



## **Guest Speakers**

Jim Roberts	E-Consult- online GP Platform
Clare Touhey	CCG Commissioning Manager- Localities
Tui Benjamin	The Brain Charity
Margaret Stanley	Liverpool University- Dentistry Research

## **Apologies**

Brian Clark (BC)	Locality Representative Ainsdale & Birkdale
Louise Doran (LD)	Locality Representative Southport North
Clare Johnston (CJ)	Sefton Carers Centre

### **1. Introductions & Housekeeping**

MP welcomed all members to the January 2021 Southport & Formby Community Champion Zoom Meeting. The last Southport & Formby Community Champion meeting was held on the zoom platform in November 2020. The theme for the November meeting was Community Services and Community Champions updates. MP then led the introductions and all attendees introduced themselves.

### **2. Code of Conduct / Declarations of Interest (in line with agenda items or changes)**

MP asked all members to abide by the Kindness and Respect guide and members were asked to keep mute on until it was their turn to speak. MP informed members that guest speakers from E- consult, NHS Southport & Formby Clinical Commissioning Group, The Brain Charity and Dentistry Research were all joining us in the meeting today. There were no declarations of interest declared.

MP handed over to Jim Roberts e consult presentation.

### **3. E-Consult- online GP Platform presentation- Jim Roberts- Digital Marketing Specialist**

JR informed members that 2020 had not been a normal year, as we all know and the use of technology has increased. Online consultation whilst it is acknowledged as not for everyone, it is however a new way that is very beneficial for some people.

JR told members that E-consult was started by GP's and it is not for booking appointments but for online consultations and information, advice and prescriptions. E-consult is a history taker that asks you questions. Not everyone needs an appointment and E-consult is an online questionnaire form that is available 24/7. There are no telephone queues and it is particularly helpful for working people and those with children.

All the information provided in the questionnaire is sent to the GP Practice, with a mix of questions and triage system. Practice staff respond and care. E-consult has helped shielding and clinically vulnerable people during the pandemic. JR told members how E-consult has helped with safety issues and ensures that only those who need to attend the practice do. The questionnaire can notice critical and routine, as it is a mixture of questions, to ensure all questions are asked.

E-consult has been running for six years now and is live in over 300 GP practices across the UK. So practices with varying demographics are using E-consult successfully. JR said E-consult is convenient for all demographics and includes young parents, students and older people and also young professionals working from home. People from all demographics are using E-consult and see benefit.

An appointment is not always needed and so it is good for clinical reviews such as diabetes and asthma.

JR explained that although E-consult is not for everyone it can in fact help free up phone lines for those who need to telephone the surgery. A lot of patients can be helped by using E-consult and its convenience.

JR informed members the Southport & Formby area on E-consult have been representative of all ages and feedback has shown that people in their 90's are now using E-consult. Patient satisfaction surveys have also been good.

JR said that E-consult is as user friendly as possibly and constantly evolves and changes to the needs of patients. E-consult is partnered with Mind UK and Age UK.

E-consult queries enable GP's to access to a list of videos to send to patients for example asthma advice videos etc. JR told members he has completed presentations on E-consult for a numbers of Healthwatch areas from Brighton to Merseyside. JR told members there are a numbers of resources available for further information, guidance and support on E-consult.

JE stated it is frustrating to use E-consult as the questions are sometimes confusing or not appropriate. JR acknowledged this comment and said they are always

reviewing E-consult and looking at new questions and ideas to improve the service. No further questions were asked by members.

Any further questions regarding E-consult can be emailed to: [marketing@webgp.com](mailto:marketing@webgp.com)

MP and members thanked Jim Roberts for his presentation and attending the meeting.

#### **4. Clare Touhey- NHS Southport & Formby CCG and South Sefton CCG Commissioning Manager – Localities**

##### **Update on Covid-19 Vaccination Programme-**

CT updated members on the covid vaccine programme, stating the programme has mobilised and sites identified in North Sefton which are Southport Centre for Health and Well Being and Ainsdale Centre for Health and Well being.

CT informed members that the vaccine deliveries can be unpredictable and that is often why short notice is given for vaccine appointments.

CT stated at the time of this meeting that they are currently prioritising over 80's and then that the Oxford AstraZeneca vaccine would then be used for care homes residents and staff.

