

## Meeting

Southport & Formby Community Champion Network Meeting  
10am on Thursday 19<sup>th</sup> January 2023 held on zoom.

### **Themes: North West Ambulance Service, The Life Rooms**

#### **Chair**

Marguerite Dawson (MD)

Healthwatch Sefton Engagement Officer

#### **Attendees**

|                      |  |
|----------------------|--|
| Anne Major (AM)      | Locality Representative Southport Central      |
| Andrea De Cort (AD)  | PPG representative for Ainsdale Medical Centre |
| Fiona Caplan (FC)    | Southport Access For Everyone                  |
| Bob Wilkinson (BC)   | Southport Samaritans                           |
| Louise Heritage (LH) | Sefton CVS Community Connector                 |
| Helen Stanbury (HS)  | Ainsdale Lunch and Leisure                     |
| Ken Lowe (KL)        | Ainsdale Lunch and Leisure                     |
| Terry Nicholson (TN) | Asperger's Support Group                       |
| Jan Comer (JC)       | People First Merseyside                        |
| Lesley Curran (LC)   | People First Merseyside                        |
| Julia Fahey (JF)     | Southport Macmillan Centre                     |

#### **Healthwatch staff member(s)**

Marguerite Dawson (MD)  
Amanda Williams (AM)  
Clare Blasberry (CB)

Healthwatch Sefton Engagement Officer  
Healthwatch Signposting & Information Officer  
Healthwatch Digital Communications Officer

#### **Guest Speakers**

Yunus Mogra (YM)  
Olivia Jones (OJ)  
Sharifa Begum Miah (SB)

North West Ambulance Service  
North West Ambulance Service  
The Life Rooms

## **Apologies received**

|                       |   |
|-----------------------|---|
| Brian Clark (BC)      | Locality Representative North Southport |
| Jan Stirling (JS)     | Locality Representative Formby          |
| Michelle Ralph (MR)   | Sefton Alzheimer's Society              |
| Vicky Abban (VA)      | Social Prescribing Link Worker          |
| Caroline Hesketh (CH) | Sefton Carers Centre                    |
| Gemma Collins (GC)    | Community Development Inclusion Officer |
| Tony Wright (TW)      | Southport Centre for the Deaf           |
| Shannon Bryan (SB)    | Parenting 2000                          |

## **1. Introductions & Housekeeping**

MD welcomed all members to the January 2023 Southport & Formby Community Champions meeting being held on the zoom platform. Introductions were made by all attendees. The last Southport & Formby Community Champion meeting was held in November 2022. The themes for the November meeting were the Adult Social Care feedback and GP Access and Primary Care Network updates. MD informed network members that the guest speakers for the January meeting are North West Ambulance Service and The Life Rooms.

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

MD asked all members to abide by the Kindness and Respect Guidelines and follow the Healthwatch Sefton Code of Conduct policy.

No declarations of interests were made.

MD handed over to the North West Ambulance Service

## **3. North West Ambulance Service- Yunus Mogra & Olivia Jones**

YM and OJ introduced themselves as part of the North West Ambulance Service engagement team. YM explained that the system is under wide pressures regarding Patient Transport Services and that North West Ambulance Service Chief Executives had met with senior ministers recently. YN talked about the industrial action taking place and that operational staff are depleted. In terms of the numbers of calls that NHS 111 services received on strike days there were a lower number of calls. YM said that only 60% of calls were received and as a result of this 99% of

calls were able to be answered very quickly. YM said this may be due to a difference in behaviours from the general public as to whether an ambulance was urgently required and that therefore there is an awareness in the public domain of what is considered as an emergency.

YM said that the public might have heard that the army was ready to be deployed and that the army has been trained for this and that there were some serious incidents on the day but the service managed. YM explained that there are two more planned North West Ambulance Service industrial action days planned for January 2023.

YM told network members about the Patient Public Panel made up of volunteers, and how members of the community can influence the services. A refresh of the service strategy has taken place and the Patient Public Panel supported that refresh. A number of community events are taking place. Some were delivered pre-pandemic in Manchester and West Lancashire. YM talked about the events taking place in Liverpool and Cheshire in February that community champions were welcome to attend.

**Action: MD shared the Patient Public Panel and community conversation events with network members by email following the meeting and asked for further information from the NWAS engagement team to share. The events were shared on the Healthwatch website and social media. See below**



Community conversation Mersey Get involved with your local ambulance

YN informed members that the North West Ambulance Service Deputy Chief Executive will be attending the operational awards and the service had received the Queen's Ambulance Award.

