibiotics

- The Team work with GP practices to ensure appropriate use of antibiotics, this relates to both when to prescribe and what antibiotic to prescribe. This is to ensure there is reduced risk of antimicrobial resistance
- There is a current public health England campaign “keep antibiotics working”
- Both CCGs are supporting the campaign and have been working with local practices over a number of years to reduce inappropriate antibiotic prescribing to ensure that only the patients who really need them get them.
- Also raising awareness through the website and with patient information leaflets.

Accessing support and advice from pharmacy- promoting local pharmacies

- Working with local pharmacies to promote the support and advise that patients can access from their local pharmacy
- Pharmacists are experts in medicines and can provide advice and treatment. All pharmacies have a private consultation rooms and there is no need to make an appointment to speak to your pharmacist.
- In Sefton we have a minor ailment scheme called Care at The Chemist (CATC). It is available to all patients registered with a Sefton GP and if patients don't pay for prescriptions treatment is free.
- A number of conditions can be treated on CATC. Details of participating pharmacies and conditions that can be treated on CATC are available on the CCG website.

Change to the prescribing of over the counter medicines

- NHS England has issued guidance around the prescribing of over the counter medicines.
- Routine prescribing for minor illnesses/conditions is no longer recommended and patients are encouraged to self-care where appropriate.
- Patients can seek advice from their local pharmacy team, they will be able to provide advice and recommend treatments that can be bought from the pharmacy.
- There are a number of conditions covered by the guidance- details available in the leaflet (distributed to the group).
- Patients will still be able to access treatment through CATC

- This does not affect patients with long term conditions, complex conditions and people who cannot treat themselves, for example because of mental health problems or social vulnerability.
- The CCG will be launching their self-care policy shortly which will be available on the CCG website.

SP then welcomed comments/questions from the group:

Question: How is this going to affect Pharmacists in the community as people will be taking up a lot of time especially the elderly?

Answer: Work load is an issue and Pharmacists are under pressure. The pharmacy team also includes Pharmacy Technicians who support the pharmacist and can provide advice on a number health issues. The Pharmacist is a great resource in the community.

Question: SB stated that 1 in 5 people suffer with Chronic Lung Disease and go along to the pharmacy to pick up inhalers. Many people are unsure of their use therefore it would be beneficial if the Pharmacists could give advice.

Answer: SJ stated that the correct use of inhalers is important and she is due to attend a meeting very soon and will raise this and feedback to BB.

ACTION: BB to follow up and feed back to the group

Question: JS asked if the new 'Extended Hours' GP Service would include Pharmacists.

Answer: At the moment there are no pharmacists involved as far as SP is aware, not sure what federation have planned for the future or if they plan to utilise pharmacists.

Question BC: For customers having a Review – is it the intention to take people taken to a private room for the Pharmacist to carry out the Review, if so how is this managed?

Answer: People of regular meds will be offered a review on a voluntary basis. The offer will be one review every 12 months or if meds are changed then it can happen more regularly. This however is not in place of a GP Review as the Pharmacy does not have full access to records.

Question JS: There has been a lot done on waste reduction, is there any update?

Answer: All Practices have adopted the new recommendations and Suzanne Lynch has been involved in writing a report which will be made available to the public. There have been some good outcomes from the campaign.

ACTION: Report to be shared when received

The group discussed the need for clearer guidance/publicity on when Pharmacies are open and what care can be covered at a particularly pharmacy.

ACTION: SJ to pass information onto BB which can then be fed back to the group.

3. Agree notes and action log/review outstanding actions

The notes were agreed as true and accurate.

Actions/Updates

SEN

Following attendance at the September Champions meeting Alder Hey staff and Peter Wong took back the many issues raised by parents. BB shared the responses via (see *attached*) and asked for any comments to be emailed back to betty.boner@healthwatchsefton.co.uk



SEN - Responses
Alder Hey.docx



SEN Responses from
PW.docx

ACTION: BB to log feedback for further action

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:

UPDATE: Meeting is being planned with key leads from Sefton MBC Social Care.

Care after discharge from hospital

Many issues over transport mainly from South Sefton about getting to appointments after being discharged.

UPDATE: Following the consultation, the CCG have listened to people, they have fed back that they have put things in place and will monitor the situation. E.g. everyone involved will get a letter to explain. They will listen and take action to support patients.

