

Meeting

Southport & Formby Community Champion Network Meeting
Thursday 9th July 2020

1st Zoom Meeting- General Updates.

Chair

Wendy Andersen(WA) Healthwatch Sefton Engagement Manager

Attendee

Joanne English (JE)	People First Merseyside
Lesley Curran (LC)	People First Merseyside
Simon Walker (SW)	People First Merseyside
Racheal Roy (RR)	People First Merseyside
Clare Johnston (CJ)	Sefton Carers Centre
Justine Shenton (JS)	Sefton Advocacy
Jade Cooper (JC)	Sefton Advocacy
Terry Nicholson (TN)	Adult Asperger's Support Group

Healthwatch staff member(s)

Diane Blair (DB)	Healthwatch Sefton Manager
Wendy Andersen (WA)	Healthwatch Sefton Engagement Manager
Marguerite Partington (MP)	Healthwatch Sefton Engagement Officer
Dawn Thomas (DT)	Healthwatch Signposting & Information Officer

Guest Speaker

Clare Touhey (CT)

NHS Southport & Formby CCG and South Sefton CCG Commissioning Manager – Localities

Apologies

Tony Wright (SB)
Fiona Caplan (FC)
Sarah Proctor (SP)

Southport Centre for the Deaf
Southport Access for Everyone
The Woodvale Community Centre.

1. Introductions & Housekeeping

WA welcomed all members and to the first Southport & Formby Community Champion Zoom Meeting. The last Southport & Formby Community Champion meeting was held in March 2020 at Galloways, the theme was Medicine Management and Dentistry.

2. Code of Conduct / Declarations of Interest

WA asked all members to abide by the Kindness and Respect guide and members were asked to turn mute on until it was their turn to speak. House keeping was covered and members and speakers were asked to introduce themselves. WA informed members that Clare Touhey had joined us for the meeting. No declarations of interest declared.

3. Updates from Community Champions

Sefton Carers Centre- CJ informed us the centre is closed due to covid19. Carers centre staff have been ringing around to carers to check on care plans and medicines. They have also sent letters to carers to use as they are classed as key workers. The letters will enable carers not having to queue when out shopping or enable them to confirm why they are out of the house during lockdown. A new helpline number has been launched for carers. Vicky Keeley has been working with the council for a small stock of Personal Protection Equipment to be available for carers at the centre.

National Autistic Society- TN stated that parents are finding it difficult to cope during the pandemic. TN also gave us an update on how she has personally coped during lockdown.

People First Merseyside- JE informed us that they have been working from home and they have been staying in touch with people using telephone calls initially and now Zoom meetings take place every afternoon which many members are joining

with. Some members they have had no contact with, however this is starting to change. Members and staff have learnt a lot of new skills and there have been greater opportunities to work differently. LC & SW- People First members stated they are enjoying the zoom meetings, and told us that they are all good in particular they have enjoyed the Zoom Bingo and Sing & Sign Choir. LC told us they have been having fun and she was happy that JE has been speaking to her everyday. JE told how well LC has been doing independently during lockdown. RR from People First told us she has been attending some zoom meetings, whilst also trying to keep her daughter entertained.

Sefton Advocacy- JS told us that they have been meeting on zoom since the beginning of May. It has been a positive experience. Members are trying out new technology. Good speakers have attended the Older Peoples Forum and Sefton Partnership for Older Citizens, that may not have previously have been able to attend only due to covid19. The meeting have been smaller but valuable. They have started discussing face to face meetings but there are no plans yet, possibility of a meeting in the autumn sometime. JS told us that Zoom has been a lifeline. All Sefton Advocacy staff are working from home using telephone and zoom calls. JC also introduced herself as a new social work student on placement with Sefton Advocacy.

The Woodvale Community Centre- SP sent apologies for the meeting however MP shared update Sarah provided. Over the past 3 months they have been offering support over the phone, email and social media encouraging anyone who needs us to get in touch. They have provided food parcels, a contactless shopping service in partnership with other organisations, and have made welfare and befriending phone calls to our members, we have delivered activity parcels to older people to help keep them busy during the lockdown and for anyone who is shielding - they have delivered 153 of those and have been keeping in touch with parents and young people to offer support and sending activities for them to get involved in. They are in the process of putting together activity parcels for young people too to help over the holidays.

