

## Meeting

Southport & Formby Community Champion Network Meeting  
Thursday 20<sup>th</sup> May 2021

**Theme: NHS Informatics Merseyside, Southport Samaritans, Social Prescribers**

### **Chair**

Brian Clark OBE (BC) Ainsdale and Birkdale Locality Representative

### **Attendees**

Tony Wright (TW)	Southport Centre for the Deaf
Terry Nicholson (TN)	Adult Asperger's Support Group
Anne Major (AM)	Locality Representative Southport Central
Jenny White (JW)	Galloways, Southport

### **Healthwatch staff member(s)**

Marguerite Dawson (MD) Healthwatch Sefton Engagement Officer

### **Guest Speakers**

Amber Hirshman (AH)	NHS Informatics Merseyside
Louise Taylor (LT)	NHS Informatics Merseyside
Bob Wilkinson (BW)	Southport Samaritans
Nikki Williams (NW)	Social Prescribing Link Worker

### **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
Justine Shenton (JS)	Sefton Advocacy
Joanne English (JE)	People First Merseyside
Lesley Curran (LC)	People First Merseyside

## **1. Introductions & Housekeeping**

BC welcomed all members to the May 2021 Southport & Formby Community Champion Zoom Meeting. The last Southport & Formby Community Champion meeting was held on the zoom platform in March 2021. The theme for the March meeting was NHS 111 First, Mersey Care and Community Connectors. 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 were asked to keep mute on until it was their turn to speak. BC reminded members that if they have not yet returned a signed copy of the Code of Conduct then to sign, date and return to MD. All members attending today's meeting need to agree and abide by the Healthwatch Sefton Code of Conduct policy. BC informed members they will have received the draft meeting meetings from the March meeting from MD for amendments and to be agreed later in the meeting. BC informed members that guest speakers from NHS Informatics Merseyside, Southport Samaritans and Social Prescribers were joining us in this morning meeting. There were no declarations of interest declared.

BC handed over to Amber Hirshman and Louise Taylor from NHS Informatics Merseyside

## **3. NHS Informatics Merseyside – Amber Hirshman, Primary Care Business Change Co-ordinator and Louise Taylor, Primary Care Business Change Manager**

Informatics Merseyside is an organisation that provides IT support for Clinical Commissioning Groups and GP practices. LT leads on a programme of digital optimisation which looks at how the organisation can support practices to make best use of the technology and software available to them. This programme includes a digital inclusion work stream. AH leads on digital inclusion.

Digital Inclusion- The specific purpose of the project and survey is to understand if the websites Informatics Merseyside provide, are easy to use as a patient and the survey is so that feedback can be gained from a patients perspective. AH stated that GP practices are under no obligation to use the websites that Informatics Merseyside can provide. Informatics Merseyside can support GP Practices with their websites if required. Informatics Merseyside is looking at how healthcare can be easily managed online by patients using a phone, tablet or other device. An example could be, booking an appointment to see a Doctor or Nurse using a phone or computer so looking at the websites Doctor practices use and the information that is on them.

NHS Informatics explained that this piece of work will help them to support GP practices in Sefton with managing their websites by using the survey to gain patient level feedback from the community champion members about practice websites as part of a bigger piece of work being done around digital inclusion.

AH and LT discussed with members that this project will use a short survey to gather feedback and comments on the survey suitability from network members before finalising and the survey being circulated with members for completion.

AH informed members that they are being invited to review the survey and provide feedback on the format and content of the survey. Is the survey accessible for all? Are the questions appropriate and does the survey make sense?

AH requested that in order to complete the final survey members must be registered with a Sefton GP and when the finalised survey is shared with their group members they must be also.

Following the meeting NHS Informatics will share the survey with MD to be circulated to those members who attended todays meeting for feedback. AH stated there is no request to complete the survey at this stage, but just review it and provide feedback. And that no personal information is needed to be provided for feedback on the survey.

AH explained when completing the final survey members will just need to provide which GP Practice they are looking at. There will be a two week deadline for completion of the final survey. A survey link will be provided and also a word document version for reference or if a paper copy is required.

AH and LT will then return to a future Southport & Formby community champions meeting to provide an update on the survey.

A question & answer session then took place with AH and LT and network members.

Q. BC asked is it where you order repeat prescriptions from?

A. AH said that the Informatics survey will just be looking GP websites not e consult or other online services from GP Practices.

BC discussed with the group the difficulties of accessing a GP website and online appointments or prescription services and said he is interested in investigating this further.

Q. TN asked if it is just their own GP website they are completing the survey for?

A. AH answered yes, just members own GP Practice website as long as it is a Sefton GP Practice.

Q. JW who works for Galloways Southport offered visual impairment support, and the offer of using social media for the survey promotion, or is informatics looking at a core group?

