

Meeting

Southport & Formby Community Champion Network Meeting
10am on Thursday 21st July 2022

Themes: The Clatterbridge Cancer Centre, Sefton Long Covid Service

Chair

Brian Clark OBE (BC)

Locality Representative North Southport

Attendees

Anne Major (AM)

Andrea De Cort (AD)

Fiona Caplan (FC)

Jan Comer (JC)

Simon Walker (SW)

Lesley Curran (LC)

Tony Wright (TW)

Terry Nicholson (TN)

Hannah Bland (HB)

Locality Representative Southport Central

PPG representative for Ainsdale Medical Centre

Southport Access For Everyone

People First Merseyside

People First Merseyside

People First Merseyside

Southport Centre for the Deaf

Asperger's Support Group

Sefton CVS Community Connector

Healthwatch staff member(s)

Marguerite Dawson (MD)

Amanda Williams (AM)

Healthwatch Sefton Engagement Officer

Healthwatch Signposting & Information Officer

Guest Speakers

Jo Trask (JT)

Lara Grant (LG)

The Clatterbridge Cancer Centre

Sefton Long Covid Service

Apologies

Michelle Ralph (MR)

Alzheimer's Society

Ken Lowe (KL)
Caroline Hesketh (CH)
Shannon Bryan (SB)
Jan Stirling (JS)

Ainsdale Lunch & Leisure
Sefton Carers Centre
Parenting 2000
Locality Representative Formby

1. Introductions & Housekeeping

BC welcomed all members to the July 2022 Southport & Formby Community Champions meeting being held on the zoom platform. The last Southport & Formby Community Champion meeting was held in May 2022. The themes for the May meeting were the Carers Strategy and the Sefton CVS Crisis Cafés.

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 Guidelines and follow the Healthwatch Sefton Code of Conduct policy. BC informed network members that the guest speakers for the July meeting are from The Clatterbridge Cancer Centre and Sefton Long Covid Service.

AM declared that she is a volunteer with the hospital discharge team at Southport and Ormskirk Hospital NHS Trust. BC declared he is a Healthwatch Ambassador on the Overview and Scrutiny Committee. No further declarations of interests were made.

BC handed over to Jo Trask.

3. Jo Trask- The Clatterbridge Cancer Centre

JT introduced herself as the Patient Engagement and Health & Equalities Lead and explained that her role is hosted by The Clatterbridge Cancer Centre and she is employed by The Cheshire & Merseyside Cancer Alliance.

JT explained that The Clatterbridge Cancer Centre was previously a huge centre on the Wirral for people having cancer treatment and that it was quite a distance for Southport & Formby patients to travel to, and that in the last few years there has been quite a few changes and there is now a Clatterbridge Cancer Centre in Liverpool that is really close to the Royal Liverpool Hospital.

The Clatterbridge Cancer Centre has reached out into the community, there is now a Clatterbridge centre at Aintree and Southport, they are hosts for cancer treatment using Clatterbridge staff.

JT said that if anyone at the meeting felt uncomfortable or found the contents she was talking about upsetting, they were welcome to turn on mute or turn their camera off.

JT told network members about her 30 years of experience of working in the community sector, supporting care leavers, disabled people, as a welfare rights advisor, running the Duke of Edinburgh scheme, and she worked for Macmillan prior to covid.

JT joined the NHS in her current role post covid, which was a very different role for her.

JT explained that Merseyside & Cheshire Cancer Alliance aims to work with the community sector and doctors and nurses, charities and people in the community.

Merseyside & Cheshire Cancer Alliance want to:

- Improve cancer services
- To deliver change
- To look at the system and investigate where referrals and treatment are taking longer than they should

For instance, if a biopsy is delayed, they would investigate why it was delayed as it is immensely valuable and important to catch cancer early. JT said that Government money is available to make changes to cancer treatment services and there are Government standards set. Merseyside Cheshire Cancer Alliance want to find out what sort of delays there are as there is a two-week referral system in place if someone is suspected of having cancer. Nationally this two-week referral system has not been good during covid and there is still a delay, but apparently less post covid.

JT explained that there is a Government Strategy which includes, the faster diagnosis service, the aim is for all tests to be done at the same time with an outcome within 24 hours.