Healthwatch Sefton Engagement Officer (MP) – We are all working from home and the Healthwatch team have been supporting CVS in providing front line COVID support services to residents. The Healthwatch team are becoming busier again with healthwatch work we have held virtual a steering group meeting and coffee

mornings so far. We have also been attending meetings virtually with Healthwatch teams in different boroughs.

Healthwatch Sefton Signposting & Information Officer (DT) – I have also been providing to support to CVS, initially supporting the shopping service then the prescription service. The Healthwatch Sefton information line is still open and we are there to offer signposting and information. The telephone number is 0800 206 1304

WA thanked everyone for providing updates.

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

CT introduced herself and explained she is the Locality Manager for Southport & Formby CCG, part of the Primary Care Team. Clare informed us that all staff are working from home, and have been since 17th March 2020, and that they have embraced it. CT said it has been a very busy journey.

CT updated us on local GP practices- safeguarding is in place to social distance in order to protect staff and patients. Patients can access their GP but there are different ways to do this such as secure digital videos, telephone and some GP face to face appointments. Specific Covid19 hot sites were set up during Covid, one in Freshfield and one in Churchtown, although these have been scaled back recently.

CT stated conversations regarding returning to ‘business as usual’ have begun in terms of ensuring that routine work re-starts. CT said it will take time to organise but a lot of work is going on behind the scenes to adapt to meet new social distancing requirements. It will take time and practical issues such as managing waiting rooms all have to be taken into consideration to ensure the safety of patients for any face to face appointments.

CT informed us that post Covid19 and a return to normal that CCG’s are adapting. Patient Participation Groups may consider starting up virtual meetings that are more accessible for all, in order for us to embrace technology.

CT updated us that flu clinics may emerge in different way and that CCG's are trying to work together with GP's on ideas on order to deliver flu clinic safely. The 7 Day GP Service is up and running and with routine appointments taking place.

JS asked CT a question regarding the flu vaccine programme. Will it still be going ahead this year?

CT answered that flu programmes will be going ahead but there will be differences across in areas across Sefton Borough. CT said that different options are being explored whilst prioritising those in vulnerable patients from September. Discussions include the possibility of drive through flu clinic options for those able to access the service.

JS asked a question regarding access to community health appointments, and for those people in particular with priority health needs. JS said she had received feedback from the Older Peoples Forum and Sefton Partnership for Older Citizens meetings over concerns about access to community health appointments. Specifically mentioning treatments for ear syringing, piles treatment and podiatry appointments.

CT responded that she wanted to provide assurance that community health services are being adapted in order to adhere to social distancing post covid 19. CT stated that Lancashire South Cumbria Care who provide our community services is working hard to increase capacity. CT informed us that she will raise the issue of community services with her manager in order to recognise the importance of services. **Community services already identified as a theme.** Action CT to update healthwatch on community services plans moving forward. Update: CT has raised this with our Community Services provider and they are currently working on their long term recovery plan for all services.

LC asked a question about her ear syringing appointments as she has two hearing aids and is struggling to hear and has had an ear infection. LC said some people have been given the option of carrying out their own ear syringing but LC was advised not to do this. CT responded that she completely understands LC's

concerns and that she will try and get updates on future plans for ear syringing appointments. **Community services have been identified as a theme.** Action: CT to update healthwatch on community services.

TN stated her concerns about the length of delay for autism diagnosis especially due to covid19. Action: CT will report back concerns. Update: CT has raised this with our Mental Health Lead, Geraldine O'Carroll who has confirmed they are investigating how to resolve this. Geraldine would be happy to link with the Community Champions as things progress to keep us updated.

TN and JS raised concerns over appointments and diagnosis assessments for a range of health conditions including autism, asperger's and dementia. Action: CT will report back concerns. See above update.

TN asked about The Asperger's Centre moving to Hartley Hospital and when is that happening? Action: CT to ask for clarity on the move. Update: Mersey Care's Primary Care Mental Health Liaison have advised that they are due to move the second week in August.