CT said the vaccine programme is focused on the sites and each practice is allocated a number of vaccines. CT informed members the South Sefton sites are at Maghull Town Hall, North Park Surgery and advised vaccinations will move through the cohorts and that people will be contacted by their GP.

HW asked a question regarding people being offered vaccination appointments in St. Helens and this was not good. CT informed members that the St. Helens vaccination appointments are being offered as part of national programme and separate to the local sites. The National Centres do open up more options for residents. However if people can't attend national sites they will still be invited to appointments locally. Each Covid vaccination is recorded and GP's are informed, so they will still invite people along if they do not attend the national sites.

HW asked if carers and the person they care for can both be vaccinated in their home at the same time. CT explained that this is difficult to answer due to the way the vaccine is delivered. CT stated currently the next cohort due is going to be the housebound and possibly the carer of the housebound person will be able to have the vaccine if applicable. Frontline staff are also due to be offered the vaccine next.

JS expressed gratitude to CT for all the hard work and went on to explain about a family member who had recently had a positive experience whilst getting their vaccine at Southport Health and Well Being Centre. JS went on to say that she feels people are being more patient now and feeling relieved that there is light at the end of the tunnel.

AM discussed the importance of communication regarding the covid vaccination programme, that some people are confused and stated it is important to make sure the information is clear. AM gave an example of the Ainsdale Centre being very good and telling people exactly what is happening.

JE asked CT how are you going to prepare for the ongoing growth of the vaccination programme. CT said that guidance changes all the time and they have to face the challenges whilst providing reassurance to the public. CT said the vaccine programme process is becoming more organised.

FC asked if it was currently just the Pfizer vaccine in Ainsdale. CT answered this is correct and the Pfizer vaccine will be used for care homes.

JS asked a question regarding a link or direct contact for Health & Social Care staff to find out more information about their covid vaccination. CT advised contacting Susanne Lynch- head of medicines management for both Clinical Commissioning Groups covering Sefton.

Community Champion members gave CT a round of applause in appreciation of all the hard work to roll out the covid vaccination programme.

### **Update on Asylum Seekers Cohort-**

CT updated members that Southport and Formby Clinical Commissioning Groups have been working in partnership with the asylum seekers cohort based at the Scarisbrick Hotel in Southport since last year. CT said that the asylum seekers are from various different countries. The Southport and Formby Clinical Commissioning Groups are ensuring access to health and social care needs are met. Their needs are being monitored.

AM discussed the concerns within the community that had been raised regarding the asylum seekers cohort in Southport. CT acknowledged the concerns and said

that their needs are being met and if there are any further questions or concerns about the asylum seekers then the can be raised directly with herself. **ACTION: MP to feedback any further concerns or questions raised by members about the asylum seekers cohort with CT.**

MP and members thanked Claire Touhey for her updates and for attending the meeting.

MP handed over to Tui Benjamin from The Brain Charity.

### **5.Tui Benjamin- The Brain Charity- Head of Communications and Fundraising**

TB informed members that The Brain Charity Headquarters are in Liverpool. The Brain Charity provide national support to people with all neurological conditions. TB informed us that there are more than 600 neurological conditions. The Brain Charity acts as an umbrella helping people with neurological conditions to live longer, happier healthier lives. This is especially important after hospital discharge when people often wonder what happens now. TB said The Brain Charity offers support.

TB explained that The Brain Charity has many volunteering opportunities available. Covid online alternatives to face to face meetings and groups have been developed during the pandemic. Coffee mornings are now held online instead of the centre. As a result people from different areas now attend the online events.

There has been a massive increase in referrals to The Brain Charity in the last year during the pandemic with people experiencing unemployment, fatigue and mental health problems. TB told members that The Brain Charity can provide practical help and support for people with neurological conditions, this includes support for people living with dementia and their children, pastoral and social care signposting/information and emotional support. Social activities which currently take place on zoom.

TB provided members with details for the referral process. The telephone number is 0800 008 6417 or email [info@thebraincharity.org.uk](mailto:info@thebraincharity.org.uk).

**ACTION: MP has also shared The Brain Charity presentation provided by TB with all members before the meeting.**

TN asked a question regarding the definition of a neurological condition.

TB confirmed this to be any condition that affects the brain, spinal cord or nervous system.

