

Meeting

Southport & Formby Community Champion Network Meeting
10am on Thursday 24th March 2022

Theme: Medicines Management, PC24, CCG updates

Chair

Brian Clark OBE (BC)

Healthwatch Locality Representative

Attendees

Anne Major (AM)

Locality Representative Southport Central

Michelle Ralph (MR)

Alzheimer's Society

Terry Nicholson (TN)

Asperger's Support Group

Andrea De Cort (AD)

PPG representative for Ainsdale Medical Centre

Fiona Caplan (FC)

Southport Access For Everyone

Simon Walker (SW)

People First Merseyside

Racheal Roy (RR)

People First Merseyside

Justine Shenton (JS)

Sefton Older Peoples Forum

Caroline Hesketh (CH)

Sefton Carers Centre

Tony Wright (TW)

Southport Centre for the Deaf

Healthwatch staff member(s)

Marguerite Dawson (MD)

Healthwatch Sefton Engagement Officer

Guest Speakers

Deborah Gallagher (DG)

Patient Experience and Engagement Lead at
Primary Care 24

Marie Hart (MH)

Primary Care 24 Executive Director of Nursing
and Quality

Susanne Lynch MBE (SL)

Head of Medicines Management

Clare Touhey (CT)

CCG Commissioning Manager

Apologies

Rebecca Gomersall (RG)	Ainsdale Lunch and Leisure
Ken Lowe (KL)	Ainsdale Lunch & Leisure
Jan Stirling (JS)	Locality Representative Formby
Bob Wilkinson (BW)	Southport Samaritans
Karen Cooke (KC)	Home- Start Southport & Formby
Jan Comer (JC)	People First Merseyside
Shannon Bryan (SB)	Parenting 2000
Amanda Williams (AW)	Healthwatch Signposting & Admin Officer

1. Introductions & Housekeeping

BC welcomed all members to the March 2022 Southport & Formby Community Champion zoom meeting. The last Southport & Formby Community Champion meeting was held in January 2022. The themes for the January meeting were Home-Start Southport & Formby, Parenting 2000/ Alchemy and Stroke Services Consultation. Introductions were made by all attendees.

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 to keep on mute until it was their turn to speak. BC asked members to abide by the Healthwatch Sefton Code of Conduct policy. BC informed that the guest speakers for the March meeting are PC24, Medicines Management and CCG updates.

AM declared that she is a volunteer with the hospital discharge team at Southport and Ormskirk Hospital NHS Trust. No further declarations of interests were made.

BC handed over to Deborah Gallagher and Marie Hart from PC24.

3. PC24- overview of services

DG introduced herself as the new Patient Experience and Engagement Lead at Primary Care 24. MH also introduced herself as Primary Care 24 Executive Director of Nursing and Quality. Both thanked the network members for their invite.

DG explained that PC24 are a not-for-profit social enterprise that was established in 2004. All contracts are held with the NHS. They have 7 GP practices in South

Sefton currently operating over 4 sites, covering over 20,000 of the population. PC24 have extended hours GP appointments in Knowsley, Liverpool and St. Helens and out of hours service in North Merseyside and Cheshire. PC24 have a clinical advice service alongside colleagues at NHS 111. PC24 have an intermediate care and GP visiting service in Knowsley.

PC24 is the local provider for GP out of hours services to residents of Knowsley, Halton, Liverpool and a number of practices in South Sefton, Southport & Formby, St. Helens and Warrington.

Questions were then asked by network members-

Q. TN asked about the PC24 out of hours service for Southport & Formby.

A. PC24 cover out of hours services in practices in Southport & Formby.

Q. TN asked if PC24 employed staff?

A. DG explained that yes PC24 employ staff.

Q. TN asked if PC24 have salaried GP's?

A. DG and MH explained that PC24 have responsibility for the surgeries and therefore manage the surgeries and medical workforce.

AM wanted to highlight that Ormskirk Children's accident and emergency department has no overnight cover at the moment and people have to travel to Alder Hey children's accident and emergency department for treatment which will be costly.

