

## Meeting

Southport & Formby Community Champion Network Meeting  
5<sup>th</sup> March 2020

**Theme: Medicine Management Update & Dentistry Access Research**

Held at: Galloways, Southport

### Chair

Wendy Andersen(WA)      Healthwatch Sefton Engagement Manager

### Attendee

Joanne English (JE)	People First Merseyside
Lesley Curran (LC)	People First Merseyside
Emma Grange(EG)	People First Merseyside
Racheal Roy (RR)	People First Merseyside
Clare Johnston (CJ)	Sefton Carers Centre
Fiona Caplan (FC)	Southport Access for Everyone
Carl Moore (CM)	Galloways, Southport
Justine Shenton (JS)	Sefton Advocacy
Sophie Collinder (SC)	Sefton Advocacy
Tony Wright (TW)	Southport Centre for the Deaf
Terry Nicholson (TN)	Adult Asperger's Support Group

### Healthwatch staff member(s)

Marguerite Partington (MP)	Healthwatch Sefton Engagement Officer
Wendy Andersen (WA)	Healthwatch Sefton Engagement Manager

### Speakers / support team

Susanne Lynch (SL)	Head of Medicines Management- NHS South Sefton CCG and NHS Southport and Formby CCG
Margaret Stanley (MS)	University of Liverpool- Dental Access Research

## **Apologies**

Simon Barson (SB)	Breathe Easy Sefton North
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## **1. Introductions & Housekeeping**

WA welcomed all members and guest speakers to Southport & Formby Community Champion Meeting. House keeping was covered and members and speakers were asked to introduce themselves.

WA asked all members to abide by the Kindness and Respect guide which was placed on the table. WA informed members that questions may be asked at the end of the guest speaker's time or during if the speakers were happy with this. The speakers agreed they were.

1. WA informed members that the Locality Representatives term has now ended and that is why they are not present at the meeting today. WA informed members Locality Representatives volunteer roles are now being actively recruited and advertised until the end of March.

Information was shared with members about the campaign to recruit volunteers. Posters and leaflets have been shared and displayed in the locality representative communities. The Healthwatch Sefton website link and posters/ flyers have also been shared with various organisations and all community champions.

Everybody at the meeting introduced themselves.

WA asked if there were any declarations of interest. None were declared.

WA introduced Susanne Lynch-Head of Medicines Management NHS South Sefton CCG and NHS Southport and Formby CCG

## **2. Susanne Lynch-Medicine Management update**

Susanne Lynch updated community champion members about her role as Head of Medicines Management NHS South Sefton CCG and NHS Southport and Formby CCG and her role within GP Practices and Hospital Trusts. She is also a Community Pharmacist herself and part of Care in the Chemist.

Susanne informed members that her role as Head of Medicines Management covers home visits and GP's. She also talked about the new social prescribers roles within the 49 GP's across Sefton. She added that there is now a morning drop in hub at May Logan 9am-1pm. The pharmacy and medication process are currently reviewing the discharge process and changes in GP's. This service includes telephoning patients to speak to them about how they are managing with their medication. They offer support, home visits, advice or speak to other professionals such as pharmacists and nurses or help organise blister packs when needed if patients are struggling.

Susanne told members about the national campaign called STOMP which stands for stopping over medication of people with a learning disability, autism or both with psychotropic medicines. A film has been produced with People First to ask people with a learning disability or autism some general questions about medication. For example to see if they know they can request a medication review and do they know what a medication review is?

SL informed us about a Colostomy Stoma Pilot Service which has been introduced with specialist nurses prescribing rather than General Practitioners. Stoma care is a specialist area which requires more care and knowledge than General Practitioners. Positive feedback has so far been given by patients using the service. Patients are now able to be more pro active and are able to order online. Support is also available by telephone. SL informed us that this is helpful for patients managing any difficult side effects.

Questions & Answers session:

Q. FC asked about Rowans pharmacy in Birkdale and the step up to the shop and bell to request service for people with disability access issues. FC says they will offer a home visit but this will take time and is not a good enough. Also issue of no ramp available. FC asked SL is she is able to offer any help with this situation.

A. SL asked FC if these issues have been highlighted with NHS England. FC has highlighted the issue with the Commissioners of Community Pharmacy. SL said she will share information on the Rowland chemist issues with local pharmaceutical services she meets with. SL to send me email details to pass on to FC to complete as a patient.

Q. JS asked does Sefton Council have a pharmaceutical needs assessment?

A. SL answered yes Sefton Council does have a pharmaceutical needs assessment.

Q. TN asked SL if there is a criteria for prescribing melatonin that SL could update us on?

A. SL informed us that Pan Mersey Area Prescribing Committee is currently researching into melatonin. Melatonin is being researched in terms of how useful it may be and what other medication or complementary support such as sleep support may be more relevant. Melatonin is currently prescribed by a wide range of consultants. Further research is taking place to the ongoing use of melatonin moving forward.

Q. CJ reported that parent carers she has been engaging with at Sefton Carers Centre have reported ongoing issues regarding who is responsible for prescribing melatonin and that no clear path seems to be in place for prescribing melatonin.

