

Meeting

Southport & Formby Community Champion Network Meeting
10am on Thursday 27th January 2022

Theme: Home-Start Southport & Formby, Parenting 2000/ Alchemy, Stroke Services Consultation

Chair

Brian Clark OBE (BC)

Healthwatch Locality Representative

Attendees

Anne Major (AM)

Locality Representative Southport Central

Michelle Ralph (MR)

Alzheimer's Society

Terry Nicholson (TN)

Asperger's Support Group

Jan Stirling (JS)

Locality Representative Formby

Andrea De Cort (AD)

PPG representative for Ainsdale Medical Centre

Ken Lowe (KL)

Ainsdale Lunch & Leisure

Fiona Caplan (FC)

Southport Access For Everyone

Karen Cooke (KC)

Home- Start Southport & Formby

Jan Comer (JC)

People First Merseyside

Lesley Curran (LC)

People First Merseyside

Simon Walker (SW)

People First Merseyside

Bob Wilkinson (BW)

Southport Samaritans

Healthwatch staff member(s)

Marguerite Dawson (MD)

Healthwatch Sefton Engagement Officer

Amanda Williams (AW)

Healthwatch Signposting & Admin Officer

Guest Speakers

Karen Cooke (KC)

Home- Start Southport & Formby

Jennie Doherty (JD)

Alchemy/ Parenting 2000

Konnie Turner (KT)
Karen Kenny (KK)
Lyn Cooke (LC)
Laura Gibson (LG)

Alchemy/ Parenting 2000
Engagement Manager- Liverpool CCG
Head of Communications- Sefton CCG
Engagement Manager- Sefton CCG

Apologies

Justine Shenton (JS)
Caroline Hesketh (CH)
Tony Wright (TW)
Rebecca Gomersall (RG)
Jan Stirling (JS)

Sefton Older Peoples Forum
Sefton Carers Centre
Southport Centre for the Deaf
Ainsdale Lunch and Leisure
Locality Representative Formby

1. Introductions & Housekeeping

BC welcomed all members to the January 2022 Southport & Formby Community Champion zoom meeting. The last Southport & Formby Community Champion meeting was held on the zoom platform in November 2021. The themes for the November meeting was an Online Engagement session to gather confidential feedback for Healthwatch and a GP merger consultation/ GP access update from the CCG. Introductions were made by all attendees.

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

BC 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. BC asked members to abide by the Healthwatch Sefton Code of Conduct policy. BC informed members that the guest speakers for the January meeting are Home-Start Southport & Formby, Alchemy/ Parenting 2000, Stroke Services Consultation.

AM declared that she is a volunteer with the hospital discharge team at Southport and Ormskirk Hospital Trust. No further declarations of interests were made.

BC handed over to Karen Cooke from Home- Start

3. Home- Start, Southport & Formby- Karen Cooke

KC informed network members that there are two hundred Home- Start teams in the UK. They are all independent schemes that receive no Local Authority funding. All teams find their own funding and recruitment volunteers.

Home- Start Southport & Formby are supporting fifty local families. They have a small staff team and recruit and train volunteers. KC has worked at Home-Start for twelve years and started as a volunteer.

The families access the service for a number of reasons including;

- The family may have children with disabilities
- The family has suffered a bereavement
- Financial worries
- Families may not have been parented well

Home -Start recruit and train volunteers on six-week training course. The volunteers are chosen for their non-judgemental and kind attitudes and they must have the time to be able to visit/ support a family for two hours a week. They may support the family going to a foodbank or attending a toddler group. Home- Start Southport & Formby hold a weekly pram walk and gather for a coffee with the families.

The parent & Toddler Group has been closed due to Covid. However, this will be starting again soon. It is targeted for anxious parents especially during Covid. Home- Start have a Youth and Adult Counsellor, they have a reuse project with cots, cribs and clothes in good condition. They hold creche and therapeutic sessions. Throughout Covid they have supplied socially distanced fruit and vegetable deliveries providing a slow cooker and ingredients, going to the doorstep for a socially distanced chat.