Q. AM asked if the 7day Southport & Formby GP out of hours service was still running from Liverpool Road, Birkdale?

A. Yes, the out of hours service is still running from the same location.

To find out more about Primary Care 24 you can visit their website

<https://primarycare24.org.uk/>

BC thanked DG & MH for attending and presenting at the meeting.

BC handed over to Susanne Lynch MBE.

4. Susanne Lynch MBE - Head of Medicines Management

SL introduced herself and thanked network members for the invite to the community champions meeting. SL explained that there are 2 Clinical Commissioning Groups in Sefton currently who have both agreed and approved the use of the new

melatonin guidance to address concerns to accessing melatonin and repeat prescriptions.

Please see the link below to the associated guidance

<https://www.panmerseyapc.nhs.uk/document-store/melatonin-prolonged-release-tablets-circadin-and-slenyto-for-the-treatment-of-persistent-chronic-sleep-disorders-in-adults-and-children/>

SL explained that Alder Hey Hospital have engaged for the new guidance to ensure it is clear guidance. Secondary care will first prescribe melatonin and then refer to primary care to provide further prescriptions.

SL informed network members that before melatonin is prescribed, it will be need to ascertained whether melatonin is a necessary and efficient prescription that will be of benefit. So, support such a sleep hygiene and sleep support will be given primarily to see if this will help. SL said that a large-scale pilot has taken place.

Q. TN asked, will this help ensure that there is a clear path for melatonin prescriptions for patients/ parents/ carers?

A. SL explained that historically melatonin prescriptions needed to remain under the care of Alder Hey when children and young people are under the age of 16/17. When they turn 16/17 their care will then move over to another medic or the ASD service or to their GP. The medical service they are then under the care of will then have the ability to prescribe melatonin using their own medical judgement. SL explained that melatonin is not a general sleep aid and not recommended for insomnia but is only to be prescribed for specific conditions as stated in the guidance.

SL stated to network members that she is happy to be contacted by individual patients if needed.

SL then went on to share other further medicines management updates that may be of interest to the network;

- Care in the Chemist- has now extended the care available. Urinary tract infections can now be treated by a pharmacist, who will carry out a full consultation to check if it is a UTI, and can then prescribe antibiotics medication. SL said she would be happy to share the updated Care in the

Chemist guidance and up to date link with the community champions and Healthwatch to put on the website. **Action MD to follow up.**

- Diabetic medication criteria- TN asked if medication is available for specific types of diabetes now. SL said there was a new national guidance for the treatment and management of diabetes and consideration will be taken on diabetes medication available.
- Health checks and medication reviews - JS asked about an issue that has been raised through the Older Peoples Forum and Healthwatch regarding Medication reviews and health checks and asked if people are being contacted for these? SL explained that medication reviews and health checks have been carried out throughout the pandemic, and that it could be that patients do not realise the full review has been done as it might be completed through a general discussion with the patient rather than a formal procedure and therefore patients may not be aware. SL discussed the possibility of producing a leaflet for patients with a brief summary to explain this to patients. Community champions members agreed this would be a good idea.
- Repeat prescriptions- BC highlighted the problems of automated repeat prescriptions and that they may result in wasted medication that may end up in people's cupboard. SL acknowledged BC's point and agreed this was an ongoing challenge being worked on, to help reduce wasted medication.

BC and network members thanked SL for attending and presenting at the community champions meeting.

BC welcomed Clare Touhey.

5. Clare Touhey- CCG brief updates

- Primary care- GP access practices are open and are experiencing a huge demand. Covid is still visible in GP practices and they still have to follow covid precautions. GP practices are short staffed.
- GP access survey- which has been supported by Healthwatch. The survey is now closed with over 10,000 completed responses received. This has become a massive piece of work which is being work through by the Clinical Commissioning Group, in order to identify the key themes and a summary later in the year.
- Patient Participation Groups- Network meetings have taken place online on December 21 and in April 22. The support packs have been finalised and

shared with attendees and GP Practices. There will be dedicated websites pages on the CCG and Healthwatch website with access to the support packs information and support about PPG's.