A question, comments and answer then took place.

Q. TN asked for clarification that the ambulance calls suddenly lessened on the industrial action days?

A. YM said the service was trying to understand this and was it sympathy related.

Q. AM asked about the community event taking place in Liverpool in February 2023 and that is on the North West Ambulance website. AM also shared that she had attended the NWAS awareness session about NHS pathways.

A. YM confirmed that the information is on the website and that NHS pathways are more fit for purpose now and that the awareness session was fantastic.

Q. FC shared a personal incident about a family member who is an older person who needed an ambulance after a fall and was told there was a 12 hour wait for an ambulance when they rang 999. Thankfully a number of people gave assistance in getting the person in to a car in order to go to the accident and emergency department. FC asked what is a life-threatening situation?

A. YM stated that nobody should be left waiting. However, the level of demand is unprecedented and the priority has been 'if the patient is going to stop breathing'. Unfortunately, there have been times when this was the message. YM apologised. OJ added that work was being done with the North West Ambulance Service Board to raise awareness using patient stories and engagement with service users to gather themes such as long waiting times for ambulances. These are difficult conversations.

Q. MD asked about the urgent community response falls service in localities in the Southport and Formby area? And how the triage system works? However, the falls service has specific hours in the day and it depends how the 999/ 111 calls are triaged. FC suggested the 999 call should have been triaged.

A. YM said that the 999/ 111 services are triaged and pathways vary in different areas and times of the day/ night.

Q. KL said that the general public don't know about all the services and that we need an update again.

**Action: MD to invite relevant services to keep members updated.**

A. YM added that nationally NHS 111 is advertised on the tv and social media etc to keep the general public informed and the patient public panel member act as advocates.

KL suggested that local messages need to be tailored and communication should be clear on how pathways work.

Q. AD asked how the service sells the local events?

A. YM replied that there is a free lunch and refreshments and an opportunity for the public to meet service leads. The events are interactive and fun, attendees' views are listened to with open and honest discussions taking place. There are employment and volunteer opportunities.

YM and OJ thanked network members for the invitation and said they would like to return to a future meeting.

MD thanked YM and OJ and handed over to The Life Rooms

#### **4. The Life Rooms- Sharifa Begum- Miah**

SB introduced herself as The Life Rooms Community Inclusion Pathways Advisor across Sefton. SB shared some background information and updates about The Life Rooms.

- In 2014 Mersey Care hosted a consultation with service users who reported a lack of community mental health support.
- The idea for The Life Rooms came up.
- Walton opened in 2016
- Southport and Bootle opened in 2017
- There is also The Life Rooms in the Millennium Centre in South of Liverpool and space in Central Library Liverpool.
- The Life Rooms are a non-clinical mental health service
- There are no counselling services or mental health practitioners on site, they are more social and community facilities.
- Pathways advisors are available who provide a listening ear, practical and mental health and physical well being as well as housing and employment support. Therefore, creating a pathway to find more specialised support.
- There is an online referral form on the website for Sefton and Liverpool residents.
- People can also ring or drop in to The Life Rooms to access the services.

A question, comment and answer session then took place.

Q. LC asked how many people with learning disabilities attend The Life Rooms?

A. SB answered that yes, a lot of people with learning disabilities attend The Life Rooms and they can bring their support workers with them and that support needs can be tailored to individuals. LC also invited SB to People First. JC told the members that The Life Rooms in Bootle are keen to work with People First and people with disabilities.

Action: MD shared People First contact details with SB following the meeting by email.

Q. TN asked about how the Asperger's group meetings were at The Life Rooms pre covid and then they were told they couldn't use the room anymore.

A. SB stated that that doesn't seem correct and they should contact The Life Rooms coordinator.

Action: MD shared the co coordinators email addresses with TN and members by group email following the meeting that SB had shared.

Action: MD shared The Life Rooms timetables and information provided by SB with network members by group email following the meeting and contact details for questions about booking rooms at The Life Rooms. See below



The Life Rooms  
information .msg

SB thanked members for inviting her to the meeting.

MD thanked SB.

## **5. Community Champion updates**

People First- have a project about not liking needles and are making a booklet. They are also working on the David Project about death and dying and DNAR and CPR. They also have coffee mornings and other events going on which members would be welcome at. JC will share the relevant information with MD.