PLACE Visits to Southport & Ormskirk Hospital NHS Trust

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

Update: A request has gone to the National PLACE Team in order to obtain a copy of current procedures.

Patient Participation Groups (PPG's)

Update: 12 Practice Managers responded to say they would like to get involved in an event but only 5 actually responded to the invitation once the date had been set. Due to low numbers the event has now been postponed. BB & WA plan to meet with CCG representatives to consider a joint north/south event in the new year.

Orchard Retirement Living – Ainsdale

Following concerns around faeces soiled washing in communal washing machines.

Commissioners are now involved.

UPDATE: The Manager at Riverside Housing is aware that the Care providers all need to be trained and HW have asked the name in order for us to keep this on our radar to ensure that training does take place. JS stated that the care providers may have been brought in by the residents themselves and may not be a Sefton care provider.

ACTION: BB to follow this up

Pulmonary Rehabilitation low uptake in North Sefton

This was put forward as an emerging issue and is within the 'Areas of interest' for Steering Group and may be added onto the work plan if no progress is made.

SB fed back the following developments.

After his attendance at a Pulmonary Rehabilitation Group he observed only 6 people being seen. It appears that GP's are making the referrals but it is taking 15 weeks or more for people to be seen, SB stated that there is not enough staff.

There doesn't appear to be a Pathway for lung disease. For those members of the group who were unsure what this SB gave a brief explanation. A report has gone to local MP Damien Moore.

CB suggested a meeting with MerseyCare and he offered his support to join SB if needed.

ACTION: To be taken forward to Steering Group for consideration

NWAS An issue was raised about NWAS not producing a Quality report.

UPDATE: BB shared copy of the Patient Transport Service Charter with the group and stated that Nathan Hearn, Manager of patient transport has offered to attend a future Champions Meeting.

ACTION: To invite Nathan Hearn to a future meeting

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

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



Healthwatch Sefton
updates for Nov 18th

A hard copy of the updates (see above) was shared with members and BB brought attention to the review of the community Champion Network and that future meetings will be Themed. Members are still encouraged to complete a 'Tell us what issue (s)' form. (see below)

KL reiterated the importance of themed meeting for the future which will enable to group to have a main focus.



HWS Tell us what we
should be focussing c

5. Healthwatch Sefton Locality Rep Updates/Steering Group Updates (Originally item 6 on the Agenda)

BC: Briefed the group on the recent Healthwatch England Event that he attended with the Chair of HW. BC stated how very interesting it was that other HW's have a different approach to Sefton and how they operate. BC stated that it was also interesting that HW Sefton is a limited company by guarantee and others are not.

HW England now has a new Chair Sir Robert Francis.

BC: also sits on the Overview & Scrutiny Board and shared that the Liverpool Women's Hospital big review is ongoing. There are problems with the building following the collapse of Carillion the previous construction company.

BC: is part of the Monitoring Group for the Hesketh Centre and the Boothroyd Unit (new mental health hospital Southport). Once this has been built both will amalgamate and there will be meeting rooms available for hire by other organisations.

AM: Shared that she has supported Outreach at Liverpool Heart & Chest Hospital with WA and many of the patients were from north Sefton. Also supported BB at stands in Southport Hospital, Southport Medical Day Unit & Outpatients Department and Ormskirk Hospital.

AM: Updated the group on the Audiology concern where a company registered in Lytham appears to be taking advantage of older people.

Trading standards have been contacted and details logged with the Police.

KL: Reported back another successful Health Fare at Ainsdale Lunch & Leisure Centre with many Stakeholders reporting back very positive experiences.

6. Emerging Health or Social Care Themes

DT: Stated he has a personal issue and wanted to note that he requested to take part in Enter & View at Southport hospital and was informed that he would need to be accompanied for this to happen. DT would like this taken forward as a concern.

ACTION: BB to feed back concern to Healthwatch.

7. Feedback to be taken forward to Healthwatch Steering Group

The offer of CB and SB regarding a proposed meeting with MerseyCare.

8. Information exchange/any other business

BB will update the group on future Themed meetings as soon as this has been agreed with Steering Group.

Date, time & place of next meeting:

10.15am – Networking/Tea/Coffee

10.30am – 12.30pm Meeting

At The Galloways Society for the Blind
22 Wright Street, Southport, PR9 0TL