Questions and comments were then asked by network members:

Q. BC asked when in person PPG meetings could take place?

A. CT explained that online network meetings are taking place. In person meetings will only take place when it is safe for every individual and that online meetings have become a convenient way for people to attend meetings.

AM explained about problems with getting through on the telephone lines at some GP practices, and that after all appointments have been booked the phone line goes dead. Healthwatch have updated CT on GP practice issues. CT stated that reception should then be signposting patients to the pharmacy or associated out of hours service. CT said she will continue to make GP practices aware of the issues raised. A discussion took place within the group about people who do not have access to the internet and therefore will have difficulty accessing e-consult and GP practice websites.

DG whose new role is Patient Experience and Engagement Lead at Primary Care 24 explained that although PPG's have not been running in PC24 GP practices, PPG's are on the agenda and she will be attending the April PPG networking meeting.

JS talked about GP Practices telephone systems problems across the board. CT explained that GP Practice telephone systems vary from one practice to another but improvements are being made all the time and new telephone systems are being offered to GP practices.

TN told network members of the positive experiences she had whilst being able to book a blood test and an appointment with her GP.

CT reminded members of the difficulties facing GP practices with demand and capacity issues.

A further discussion took place by network members regarding GP access-

- Telephone contact
- Telephone message problems

- People not having free minutes available on their mobile phones to hold to get a GP appointment
- Reception staff and training
- What is working well in GP practices
- Are carers being flagged up as carers within GP practices?

CT acknowledged all the points raised by network members.

The role of Care Navigators triaging at accident and emergency departments was also discussed.

BC and network members thanked CT.

6. Community Champion updates

SAFE- Southport Access for Everyone- FC informed the group when their latest meeting would be taking place on zoom and asked members to contact her to attend. **Action: MD had already shared the information in the newsletter.**

Sefton Carers Centre- CH told members about the monthly coffee morning for all carers being held in The Life Rooms in Southport and IT workshops taking place. **Action: MD has shared with community champions.**

7. Healthwatch Sefton Updates

MD shared updates.

Community champions weekly newsletter

MD asked if members have been receiving the weekly community champions newsletters? Members had been receiving the newsletter and agreed they would prefer to receive the newsletters monthly in between meetings.

GP access- Healthwatch are still sharing GP access feedback issues with the CCG. Healthwatch have finalised their GP access report using the data from the Healthwatch feedback centre. The report has been shared with Fiona Taylor and Jan Leonard from the CCG.

Engagement- Healthwatch are planning future in person engagement and attending events and have online engagement sessions arranged.

PPG's

The PPG support packs for GP practice staff and practice managers and patients have been finalised and shared. There will be dedicated website pages on the

CCG and Healthwatch websites where people can access the packs and support information.

The next PPG's next network meeting is being held on Thursday 26th April at 1pm to 3pm.

Disabled free parking at NHS hospital trusts.

MD raised the issue at the HW team meeting, the government guidance page says free disabled parking should be available at all NHS Trusts. and the accessibility issues appear to differ from trust to trust. It is going to the Healthwatch steering group before being taken to the various Trust's patient experience meetings.

Hartley Hospital telephone communication problems

Following on from this being raised at the last community champions meeting. MD raised the issue at the Healthwatch team meeting and Diane Blair- Healthwatch Manager has raised it at the Mersey Care patient experience division meeting. Sefton Carers Centre has provided further information on the issue of communication difficulties to the Hartley Hospital and Mersey Care who are formally looking into this now.

Southport & Ormskirk Hospital NHS Trust

MD held a catch-up meeting with the patient experience leads and there were a number of outcomes;

Healthwatch Sefton feedback posters with QR codes have been shared with the Trust and are now being displayed in communal areas in both the Southport & Ormskirk sites. To help gather more feedback for Healthwatch.

