

Meeting

Southport & Formby Community Champion Network Meeting
Thursday 18th March 2021

Theme: NHS 111 First, Mersey Care update, Community Connectors

Chair

Brian Clark OBE (BC) Ainsdale and Birkdale Locality Representative

Attendee

Tony Wright (TW)	Southport Centre for the Deaf
Joanne English (JE)	People First Merseyside
Lesley Curran (LC)	People First Merseyside
Simon Walker (SW)	People First Merseyside
Justine Shenton (JS)	Sefton Advocacy
Jade Prescott (JP)	Sefton Advocacy
Terry Nicholson (TN)	Adult Asperger's Support Group
Anne Major (AM)	Locality Representative Southport Central
Fiona Caplan (FC)	Southport Access for Everyone
Carl Moore (CM)	Galloways Southport
Bob Wilkinson (BW)	Southport Samaritans
Chris Burgess (CB)	Well Being Expert
Nikki Williams (NW)	Social Prescriber
Nadine Bevis (NB)	Social Prescriber
Zoe Starling (ZS)	Social Prescriber

Healthwatch staff member(s)

Marguerite Dawson (MD)	Healthwatch Sefton Engagement Officer
Dawn Thomas (DT)	Healthwatch Signposting & Information Officer

Guest Speakers

Sharon Forrester (SF)	NHS 111 First
Dave Marteau (DM)	NHS 111 First
Claire Ravenscroft (CR)	Mersey Care
Nicky Ore (NO)	Mersey Care
Andrew Irvine (AI)	Mersey Care
Hannah Bland (HB)	Sefton CVS Community Connector

Apologies

Emma Grange (EG)	People First Merseyside
Racheal Roy (RR)	People First Merseyside
Louise Doran (LD)	Locality Representative Southport North
Clare Johnston (CJ)	Sefton Carers Centre

1. Introductions & Housekeeping

BC welcomed all members to the March 2021 Southport & Formby Community Champion Zoom Meeting. The last Southport & Formby Community Champion meeting was held on the zoom platform in January 2020. The theme for the January meeting was E-consult, CCG updates, The Brain Charity and Dentistry Research. MD then led the introductions and all attendees introduced themselves.

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 informed members that guest speakers from NHS 111 First, Mersey Care and Community Connectors were joining us in this morning meeting. There were no declarations of interest declared.

BC handed over to Dave Marteau and Sharon Forrester for a NHS 111 First update.

3. NHS 111 First presentation – Sharon Forrester and Dave Marteau- Head of Commissioning and Delivery, Urgent Care and Community Services, NHS Southport and Formby CCG

DM informed members that 111 first was introduced in November 2020 where normal numbers were experienced in Southport. Around 70% of Accident and Emergency attendances are made up of walk-in patients. Significant numbers of people attending accident and emergency could be using other services. The use of other services will help with social distancing and patient safety.

What is NHS 111 First? DM explained the service is an enhancement of 111. It is asking patients thinking about attending an emergency department to contact 111 first. This is to reduce unnecessary need. A large number of people are now using online consultation, and this helps to prevent hospital acquired infection. It ensures patients have a clear path and protects the most vulnerable.

Why enhance 111 First? DM said that this enhancement of 111 first makes it easier for patients to get the right advice and treatment. It should be easily accessible for patient to use. This means direct booking for people with minor injuries and helps to ensure patients are treated at the right place at the right time.

DM stated that there is an NHS 111 first pathway. The 111 first presentation showed members a flow chart that explained the pathway. This is a triage system. A discussion takes place about the treatment the patient requires. The call handler may decide that treatment is not urgent. A clinical assessment may be advised. This will be completed with the patient by a general practitioner who will ask the patient a series of questions that have not yet been answered and not repeating the questions that have already been asked by the 111-call handler. Treatment following the clinical assessments with a general practitioner may include advice over the phone or an emergency prescription.

DM explained there was a 17% increase in the Merseyside area for 111 first calls that may have been due to Christmas. Despite this increase there had been no change in urgent or emergency care.

DM reported that a high percentage of people who have used the 111 first service said it was “very good”. DM informed members that there is going to be a local consultation in Southport for 111 first soon.

NHS 111 first will continue to monitor and evaluate the programme. There will be direct NHS 111 pathways into more services. They will build on existing digital services. The NHS service is still in its early stages. DM informed members that useful information on the NHS 111 first service can also be found on you tube.

A question, comment and answer session then took place with SF and DM and network members.