FC asked for clarification on support available for people with a brain injury and other physical conditions or injuries. TB said she is happy to answer any questions or queries. **ACTION: MP passed on TB's email and contact details to FC and another community champion following the meeting as requested for further advice and support.**

MP and members thanked Tui Benjamin for attending the meeting.

MP handed over to Margaret Stanley.

## **6. Margaret Stanley- Liverpool University- Dentistry Research**

MS talked to members about access to primary dental care and acknowledged the problems of NHS availability in North Sefton. MS informed members that their project was currently looking at Covid related developments within primary dental care.

MS informed members that Healthwatch Sefton has been very helpful with regards the research project in giving her the chance to speak to people in Sefton and meeting new groups/ individuals and organisations through attending the community champions meetings.

MS asked members for their experiences of accessing dental care during the pandemic, and what advice have they been given with regards dental access or procedures.

MS asked if any members had been to the dentist during Covid, and for any dental experiences related to Covid.

A number of members then went on to share some of their personal experiences of using the dentist. These experiences and feedback included one patient being treated very well at the dentist, and using language which was easy to understand whilst waiting for a root canal treatment. Another member shared her experience of a regular check-up appointment at a private dentist in North Sefton, explaining that she felt very safe. Another patient's temperature was taken when entering the dentist and the treatment received for a filling was very good.

Network members explained different dental experiences for example, one member having no contact at with their dentist and not attending for check-up appointments but thankfully they have not experienced any pain, another member informed the meeting of communication problems due to wearing a mask.

DT reiterated the need to use hand sanitiser in dentists for hygiene and safety.

MS then went on to inform network members about a research project they are carrying out to look at teeth brushing habits. A device will be posted out to volunteers which is attached to your toothbrush. This research is anonymous and is open to willing volunteers with their own teeth, over the age of 18. An email address will need to be supplied. **Action: MP shared contact details and information with members following the meeting should they wish to take part in the research.**

MP thanks Margaret Stanley for attending.

## **7. Community Champion updates**

LC informed members about the People First Merseyside ongoing online sessions. JE updated members on the People First Merseyside, autism advocacy service which provides one to one and group work support. **Action: MP shared the flyer with community champion members by email following the meeting to share within their own networks**

TN asked for any further update on the melatonin medication process which has been delayed due to covid. TN also asked for any further update on waiting lists for autism and asperger's diagnosis. **Action: MP again contacted Jan Leonard- director of place and Susanne Lynch following the meeting for any updates. MP is awaiting an update as a meeting with Alder Hey was due to take place to discuss the melatonin medication process. MP has requested an update following the meeting.**

## **8. Healthwatch Sefton Updates**

- Healthwatch Sefton continues to work remotely and are finding new ways to engage. A new feedback pilot has been launched using the Healthwatch Seton widget on local health and social care services to encourage new ways to gather more feedback.

- Healthwatch Sefton are encouraging new healthwatch members to join us and to share individual feedback on our healthwatch website. MP asked members to encourage group members and organisations to share their individual health & social care issues our healthwatch website which can be done anonymously if they wish. They can also ring our Freephone number 0800 206 1304 or email [info@healthwatchsefton.co.uk](mailto:info@healthwatchsefton.co.uk) with their experiences.
- MP asked members who have any issues/ themes identified to please complete the 'Tell us what you we should be focusing on' form and return it so the issue can be raised at the steering group to provide more information.

## **9. Emerging Health or Social Care themes**

There were no new themes identified during the meeting.

## **10. Community Champion network notes for approval**

The notes from the meeting held on Thursday 21<sup>st</sup> January 2021 were previously circulated to all members for comments or amendments and were today agreed as accurate at the meeting.

## **11. Previous emerging issues / questions taken forward to Healthwatch Steering group.**

- Inequality of access to dentists for NHS patients
- GP Access

## **12. Information exchange/ any other business**

JE congratulated Susanne Lynch- Head of Medicine Management on her recent OBE.

MP shared information on the Shaping Care Together Programme and upcoming online events in Southport, Formby and West Lancashire. **Action: MP shared further information and events details by email with champion members about Shaping Care Together Programme following the meeting.**

All Community Champion members thanked for attending.

Date and Time of Next Meeting:

Thursday 18<sup>st</sup> March 2021 at 10am

Venue: ZOOM

Themes: 111 First, Community Service- changes in service provider update, Sefton CVS Community Connector