A Healthwatch online engagement session has been arranged with the Trust for Tuesday 17th May at 11am -12:30pm. The Trusts patient experience team will attend to introduce themselves and explain how they gather and use the feedback they receive. There will be break out rooms for people to share their feedback and experiences. What works well? And what needs improving? This will be promoted. MD invited community champions to attend to share their feedback anonymously.

Hearing Aids -

Healthwatch Locality Representative for Southport Central Anne Major had raised concerns regarding broken hearing aids problems with patients staying in hospital, and them not being repaired. From the discussions at our meeting, the Trust has actioned putting contact details for the audiology department in the communication boxes on wards (which also have hearing aids batteries in them). They have also

spoken with the dementia and delirium team who advised that they have often successfully requested audiology support for hearing aids.

Weighing scales

Availability within the Trust of weighing scales for wheel chair users and people who cannot bear weight. Whose treatment may be determined by how much they weigh e.g. for intravenous treatments. Feedback was asked for on the availability of these weighing scales if needed whilst an inpatient or outpatient.

Reply from the Trust: The Trust said at the patient experience meeting that availability of these scales should not be an issue within the Trust. Further feedback stated by the Trust said: we have a number of different scales to weigh patients – stand on scales, sit on scales, weighing hoists and transfer slides with built in weighing scales.

Sports hall/ rehabilitation/ hydrotherapy pool access

- MD has raised this issue at the Trust's Patient Experience meeting and by email, and also at a catch-up meeting asking about the sports hall/ gym/ pool at the Trust for rehabilitation of people with existing health conditions to help with their health and well-being. The Patient Experience Matron spoke to the service lead for therapies for an update. The Trust updated it was shut due to Covid and that it is closed due to an outbreak of infection, IPC leads have plans to combat infection. Visitors plans in the Trust were still on hold at the time of this meeting. There is limited visiting to the site, lateral flow tests were still required, so it was not possible to open to the public currently due to number of factors, including infection control, exercise equipment needs updating, as not able to be cleaned properly. It is not therefore not yet clear whether the rehabilitation facilities will open again to those that are not under the Trusts care.

Hospital discharge issues; were raised by community champions and the Healthwatch team. Update from the trust -

- Two discharge matrons are now in place who support the wards with complex discharges and 'unblocking' any obstacles for a timely discharge.
- The executive team are also supporting 'Talk to Us Tuesdays'. They have been throughout January, February, and March, which is an Executive-led discharge event. This is an opportunity for wards to engage with the Executive Team and receive support with discharging long length of stay (LLOS) patients. Ward managers and matrons receive a weekly slot to speak to the execs to discuss any issues that require support.
- A new standardised discharge checklist has been implemented across the organisation.

Rowlands Pharmacy- Birkdale village

The issues of lack of accessibility were raised at the Healthwatch Steering Group. MD spoke to Cllr Sonya Kelly ward councillor for an update on the actions she has already taken. She has already made an official complaint to Rowlands Pharmacy highlighting lack of accessibility for wheel chair users and lack of privacy when they have to talk about health issues outside the shop. Cllr Kelly said it has been taken to the regional office as an official complaint. Cllr Kelly has also shared with Healthwatch the email she sent to the pharmacy. The Healthwatch Steering Group are proposing for a letter be sent to local GP Practices and the local MP to inform them of the lack of accessibility and privacy issues at the pharmacy. **Action: MD to update when further information is available.**

Healthwatch are still encouraging new healthwatch members to join from all communities and to 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

Facilities in Sefton Council swimming pools for disabled people

Memory clinic long delays in diagnosis

GP access issues

9. Community Champion network notes for approval

The notes from the meeting held on Thursday January 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.

Memory clinic long delays in diagnosis

11. Information exchange/ any other business

No further business.

All Community Champion members were thanked for attending.

Date and Time of Next Meeting:

Thursday 19th May 2022 at 10am

Venue: ZOOM