Home- Start have a Family Support Worker. Referrals can be made by anyone on the Home-Start website <https://www.homestart-southportandformby.org.uk/>

There is a coordinator for Home- Start who contacts the family to complete an assessment of needs. Home- Start attend a range of meetings including Safeguarding meetings. Thirty percent of referrals are from Early Help Workers based in Sefton through the Local Authority. Home-Start Southport & Formby have a board made up of ten trustees. Many families accessing Home- Start suffer with mental health problems and there is generally a collaboration of support from all Sefton Schemes to support the families.

Questions and comments then took place in the meeting:

Q. KL asked KC where Home- Start get their funding from?

A. KC said funding is from charitable foundations, which include the Steve Morgan Fund, and Lottery funding amongst others. Home- Start are in regular contact with Sefton CVS who send any information on any funding they think of that Home- Start can apply for.

Q. BC asked if the CCG provide any funding to Home-Start?

A. KC said that they have received funding from the Grants Scheme previously.

Q. TN informed KC that she thought Home- Starts provided marvellous work and support and asked for confirmation on the Home- Start team and number of families supported.

A. KC answered that fifty families were supported by Home-Start Southport & Formby with five paid staff, two that are part time and 35 volunteers currently.

Network members then asked about how they could make donations of clothes, cribs, high chairs in good condition. KC said they do take some donations.

The Home- Start website is <https://www.homestart-southportandformby.org.uk/>

BC and network members thanked KC for presenting and sharing valuable information about Home- Start. BC welcomed Jennie Doherty and Konnie Turner.

4. Alchemy/ Parenting 2000- Jennie Doherty & Konnie Turner

JD and KT both explained they support with mental health and well-being at Alchemy. Alchemy is a branch of youth services. They receive Buddy Up funding from Parenting 2000. They support children and young people with additional learning needs or disabilities. There are Junior and Senior support groups. JD is the Lead detached youth worker for outreach work. They help with children and young people who may be targeted or vulnerable in the community. They provide activities and sports.

Alchemy provides mental health and well being drop in groups, they are not able to counsel children and young people on the streets. Alchemy and it's support services and groups are promoted on social media. Details about support services and groups in the Southport and Crosby venues and referrals information can be accessed on the following websites: <https://parenting2000.org.uk/>
<https://parenting2000.org.uk/alchemy/>

KT informed network members that there is a large team providing mental health and well being support at Parenting 2000. Including Shannon Bryan, the Service

Manager, the therapy lead, and the crisis café manager. KT told the group about the Crisis Café and how anyone in Merseyside can present there for support. The Crisis Cafe is based at Alchemy, Southport and is open Fridays, Saturdays and Sundays 5pm-11pm or people can call 0300 323 0197.

KT then talked about the various support services at Alchemy which include, peer mentors, games groups, one to ones and walks and explained they recently attended Southport & Ormskirk Hospital NHS Trust to talk to nurses about the support available for young people.

A discussion took place within the meeting about the types of activities and sports the groups take part in and network members asked about funding for the services and suggested organisations to contact for further funding. Network members praised the good work and support from Parenting 2000/ Alchemy.

BC and network members thanked KT and JD.

BC moved the meeting on to the Stroke Services Consultation.

5. Stroke Services Consultation – Karen Kenny, Lyn Cook, Laura Gibson

KK explained to network members that the stroke services consultation is looking at local stroke care and wants to improve stroke care.

This includes a local review of hyper acute stroke services and the care provided in the first 72 hours after stroke. The consultation is looking at services in Knowsley, Liverpool, Sefton and West Lancashire. At the moment hyper acute care is provided by 3 local hospitals, Aintree Hospital, The Royal Liverpool and Southport Hospital. After a stroke a patient or family member will usually call 999 and go to a local hospital.