There are 2 large teams working across Cheshire & Merseyside Cancer Alliance. JT's role is to bring in new ideas and get them working and make changes and transformation. JT's role is to look at the challenges and change them, such as accessible information being available for everyone, that some people might find letters intimidating or complicated, so looking at how they can change this. A big

part of JT's role is outreach in the community, taking to people and gathering their patient experiences to find out what barriers there are for people using cancer services. Cheshire & Merseyside Cancer Alliance have been carrying out a roadshow across the area. To ensure peoples voices are not missed and listen to their patients and continue to make links with community services. Patient representatives who have previously had cancer have taken part and shared their feedback. JT stated that his will help towards redesigning services for everyone.

A question and answer and comments session then took place in the meeting.

Q. LC told JT about the People First Merseyside Red Flag to cancer campaign and roadshow and You Tube videos they did. LC invited JT to come and work with them.

A. JT thanked LW for the opportunity and it was agreed that MD could share People First contact details. **Action: MD passed on People First email contact details to JT following the meeting as verbally consented by LC/ JC at the meeting.**

Q. AD shared information about her own treatment, the information she was provided with and positive experiences. AD happy to share contact details with JT.

A. JT thanked AD. **Action: MD shared JD's email contact details following the meeting as verbally agreed at the meeting.**

Q. FC shared her own positive treatment experiences and agreed for her contact details to be shared with JT. A short discussion took place about the problems occurred by wheel chair users when having a mammogram/ cervical screening and the importance of early diagnosis for cancer and how to overcome any challenges so people with any disabilities are able to attend cancer screenings. How can we promote cancer screening for people with physical disabilities, learning disabilities or mental health issues?

A. JT agreed this was an important point and thanked FC **Action: MD shared FC's email contact details following the meeting as verbally agreed at the meeting.**

Network members also discussed the Medical Day Unit moving from Southport hospital to Ormskirk hospital and the associated difficulties travelling and that the paperwork and letters were confusing and that people were not sure which site to attend, it was suggested they should be colour coded, and also that some people with disabilities have problems reading the leaflets, reading the text messages and cannot hear the voice text. JT and MD agreed this is why accessibility for everyone is essential.

JT thanked network members for the opportunity to talk to them and gather their patient experiences and voices and would be in contact with network members who had agreed to be contacted at today's meeting.

BC thanked JT and handed over to Lara Grant.

4. Lara Grant – Sefton Long Covid Service

LG introduced herself as a Physiotherapist for the Sefton Long Covid Service and thanked network members for the invite to talk to them at today's meeting.

LG shared the Sefton Long Covid Service presentation on the zoom screen.

LG talked to network members about what Long Covid is and that Long Covid is defined as lasting for more than 12 weeks and can continue for weeks or months after the initial Covid disease infection. LG explained the long-term effects that are reported by people who didn't go to hospital during the acute phase of Covid. Long Covid symptoms commonly experienced by patients include:

- fatigue
- breathlessness
- anxiety and depression
- palpitations
- chest pains
- joint or muscle pain
- not being able to think straight or focus ('brain fog')
- dizziness
- persistent cough
- loss of taste or sense of smell.

Referral to the Long Covid Clinic is by GP only. The patient will need to confirm with their GP it has been 12 weeks since their initial Covid infection. A face to face GP appointment is essential to confirm this, and to exclude other health problems. The GP will refer the patient for other tests before referral to the Long covid Clinics. Referrals are reviewed on a case to case basis.

There are 2 Sefton Long Covid Clinics Hubs which are based in Netherton and Southport. Assessments into the service can be completed in person at the clinics, remotely or using the Attend Anywhere System. The team can also carry out home visits and care homes visits. Patient needs and wishes are taken in to consideration. The Sefton Long Covid Service is organised in to a 4 Tier model for

a personalised programme for patients. GP's and patients can contact the service to discuss referrals and ask questions. LG also shared key statistics for the Sefton Long Covid Service.

See attached below the Sefton Long Covid Service presentation from the meeting for full details.



Sefton Long Covid
Service - Presentatio

Further enquiries contacts for Sefton Long Covid Service are:

Lara.Grant@merseycare.nhs.uk or the Service Coordinator

Sarah.Herlihy@merseycare.nhs.uk or the general email address for the service is

SeftonlongCOVID@Merseycare.nhs.uk

A questions, comment and answer question session then took place in the meeting;

Q. LC reminded LG that easy read presentation slides for meetings and for letters for the service, with pictures if possible, are important, to ensure accessibility for everyone.

A. LG thanked LC for the helpful feedback for the team and it would be taken into consideration for future planning.

Q. TN asked for clarification if the service is self-referral or if the GP or nurses has to make a referral?

A. LG confirmed a referral to the service needs to be made through a GP practice. The Sefton Long Covid Service team are working with GP practices.