A. SL agreed that a clear path needs to be in place for melatonin medication prescriptions. SL informed community champion members that she will take these issues back to appropriate services dealing with prescribing melatonin. SL informed us she will talk to Mersey care and Alder Hey Hospital. SL went on to say that the prescribing of melatonin is currently being reviewed as to whether is appropriate for long term use and whether there is enough evidence for the use of melatonin and whether sleep hygiene may be a better alternative. JS pointed out melatonin is often desperately needed to help people with various additional needs to sleep and that perhaps sleep hygiene may an additional service to compliment melatonin.

Community Champion members acknowledged JS comments. Action: SL to update MP with further information regarding melatonin prescribing moving forward. MP to forward update to CJ.

Q. TN asked SL about medication and monitoring medication when patients are in hospital and when they are discharged from hospital and the cost concerns if this is not completed correctly as they may have old and new medication prescriptions still being supplied. Community Champions also asked SL if new and old medication and changes are updated and monitored as changes in medication can be particularly confusing for elderly or vulnerable people.

A. SL informed us there is going to be a new campaign launched following medication when patients are in hospital and when they are discharged from hospital. SL will ask this question as to whether old medication is physically removed from patients on the ward.

Q. FC asked whether SL was aware of the amount of patients unable to be discharged in hospitals due to waiting for medication up until 5pm later on in the day.

A. SL updated us that pharmacy's are now also outside hospitals to ensure priority of hospital patients prescriptions and medication and the separate outpatients prescriptions for outpatients clinics.

MP will update Southport & Formby Community Champion Members with any future information received by SL regarding medicine management and the issues raised by members.

All members thanked SL for the Medicine Management Update and for attending the Southport & Formby Community Champion Meeting.

### **3. Margaret Stanley-Dental Access Research**

MS explained that she is part of research into dental access behaviour by members of the public which has discovered that the emergency dental system is used quite a lot for dental care due to various circumstances. Our research will continue to investigate this as part of a clinical trial aiming to encourage patients to return to primary access to dentists. For patients to be registered and attending regular dentist care and check ups.

MS informed us that as we already know there is currently a shortage of dentists available for use by National Health Service patients. MS informed us that the NHS website is sometimes not up to date with the dentists available for NHS patients. MS reported on the ongoing shortage of NHS dentists available in Southport & Formby.

MS informed members that at a recent project meeting National Health Service staff were not aware that the NHS website was not up to date.

MS stated that a patient can register with any dentist and it does not have to be in the area they live. It could be where they work or attend university.

MS is part of research into why people are not attending the dentist. She concluded that the cost of treatment was a key reason why people do not attend regular dentist appointments and check ups. MS informed us patients have told that they often resort to their own dental treatment. Possibly by buying cheap items online or even pulling them out themselves.

The research is currently at the feasibility stage and she shared the leaflets with community members and asked for their opinions. MS would like to visit more community groups and organisations to get opinions and carry out more research. The team are looking into the possibility of a large print version and easily accessible for all and would appreciate further feedback from community groups and organisations. Some community champion members are happy for MS to attend their meetings.

MS also discussed students' dental treatment and that they often do not attend or register with a dentist. She told the community champions about the HC1 form for possible help towards cost for dentistry care and treatment.

All members thanked MS for attending the Southport & Formby Community Champion Meeting.

Contact details for Margaret Stanley are as follows: [M.C.Stanley@liverpool.ac.uk](mailto:M.C.Stanley@liverpool.ac.uk)

#### **4. Agreeing notes and review of outstanding action**

The notes from the previous Community Champion meeting held on Thursday 16<sup>th</sup> January were circulated to all members for approval/ actions. There was an amendment requested by JS regarding Southport outpatients departments and the change to clinics to Ormskirk outpatients department. The amendment was to request if people know they can request a choice of which Hospital to attend for appointments. Confirmation would be helpful to confirm that a request to choose

which hospital they can attend is allowed. Previous meeting notes changed accordingly.

**ACTION: MP to report to DB to take to Healthwatch steering group.**

## **5. Healthwatch Sefton Update**

Healthwatch Sefton update written notes circulated to community champion meeting for comment only.

## **6. Emerging health or social care themes & feedback to be taken back to steering group**

SC again raised the issue of students and what happens with doctors and dentists when they are at university, as advice differs. MS advised that students should complete a HC1 form to see if they are eligible for help with costs. Students can also contact Universities and Colleges Admissions Service for further advice. **Action: MP to report to DB to take to Healthwatch steering group.**

JS informed us that at the last Sefton Partnership for Older Citizens (SPOC) she raised the issue of difficulties making doctors appointments. JS was requested by Councillor Paul Cummins who sits on the Sefton Partnership for Older Citizens board to formally write to him with regards doctor's appointments issues. **Action: MP to report to DB to take to Healthwatch steering group.**

FC updated us that she has written to Trish Armstrong Child Chief Executive Officer at Southport & Ormskirk District General Hospital about future arrangements regarding disabled parking spaces availability. **Action: MP to report to DB to take to Healthwatch steering group.**

## **7. Information exchange/ any the business**

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

**People First:** Joanne English shared the news that People First Merseyside have now employed a part time Advocacy Liaison Officer. They have received funding for this post from Steve Morgan. The Advocacy Liaison Officer is able to support and advice for people with Learning Disabilities at various meetings.

Proposed theme & guest speakers for next meeting –

Helen Vernon- Personal Health Budgets Lead

Corinne Barclay- Personal health Budgets Advocate

**Date and Time of Next Meeting: To be confirmed**

**Venue: Galloways, Southport**