KK said that a change is being made to services to improve the quality of care, to meet national guidelines and make the most of the specialist workforce. This will help to give patients the care they need.

KK informed members that stroke care is a priority in the NHS plan and that certain care is best delivered by certain services. KK talked about the different types of specialist care needed directly after a stroke and the need for care to be received by the patient, and also explained the need for care urgently in a specific number of hours depending on the patient and type of care needed.

KK told members that the NHS sets national standards for care and where the NHS can't meet national standards then new proposals are made in order to meet the NHS

national standards. The proposal is for a comprehensive stroke centre at Aintree. The proposal was developed by working with staff, stakeholders, stroke survivors, and targeted engagement. The proposal will allow people living in different areas to have access to the same care. Many areas have been looked into regarding the proposals such as looking at buildings, the NHS long term plan, clinical sustainability, staff, training, research. The Stroke Association has been consulted and engaged with and this feedback has helped to develop the plan to create a single comprehensive Stroke Centre at Aintree Hospital. The Stroke Centre will receive all those believed to have had a stroke. The Stroke Centre will receive patients for care in the first 72 hours of care. After the first 72 hours of care the patients will then move into community services or another hospital, which would include the Liverpool Royal or Southport Hospital.

KK explained that the benefits, they believe would mean that:

- Patients would receive a higher quality of care.
- Access to specialist doctors and stroke care.
- Increased use of specialist treatments.
- Clinical sustainability.

Some patients may have a longer initial ambulance journey to hospital, however the benefit is patients getting seen by specialist staff as soon as they arrive at hospital.

Some visitors' journeys may be longer, but there will be better outcomes for patients.

KK explained that that the proposals would mean no reduction in beds or money spent and the proposals would mean extra investment. The public consultation is a chance for people to share their views.

A questions and comments session then took place within the meeting.

Q. AD asked about outcomes and what lessons were learnt?

A. KK said engagement with The Stroke Association shared various lessons and outcomes which helped with the proposals.

BC commented that he was familiar with the proposals from meetings, and felt the Stroke Centre proposals were a good idea to improve stroke care and outcomes for patients. Network members discussed that the stroke services proposals were similar to specialist services for other types of care.

Q.MD shared a community champion question which asked about rehabilitation for stroke care when patients return in to community services.

A. KK explained that the stroke centre proposals were specifically for the first 72 hours of care after a stroke.

Q. MD asked another community champion question about ambulance transport back home for patients? Will there be enough ambulances available?

A. KK explained that half of patients will be ready to go back home after receiving specialist care at Aintree. If patients then needed more care they would need to be transported by ambulance to their local hospital. KK also said that the North West Ambulance Service has been involved with plans and have supported the proposals from the start.

KK thanked network members for the invitation to the community champions meeting and advised that if network members had further questions or comments about the consultation then they could email them to MD who would share them with KK.

For further information go to <https://www.liverpoolccg.nhs.uk/stroke> here you will find the [Consultation overview](#) which will cover the presentation talking points.

BC thanked KK, LC, LG for attending and for presenting on the Stroke Services Consultation.

A short discussion then took place between network members in the meeting regarding Integrated Care Systems and how this would affect clinical pathways work and how this will change NHS Trusts. Southport & Ormskirk Hospital NHS Trust services and the Shaping Care Together Programme were also discussed.

BC then asked the community champions for any updates.

6. Community Champion updates

KL updated that an Ainsdale Lunch and Leisure Board meeting had taken place and they are starting to open up services again with a new timetable of activities.

7. Healthwatch Sefton Updates

MD shared updates.

Community champions review

Healthwatch are continuing with the community champion review. To hear network members suggestions and comments about the community champions meetings such as the guest speakers you would like to be invited? To hear the social media channels community champions, to put more information on the Healthwatch website about community champions groups/ organisations to help promote them

MD updated that the community champions review forms will be shared with network members again to complete and return and thanked those who had completed the review form.