A. Informatics thanked JW for the offers, and yes they are looking a core group for completion of the survey.

Q. AM commented on the difficulties in navigating GP websites currently due to COVID and both AM and BC asked how many responses for the survey from patients do Informatics expect to receive?

A. AH answered they are uncertain of numbers yet, but whoever is willing to complete the survey.

Q. TN stated she has not used e consult or booked online and asked a question regarding accessing patient records.

A. Informatics suggested if a patient wants to access medical records they would need to complete the relevant forms through their GP Practice.

Q. AM asked a question about the format and colour of the survey.

A. AH and LT said they would appreciate all feedback and comments on the survey accessibility and the survey link will be shared following the meeting.

**Action: MD shared the survey for feedback following the meeting with those members who attended the meeting. MD will share the final survey version with members who attended the meeting for completion.**

BC thanked AH and LT

BC handed over to Bob Wilkinson

#### **4. Bob Wilkinson- Deputy Director for Outreach at Southport Samaritans**

BW started by thanking community champion members for the opportunity of talking at today's meeting. BW talked to members about the Samaritans vision and mission statement which is that fewer people die by suicide and we make sure there's someone for anyone who needs someone.

BW stated that about 7,000 people a year die from suicide. Three quarters of those are men and asked the question; why is that? Men are often reluctant to share how they feel and the most common age of male suicide is 30-45 years of age and the biggest killer of men under 25. Female suicide is rising at the moment possibly due to the impact of lockdown and increase of domestic violence.

BW told members that Samaritans started with one telephone developing into 201 branches wide based organisation across the UK and ROI. He said we are always busy and receive a call for help every 7 seconds, with over five millions contacts a year and as busy as ever been during lockdown. Samaritans is available around the clock 24/7. BW explained there is no such thing as a typical call, that every single call is different. Ideally people will contact us before a crisis but often this is not the case.

BW said that the Samaritans do try to influence policy and that apart from the central office all support is provided by volunteers; they are not professionals, just normal people. Samaritans do not provide advice or counselling but they are an independent ear. How do they do it? BW explained the Samaritans do this by listening.

BW explained to members that we all cope differently, and the Samaritans do not give advice but help people to make their own decisions, and they spend a lot of time just listening, callers are grateful for someone to listen which gives callers time to tell them what is going on. Callers say thank you for listening to them and that they feel a little better often because they do not know the person they are talking too and there is no judgement. All calls are confidential within the Samaritans organisation. Volunteers talk to the duty manager at the end of each session. Calls are confidential unless a safeguarding issue is identified and BC explained the Samaritans always air on the side of caution and they believe as an organisation that people have the right to make their own decisions.

116 123 is the Samaritans Freephone number and someone will always answer. People can also email jo@samaritans and recently an online chat talking system has started that is available 6-11pm at night. People can also come and knock on the door at the Southport Office (post covid) or write them a letter.

Samaritans offer a PHSE package for schools and also will assist schools in helping young people develop their emotional awareness and health. Samaritans also offer services to help schools prepare for a suicide within an educational setting and for if such an incident occurs. Advertising for the Samaritans is in the community to ensure everybody knows support is available.

BC & MD thanked BW for presenting at this mornings meeting.

BC introduced NW.

## **5. Nikki Williams- Social Prescribing Link Worker North Southport Primary Care Network**

NW informed members she is the social prescriber for North Southport and went on to explain that the social prescribing linker workers are made up of a team of 11 across Sefton, from Southport to Bootle. The team commenced in November 2020 and is funded through clinical commissioning groups and referrals are made through GP practices. NW covers 5 GP practices.

NW informed members that patient Health & Well Being is supported and social prescribers look at providing a social prescription. A social prescription looks at a number of health & well being areas. What changes does the patient want to make? Social prescribers talk to the person referred to identify support needed and connect them to services that can provide support. They work in a person centred way and also provide a listening ear.

Social prescribers work with many different people, these include people with mental health issues, anxiety, depression. They also work with young mothers who can feel disconnected. NW said social prescribing is an interesting, diverse role. There appears to be different demographic trends in various areas of Sefton. South Sefton's referrals are more from young people and Ainsdale and Birkdale referrals are predominately from older people. Social prescribers are a non health service. GP's support with health issues.

NW told members that people have felt especially isolated during the pandemic and that Covid has changed the role. NW stated that this has meant the social prescribing role becoming more involved with the befriending service and shopping service during covid, although this is now starting to change again. Well being packs have been developed and delivered to people at home. A walk and talk group has been arranged. No home visits have taken place yet due to restrictions and the current transition phase. As lockdown eases social prescribers will continue to watch for any gaps in services which is part of the role of a social prescriber.