Q. CB asked how many people are referred to accident and emergency departments?

A. DM explained there is quite a lot of data available to show the percentage. There has been reduction in the need to go to accident and emergency since clinical assessments have been introduced. DM explained there has been a movement towards other services. Positive data suggests the advanced appointments booking service works well and is of benefit.

Q. JS commented that the NHS 111 first introduction is an excellent idea and will help improve patient flow through accident and emergency departments. JS suggested that the NHS 111 first service might improve both the Southport and West Lancashire accident and emergency department's patient flow.

A. DM agreed there will be benefits for Southport and Formby residents and that they are trying to build on the service to reduce the need for accident and emergency. There will be a continuing roll out of the 111 first service.

Q. CR commented on the good presentation and asked SH and DM about direct referrals from 111 first to treatment rooms.

A. DM answered that referrals to these treatment rooms have been live for about 3 weeks approximately at the time of this meeting and have received good outcomes. Appointments have been for everything but ear irrigation. Appointments with GP's are in the treatment rooms in Churchtown and Houghton Street. Demand will increase moving forward.

NHS 111 first services experiences were then shared by network members.

NW, CB, BC and JE all shared their positive experiences of themselves or family and friends using the NHS 111 first service.

BC thanked SF and DM for presenting at the meeting.

BC handed over to Mersey Care.

4. **Claire Ravenscroft- Business Manager, Nicky Ore- Head of Clinical Governance and Andrew Irvine, Programme Director – Mersey Care NHS Foundation Trust**

CR thanked network members for the invitation to the meeting and shared a presentation on screen which included a general overview and introduction to Mersey Care.

CR explained that Merseycare aim to provide perfect care that is safe and effective. Mersey Care want to ensure that all those using the service receive a positive experience. Treatment is for the whole person. Mersey Care services include both mental and physical health services. CR informed members that Mersey Care is committed to providing integrated, borough-based care. Mersey Care aim to provide world class out of hospital services.

The Southport & Formby Community Services contract was awarded to Mersey Care in 2020 after a competitive tender.

276 staff and 20 adult services are transferring into Mersey Care NHS Foundation Trust on 1st May 2021.

CR informed members that a lot of work is going on in the background to ensure a period of stability for staff and teams. CR confirmed that the existing structures of integrated nursing team, urgent and intermediate care, specialist services and clinical support will all continue. Mersey Care will be working to ensure everything transfers over safely. Mersey Care would like to build on the great work of the teams to understand the health and social care needs of their Southport & Formby patients. CR told members that a communication strategy is in place and that Mersey Care welcomes the involvement of Healthwatch colleagues to gather patient experience.

CR shared that Mersey Care are happy to return to the Southport & Formby Community Champions meetings to share progress, updates, and answer questions.

A question, comment and answer session then took place with members.

Q. TN asked CR if Mersey Care is responsible for The Hartley Hospital? TN is concerned about the waiting list for assessments? TN also asked about psychology provision in Sefton, In particular those with Asperger's aged 16 years plus. JE commented that she was updated at the autism sub-group meeting that funding is in place to reduce waiting times and prioritise 18-24 years of age.

A. CR answered questions from TN regarding the issues raised and confirmed she would investigate further and provide an update. **Action: Following the meeting CR contacted MD for further information on the questions raised at the meeting. An introduction was also made by email to the lead psychologist for the local division**

and the Team Managers for the Southport Asperger's Service. MD awaiting further information on questions from National Autistic Society Support Group Chair to confirm the questions so the psychology provision in Sefton and ASD Service can provide a full response.

Q. AM asked if existing patients will notice any difference after 1st May when services change over to Mersey Care? AM also asked if Mersey Care will be working with the Hospital Trust?

A. CR answered that patients will hopefully experience no change to services. CR also stated that yes Southport & Formby Community Services will be working closely with acute colleagues. AI stated that urgent care/ acute care is a real priority and reiterated the importance of working closely with acute care to ensure patients are smoothly supported in the community.

Q. BC asked if there will be any change of telephone numbers to the service when the service transfers over?

A. AI answered that there should be no change to telephone numbers.

BC and members thanked Mersey Care for attending the meeting and handed over to Hannah Bland.

5.Hannah Bland- Sefton CVS Community Connector

HB introduced herself to members and discussed her role as a Community Connector for the Southport area. HB informed how her role is about overcoming social isolation and loneliness, making links within the community, and working on an individual basis with people in the community who require support. HB provides information on local groups and organisations. HB said obviously this has changed due to covid as no face-to-face meetings of groups have taken place. HB said she provides support to people to have confidence in joining new groups even though they may be held virtually currently. HB stated this has presented new challenges for many people who do not like to use technology or find virtual meetings difficult. HB explained that the work is supported by a team of Community Champion volunteers who provide support to help people feel they are not alone and can accompany people to groups for the first few times, help build confidence in going out and have been providing wellbeing calls too.