TN stated her concerns over staffing capacity during covid19 and asked for further clarification on provision of melatonin medication information. **Melatonin medication concerns have been identified at the March community champion meeting.** Action: Healthwatch are awaiting email response for clarity on melatonin medication regulation sent by DB to Susanne Lynch- Medication Management. CT stated she will report back concerns and update Healthwatch. Update: Susanne has advised DB that the review planned by pan Mersey was halted due to Covid however when it resumes SL will keep Healthwatch fully informed.

WA thanked CT for the CCG updates.

WA welcomed DB-Healthwatch Manager to the zoom meeting.

WA handed over to MP for Healthwatch Sefton updates.

5. Healthwatch Sefton updates

- A number of listening events/ feedback events are on hold that were booked including Southport & Ormskirk Hospital stalls.
- 'Always Event' Hospital discharge HWS surveys that were completed have been fed back in a spreadsheet by DB to Michelle Kitson- Matron for patient experience for Southport & Ormskirk Hospital– MP and volunteer Locality representative were to complete more, but put on hold for now.
- Feedback from Trish Armstrong Child from Southport & Formby CEO- re move of services from Southport Hospital to Ormskirk Hospital- plans moving forward. The move has been pushed forward due to covid19- it is not as yet confirmed permanent. Still unsure whether a choice is allowed as to which hospital to attend. Issues were raised re disabled parking at last community champion meeting- no further information currently. [Update: Trish Armstrong Child to attend Healthwatch volunteer development session on Thursday 6th August.](#)
- Awaiting update from Suzanne Lynch re medicine management issues raised in last Southport & Formby Community Champion meeting. An email has been sent this week regarding melatonin supply issues. [See above update.](#)

- Healthwatch Steering group zoom meeting was held on Tuesday 23rd June – Another steering group was held virtually in July.
- Work plan includes:
 - Care homes – visits on hold but we will be looking at how we can move our work forward. DB is currently attending care home meetings on a weekly basis.
- Healthwatch have carried out a COVID-19 survey with over 300 responses received. We are currently looking through the results.
- Emerging themes identified so far have included:
 - Maternity services including after care
 - Patients who are Deaf / HOH accessing health services
 - Transport
 - Community services including podiatry, bloods, ear syringing etc.

Other themes identified-

 - Loneliness/ isolation has also been raised as a theme. A lot of people during pandemic and lockdown have been feeling very isolated and lonely.

- Mental Health issues have also been raised as a theme.
- Steering group looked at Community services – How will the service work? How will they make sure people who need the services are accessing them? How will they alleviate fears?
- Community Continence services – we will move forward with this area of work with the provider
- Update on recruitment volunteer Loc reps (A number of interviews are taking place this week and next week) and Chair is awaiting interview date.
- What do you want from a future champ meeting? How often, any particular guest speakers for example community services.

Members stated that they would like the next Community Champion zoom meeting in September. JE suggested a Personal Health Budgets update as they were previously due to attend but cancelled due to covid19.

DB informed us that Trish Armstrong-Child Southport & Ormskirk Hospital Chief Executive is going to attend the healthwatch volunteer development session in August. Members welcome to attend. [Action: MP has shared invitation details with members.](#)

6. Emerging Health or Social Care themes

Identified during this meeting:

- Transport to hospital appointments
- Carers attending hospital appointments procedure
- Covid19 testing services for outpatients appointments
- Diagnosis assessments problems for a range of conditions including autism, asperger's, dementia, mental health due to covid19.

7. Community Champion network notes for approval

The notes from the meeting held on Thursday 5th March 2020 were previously circulated to all members for comments or amendments and were today agreed as accurate at the meeting.

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

Previous themes raised due to be raised at steering group were delayed/ changed due to Covid19.

- Difficulties making doctors appointments
- Disabled parking at Southport & Ormskirk Hospital
- Health services for students- dentist/ doctors.

9. Information exchange/ any other business

Members to forward any further information to be shared to MP.

JE shared an update on the new People First Advocacy Liaison Officer and suggested he may be able to attend a future champion meeting.

WA thanked all Community Champion members for attending.

Date and Time of Next Meeting:

Thursday 24th September 2020, 10.00am start

Venue: ZOOM