A short discussion then took place within the meeting with members agreeing the service was very good and valuable. NW talked about encouraging people to make positive changes in their lives. NW explained her role involves making introductions between people and support services although no face to face meetings have been allowed as yet due to restrictions.

BC and members thanked Nikki for attending the meeting. BC handed over for any community champion updates.

## **6. Community Champion updates**

BC handed over to MD for Healthwatch Sefton updates. No updates were shared at the meeting.

## **7. Healthwatch Sefton Updates**

- MD shared an update on Healthwatch Sefton's GP Access work and explained that we know GP access has been highlighted with Healthwatch as a theme. Feedback has included long telephone call waits, difficulty booking telephone appointments and getting face to face appointments. MD informed members that NHS England has issued new guidance to GP Practices across the country on facilitating more face to face appointments for patients, as whilst some patients suit online and telephone appointments some are struggling to access the care they need. Healthwatch Sefton are continuing with GP access work and are working in partnership with Clinical Commissioning Groups who are developing a new GP access survey to compliment the Healthwatch Sefton work.
- Healthwatch Sefton are also working in partnership with Clinical Commissioning Groups on patient participation groups induction packs for GP practice managers and members and establishing a steering group.

- MD gave members updates from a Southport and Ormskirk Hospital Trust meeting that took place recently with the patient experience lead Lynn Barnes, the Trust will carry on with ongoing hospital discharge work, and are finalising the quality improvement plan. The Trust is monitoring medication management and working on medication safety. Healthwatch also addressed and asked to be updated on the move of the Medical Day Unit movement from Southport to Ormskirk and other changes in venues to services. Equality and diversity issues were addressed and are being referred to the equality and diversity lead. Hospital visiting at Southport & Ormskirk Hospital Trust was discussed and the easing of this depends on easing of restrictions. Personal listening devices have been purchased for patients with hearing impairments.
- Shaping care together programme- Health leaders in Southport, Formby and west Lancashire are inviting people to share their views and experiences of local health services. MD is going to Shaping Care Together to the July community champions meetings for an update and for members to find out how they can engage in the consultation.
- MD shared outcomes with members regarding lost dentures at Southport & Ormskirk Hospital Trust. A formal letter was received by Healthwatch Sefton. The issues has been raised with all ward managers and matrons and shared in the staff news. A discussion has taken place for the most vulnerable patients. Denture pots are available and also funding for more pots as needed. Patient property is high on the agenda and the Trust will update Healthwatch representatives at the patient experience group meeting.
- MD shared outcomes following the previous community champion meeting when questions were raised from by the Adult Asperger support group regarding Southport Asperger's Team and ASD Sefton Services and psychology provision. The questions were answered following the meeting and shared with the support group. MD reiterated that further questions can be directed to the appropriate services if requested.
- MD shared that HW England has also highlighted the dental crisis for inequalities for NHS dental patients, a theme previously highlighted at community champions meetings. Healthwatch England has called for a reform of NHS dental services. Healthwatch Sefton will continue to gather feedback and provide signposting and information.
- MD again 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 from all diverse communities and to share individual feedback on the Healthwatch Sefton website. The Healthwatch Sefton Freephone number is 0800 206 1304 and email [info@healthwatchsefton.co.uk](mailto:info@healthwatchsefton.co.uk).

## **8. Emerging Health or Social Care themes**

None raised.

## **9. Community Champion network notes for approval**

The notes from the meeting held on Thursday 20<sup>th</sup> May 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.**

No issues.

## **11. Information exchange/ any other business**

MD asked network members for any ideas on possible venues in Southport & Formby for Talking Matters Sefton. **Action: MD shared venue ideas with Talking Matters Sefton following the meeting.**

AM discussed the dermatology pathway at Southport & Ormskirk Hospital Trust that Healthwatch are involved with. **Action: AM to keep Healthwatch updated.**

TN asked questions about a ward closing 11B at Southport & Ormskirk Hospital Trust and the Medical Day Unit moving. **Action: MD asked about the ward closure at the Healthwatch catch up meeting with the patient experience lead and was informed this may be due to renovation work at the Trust that was put on hold due to covid. This may mean ward closures for short times. MD asked about the Medical Day Unit also, apparently the move from Southport to Ormskirk was due to lack of capacity at the Southport venue. Healthwatch have asked to kept updated.**

All Community Champion members were thanked for attending.

Date and Time of Next Meeting:

Thursday 15<sup>th</sup> July 2021 at 10am

Venue: ZOOM

Themes

Talking Matters Sefton, Shaping Care Together Programme