HB informed members that her role involves helping people to access social activities, signposting and information sharing. Her role is diverse and varied. Virtual drop-in social chat groups have commenced. Network members

asked HB how to refer people into the service. HB said she will share the referral form with MD to be shared with network members. Referrals can also be made online via Living Well Sefton website, but HB also happy to discuss directly too. The service is part of Living Well Sefton, and HB is based at Southport Community Centre. **Action: Following the meeting HB sent the referral form to MD who shared with all network members. Contact details for HB also shared by MD with other network members.**

BC and members thanked Hannah for attending the meeting.

BC handed over for any community champion updates.

6. Community Champion updates

Southport Samaritans- BW shared news that the Samaritans can signpost people needing support. BW is to present at the May community champions meeting.

People First Merseyside- LC shared news about online activities/ groups and projects. JE told members about the passport to good health for people with learning disabilities. JE shared information about Daniel the learning disability advocate and Lisa from the autism advocacy service.

A discussion then took place with network members regarding people in the community continuing to feel isolated and lonely during pandemic but also frightened about leaving their houses again after lockdown restrictions begin to ease. Network members also discussed voluntary work opportunities for young people which may support with the issues raised. **Action: Following the meeting MD shared information with some members about voluntary work opportunities.**

BC handed over to MD for Healthwatch Sefton updates.

7. Healthwatch Sefton Updates

- Healthwatch are continuing with the widget feedback pilot- GPs in North and South and Central Sefton have signed up as well as other health and social care services. Healthwatch are continuing with this pilot to help gather more feedback. Including community cardiology, 7-day GP service, and contact with optical services.
- Shaping care together programme- Health leaders in Southport, Formby and west Lancashire are still inviting people to share their views and experiences of local health services, a number of online consultations have taken place including Southport and Formby areas- Healthwatch held an early evening online event. The consultation is due to run

though 2021. MD to invite them to future community champions meetings for an update and for members to share any further feedback/experiences.

- MD attended a North Health teams meeting recently with brighter living partnership, community connectors, social prescribers and living well Sefton and the equality and diversity officer representative for MD to tell them about healthwatch Sefton and find out about all the good work they are supporting within the local community in North Sefton.
- Healthwatch Sefton locality representatives also had a meeting with the community connectors to find out about their roles and how they can refer residents into the service.
- Healthwatch Sefton locality representatives also attended a meeting to share ideas, information and hear updates.
- Anne Major has attended the Southport & Formby Hospital trust patient experience group and Healthwatch are also arranging a joint meeting with Healthwatch Sefton and Healthwatch Lancashire and the patient experience lead at Southport and Ormskirk Hospital Trust.
- Ophthalmology is still on the work plan- another meeting with Amanda Gordon CCG commissioning manager is due to take place and updates are being shared with Healthwatch Sefton.
- Update on the melatonin medication process which has been delayed due to covid and waiting lists for autism and Asperger's diagnosis.

Action: MD awaiting an update following a meeting with Alder Hey regarding melatonin medication process. MD requested an update following the meeting. Waiting list actions for assessment and diagnosis was also discussed earlier in the meeting.

- MD reminded members if they have any issues/ themes they would like to share with Healthwatch to please complete the 'Tell us what you we should be focusing on' form and return it so the issue can be raised at the steering group and to provide more information.
- Healthwatch are still encouraging new healthwatch members to join and share individual feedback on the Healthwatch Sefton website. MD shared the Healthwatch Sefton Freephone number 0800 206 1304 and email info@healthwatchsefton.co.uk.

8. Emerging Health or Social Care themes

Southport Asperger's Team and Sefton ASD service- psychology provision

Loneliness and social isolation

Ease of lockdown restrictions anxiety

Voluntary work opportunities for young people

9. Community Champion network notes for approval

The notes from the meeting held on Thursday 21st January 2021 were previously circulated to all members for comments or amendments and were today agreed as accurate at the meeting.

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

- Melatonin medication process

11. Information exchange/ any other business

MD shared the news that Dawn Thomas Healthwatch Sefton Signposting, Information and Administration Officer is leaving her role for new employment and will be missed by the Healthwatch Sefton Team.

All Community Champion members were thanked for attending.

Date and Time of Next Meeting:

Thursday 20th May 2021 at 10am

Venue: ZOOM

Themes

NHS Informatics Merseyside, Southport Samaritans, Social Prescribers.