Q. AD asked a question for clarification about the 12 weeks after patients initially were infected by Covid? And commented on Covid reporting arrangements as all restrictions have been lifted.

A. LG confirmed the 12 weeks was from when patients first had symptoms. LG said that people could contact the Sefton Long Covid Service if they had any questions about the service or referrals process. **Action: MD shared the Sefton Long Covid Service presentation and contact details with community champion members following the meeting. See also contact details above in meeting minutes.**

BC thanked LG for presenting at today's meeting.

BC then asked for any community champions updates.

5. Community Champion updates

There were no community champions updates shared.

6. Healthwatch Sefton Updates

MD shared updates.

Patient Participation Groups There is a PPG networking event on Thursday 28th July 1-3pm to listen to patients and practice staff and answer questions. There will be presentations on Primary Care Networks, enhanced access (out of hours GP services), and introductions to various roles within primary care settings. MD explained that if network members are interested in attending or finding out more about the PPG networking meetings they can email NHS Cheshire & Merseyside Sefton on communications@sefton.nhs.uk **Action: MD shared this email address with members following the meeting.**

Disabled free parking at NHS hospital Trusts

Healthwatch have received responses for local hospital Trusts on their procedures for disabled parking facilities.

Healthwatch has contacted Liverpool University Foundation Trust and The Walton Centre and Southport Ormskirk Hospital NHS Trust for their disabled badge holders parking guidance and how they inform patients about their disabled free parking procedures. Healthwatch have asked for website information and for patient letters, text messages to provide this information clearly.

Southport & Ormskirk Hospital NHS Trust

MD told members she attended the Patient Experience meeting last week and again raised the issue from the last Southport & Formby community champions meeting about weighing scales in outpatients' departments for those not able to bare weight not being available on a recent appointment and asked the Trust that all staff be made aware of where the scales are kept in each department. The Trust said they would action this. MD also updated at the patient experience meeting on the Healthwatch Sefton GP access report that has been published and that the NHS commissioners GP access survey/ report is still to be published.

MD had also highlighted that Healthwatch acknowledge GP access issues do have an impact on their Accident & Emergency department.

Healthwatch are in the early planning stages of holding an Emergency Department listening event at the Trust focusing on the word 'solutions' and looking at the smaller things that will hopefully make a difference to patients attending Accident & Emergency. For example, if patients have been to reception and been triaged and received painkillers, have they been asked if they need more a few hours later? Have they had refreshments? Is the information on waiting times up to date? So not just criticize as Healthwatch know the emergency department is busy. MD updated that a similar listening event is being planned for Aintree hospital. Both dependant on covid cases rising and any restriction in Trusts. Such as masks and visitors not being allowed that may be re-introduced.

Following on from the Healthwatch online engagement focus group in partnership with the Trust MD will be producing a report with a summary of the issues raised to be shared with the Trust for a response and to be published.

MD and Anne Major- locality representative attended the Southport & Ormskirk Hospital NHS Trust's Patient Experience conference day in person at The Family Life Centre in June to do a Healthwatch presentation. The presentation helped to promote Healthwatch and produced some positive outcomes.

GP access

Healthwatch continue to highlight GP access issues raised by local residents with NHS commissioners and update the CQC (Care Quality Commissioners) at regular meetings.

Memory clinic delays

Memory Clinic delays in diagnosis – this clinic is based at Hartley Hospital a community champion wanted to highlight that a lack of diagnosis can have an impact on issues such as dealings with Adult Social Care and finances and treatment. Healthwatch have raised this with Merseycare who responded that they have used additional monies to employ a further Advanced Nurse Practitioner to support with 4 new patient assessments per week and they wanted more details of the people experiencing the delays as their data says there has not been a delay for several months. Healthwatch are passing on more details/ information from the person who experienced the delays in diagnosis to see how they may need to do anything differently.

Engagement in person

Healthwatch will be attending the Healthfare in October 2022 held at Ainsdale lunch and Leisure and also a Health and Wellbeing event at Southport college in November 2022. MD informed members she will also be doing outreach at Sefton Carers Centre carers coffee morning at The Life Rooms, Southport in September 2022.

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

Healthwatch are still encouraging new Healthwatch members to join from all communities and local residents can 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

- Access to Chemists
- Patient Transport Services
- Hospital Discharge
- Medical Day Unit

9. Community Champion network notes for approval

The notes from the meeting held on Thursday 19th May 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.

- Patient Transport Services

11. Information exchange/ any other business

All Community Champion members were thanked for attending.

Date and Time of Next Meeting:

Thursday 22nd September 2022 at 10am

Venue: ZOOM