Southport Access For Everyone (SAFE)- FC shared an update and outcome on the Rowlands Pharmacy in Birkdale that is an issue that Healthwatch Sefton has been involved with for a number of years as there has been no ramp available to enable disabled access creating a lack of privacy people. FC has received a letter from Damien Moore MP that the pharmacy has agreed to provide a portable ramp for the shop. FC to keep Healthwatch updated once she has visited the pharmacy to see the ramp. This will halt other Healthwatch work that was planned regarding the ramp.

Samaritans- they cannot currently operate face to face at the moment due to national advice. BW shared an update on the 'Brew Monday' campaign that encourages people to talk and shared listening tips leaflets with MD following the meeting as well as the generic email for the Southport Samaritans.

Action: MD shared information on the 'Brew Monday' campaign and listening tips leaflets and the generic contact email in the group email and with networks following the meeting- see below.

|   |   |   |   |
|---|---|---|---|
|  |  |  |  |
| Talk to us poster.docx  | Talk to us questions.docx   | listening-tips-poster.pdf   | little-tips.pdf   |

Southport Macmillan Information Centre- JF shared that a Macmillan health and well being event is being held on Thursday 13<sup>th</sup> April at Southport College. People are welcome to drop in and attend the event being held between 1pm and 4pm.

## **6. Healthwatch Sefton Updates- Marguerite Dawson**

MD continues to attend the Southport & Ormskirk Hospital NHS Trust patient experience group meetings. MD and AM were at Southport Hospital holding a Healthwatch stand yesterday morning to talk to staff and patients and listen to feedback. MD inputs these on the Healthwatch feedback centre and they are shared with the Trust.

Feedback at the event included- a long wait in the emergency department, positive feedback was for the audiology, ophthalmology and urology departments.

The online engagement event draft report has been agreed at the December 22 Healthwatch Steering Group along with a number of other reports including the Walton Centre online event and long covid work report all of which will be shared, published.

Healthwatch Sefton (Diane Blair – Healthwatch Manager and MD) met with Anne Marie Stretch Managing Director at Southport & Ormskirk Hospital and Nicola Bunce Director of Corporate Services at St. Helens and Knowsley Hospitals NHS Trust regarding the legal transaction process to become a joint Trust. They are keen to ensure communication is kept up to date and to reassure Southport & Ormskirk patients of the benefits of the continued positive outcomes of the joint partnership. Healthwatch are due to receive a formal letter for the transaction which will take place in April 2023.

### **GP's**

Healthwatch continue to receive GP Practice feedback from people with what is working well and what needs improving. This feedback is shared with GP practices and commissioners of services.

## Rowlands Pharmacy

FC has already updated on this outcome earlier in the meeting (see community champions updates)

## Blue badge parking update at hospital Trusts

Healthwatch has informed the LUFT (Liverpool University Foundation Trust) engagement manager about the Southport & Ormskirk blue badge parking, they are meeting with other trusts (including Southport & Ormskirk) to find out more.

Healthwatch Sefton want LUFT to engage with Southport & Ormskirk to learn more about best practice for blue badge parking. Healthwatch Sefton Manager Diane Blair is writing a letter to the Director of Estates manager at LUFT regarding the ongoing parking problems and will include the disabled parking issues that have been raised in the letter.

## Engagement in person

Healthwatch are carrying out outreach at Mersey Care clinics across Sefton in early 2023. MD has booked a number of visits to the Southport Centre for health and well-being and Ainsdale Centre for health and well-being and the Churchtown and Formby clinics also. Visits are also booked for South Sefton clinics. We will use the standard Healthwatch feedback form to gather patient feedback.

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MD asked community champions to share any news or information they would like her to share in the group email.

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MD has sent all the 2023 meeting dates with network members to save. MD has a number of people/ groups/ organisations to contact to come and talk to us. MD asked for any suggestions for guest speakers to invite to the meetings.

**Action: MD to share further updates/ outcomes at the next meeting.**

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

The notes from the meeting held on Thursday 17<sup>th</sup> November 2022 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

**11. Information exchange/ any other business**

AM asked if we can invite the Chair for the Sefton Safeguarding Adults Board to attend a meeting.

Action: MD has already invited Michelle Creed the Independent Chair to the May 2023 meeting.

All Community Champion members were thanked for attending.

Date and Time of Next Meeting:

Thursday 16<sup>th</sup> March 2023 at 10am

Venue: ZOOM