GP access- Healthwatch are still gathering GP access feedback and sharing it with the CCG. The CCG Southport & Formby GP access survey has now closed. MD will be inviting the CCG back to a future meeting to update us on the results of the survey.

Engagement- Healthwatch are continuing with online engagement events. MD asked network members to contact her if their group/ organisation is interested in taking part. Healthwatch are also looking at future planning for in person engagement moving forward.

Southport & Ormskirk Hospital NHS Trust-

MD attended the January patient experience group held by Southport & Ormskirk Hospital NHS Trust. As the December meeting was cancelled due to Omicron.

Healthwatch shared the issues raised at the November community champions which were

- weighing scales for wheel chair users and those unable to bear weight.

The trust assured at the meeting that availability of these scales should not be an issue with in the Trust. MD was awaiting further feedback on this.

- MD also raised the issue of the gym/ pool/ classes and rehabilitation facilities that were used by people with existing medical conditions being closed and apparently currently open to patients. MD reiterated that the group who raised the issues would like reassurance that the facilities will open again when safe to do so, following covid guidance. At the meeting the patient experience lead said yes it has been closed due to covid and that further information will be provided after the meeting. MD has been in contact with the patient experience lead again following the meeting and is awaiting further feedback-

Action: MD to update members.

- A catch-up meeting is also being arranged to discuss these issues amongst others. **MD to update the network.**
- MD also raised the issues that it was thought some Southport outpatient services were moving permanently to the Ormskirk site. The trust said this is not the case, but Omicron had led to staff shortages /day closures and changes to outpatients recently.
- HW also raised the feedback received regarding some patients being discharged from Southport hospital without adequate care plans and/ or

communication. **Action: MD awaiting further feedback on hospital discharge issues at the time of this meeting.**

- MD shared news that a new discharge lounge will be ready to open soon at Southport hospital. Also, two new posts for discharge co-ordinator matrons have been funded and are in post.
- A dementia village is also being proposed for Southport hospital, which will contain wards and associated support services for people with dementia.

Melatonin

MD had been in contact with Susanne Lynch- Head of medicine management- for an update on the melatonin medication and prescription renewals process and has a meeting with Susanne arranged to update on any progression on this issue. **MD: to keep members updated.**

Broadening our reach- MD has been in contact with PC24 to ask them to put up Healthwatch QR feedback posters in their GP Practices in Sefton and to ask for their help in promoting Healthwatch support in engaging with people who have claimed asylum in Sefton as they are currently registering asylum seekers with GP practices in Sefton.

Healthwatch are still encouraging new healthwatch members to join from all communities and to share individual feedback on the Healthwatch Sefton website. The Healthwatch Sefton Freephone number is 0800 206 1304 and the email is info@healthwatchsefton.co.uk.

8. Emerging Health or Social Care themes

- Government guidance for free blue badge holders disabled parking in NHS Hospital Trusts and concerns different NHS Trusts have difference policies and facilities that may not always be fully accessible. **Action: Healthwatch to review government guidance and raise formally at patient experience meeting.**
- Problems getting through on telephone line to Hartley hospital reception, use of direct number suggested to be used on correspondence to patients. **Action: MD shared issue at Healthwatch team meeting. Diane Blair- Healthwatch Manager to raise formally at Mersey Care patient experience division meeting.**

Medical Day Unit and other outpatients' appointments being moved from Southport Hospital to Ormskirk Hospital. **Action: MD to raise this ongoing reoccurring theme at Southport & Ormskirk Hospital NHS Trust patient experience meeting and through the Shaping Care Together Programme.**

9. Community Champion network notes for approval

The notes from the meeting held on Thursday 11th November 2021 were previously circulated to all members for comments or amendments. Members agreed them as accurate.

10. Previous emerging issues / questions taken forward to Healthwatch Steering group.

None recorded.

11. Information exchange/ any other business

No further business.

All Community Champion members were thanked for attending.

Date and Time of Next Meeting:

Thursday 24th March 2022 at 10am

Venue: ZOOM