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| Louise Heritage (LH) | Sefton CVS Community Connector |
| Joe Westall (JW) | Sefton CVS Community Connector |
| Clare Touhey (CT) | Primary Care Network Manager |
| Angela McMahon (AM) | Commissioning Manager- Primary Care- Sefton |

Apologies received

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| Fiona Caplan (FC) | Southport Access For Everyone |
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1. Introductions & Housekeeping

BC welcomed all members to the May 2023 Southport & Formby Community Champion meeting being held on the zoom platform. Introductions were made by all attendees. The last Southport & Formby Community Champion meeting was held in March 2023. The themes for the March meeting were the Integrated Care Board ICB/ Sefton Partnership overview and Sefton- Localities Primary Care updates. Members were informed that the themes for the May meeting were Sefton Safeguarding Adults Partnership Board, Sefton CVS- Community Connectors, Commissioning Manager and Primary Care Network Manager for Southport & Formby.

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.

No declarations of interests were made.

BC handed over to the MC

3. Michelle Creed- Independent Chair for Sefton Safeguarding Adults Partnership Board

MC introduced herself and explained she has been in post as the Independent Chair for Sefton Safeguarding Adults Partnership Board since October 2022. MC informed members that she has a long employment history in Cheshire and Merseyside and has retired after 44 years in the NHS where she held a variety of different roles. In the last six months MC has been getting to know more about Sefton and the Board will be launching a new strategy next year.

MC shared a presentation on the zoom screen.

What is Safeguarding Adults?

- The Care Act defines Adult Safeguarding as protecting an adults right to live safely.
- Safeguarding concerns should always be reported.
- Adults should be free from abuse and neglect.
- Adults sometimes have complex lives, situations and choices, so mutual conversations should take place.

How do we do this as a Partnership?

Sefton Safeguarding Adult Partnership Board work in partnership with:

- Merseyside police
- Cheshire & Merseyside Integrated Care System
- Local Authority

In addition, a number of other agencies, including carers, advocacy, voluntary services, housing, Healthwatch, social care, GP's and hospitals, community services, probation and mental health and learning disability services, and they also have a number of subgroups who deliver their work plan and priorities.

The Board develop and co-produce their priorities and continue to increase awareness of Adult Safeguarding through open and honest, trustworthy relationships, being as transparent as they can. Much work has taken place over the last 6 months to develop a Sefton approach and learn from experience, with a priority to make safeguarding personal.

MC explained that posters and leaflets have been produced that are available in a variety of formats and languages and translation services are available, and easy read format to ensure accessibility. People First Merseyside have been working with the Board on education and training.

MC told the group about organisations suffering from a shortage of funding/ costs at the moment, and that the Board are working on shared priorities, sharing resources such as safeguarding training and working together with local organisations.

Sefton Safeguarding Adults Partnership Board are listening to the public and making Safeguarding personal by asking people what they want to do, receiving information, support and training so people report Safeguarding and feel safe in doing so.

MC said that open and honest conversations should take place, but in a safe and appropriate way, so that people know where to get support from and how they must want to participate in that conversation/ enquiry. This could be through a police

investigation or crime but that people need to feel safe. The Board need investigations that are carried out in best interests and best practice.

Following the meeting MC shared the Sefton Safeguarding Adults Partnership Board Presentation **Action: MD shared the slide presentation from the meeting via the group email after the meeting. See below.**



SAPB Presentation -
SF Community Char

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

Q. AM asked MC if the Board are doing any work in care homes regarding safeguarding?

A. MC answered that they are looking at quality standards and designated nurses will be working in partnership.

Q. AM asked if the Board are looking at the complaints procedure?

A. MC said that the Board have the ability to listen, but it would be reassured to a provider that the Safeguarding Board is given an overview to deal with a report.

Q. TN asked about DBS checks for a person who is employing someone through direct payments as TN has heard that a DBS is not required.

A. MC said this is a really important question, and that whilst any big organisation e.g. the police requires a DBS that the private sector such as care homes etc it is different with individual private employment and that the designated social worker or Direct Payment lead will have the conversation regarding safeguarding and DBS checks but MC said she will look into this further.

AD thanked MC for the presentation and said it had been very useful.

BC thanked MC.

BC handed over to community connectors- LW and JW

4. Sefton CVS- Community Connectors Louise Heritage and Joe Westall

LH introduced herself as Community Connector covering North Sefton and Joe Westall covering South and Central Sefton. LH shared the presentation on the zoom screen.

LH said that Community Connectors build links and connections with people, linking people with people. If people are feeling lonely, are proud and don't want to go to groups alone then community connectors can help them to break down the barriers.

What we do?

- Identify gaps in provision and group development
- Make connections with local groups
- Find out what's on? Gather information to share
- We have community champions volunteers
- Signposting
- Buddy Volunteers- so people aren't going to groups alone initially, they make friends and we empower them to go alone
- Support is not long term but aimed at empowering people
- Remove lack of confidence, barriers
- Housebound people will receive signposting support and information
- Gaps & provision- we find out what is going on for people
- Memory Café- JW runs this once a month, it started at Parkhaven Trust in Maghull, there has been a lot of interest and there is a waiting list to join as it has become so popular
- Community Connectors have conversations with people
- Various training is available including MECC (Making Every Contact Count).
- Personalised letters are sent out to people referred to them. People referred are not overwhelmed, it is a choice and the service keep in contact every 4 weeks
- They attend many events to promote Community Connectors and meet lots of people
- Meetings for volunteers are held monthly on zoom to share updates
- The service takes referrals from anyone aged 18 or over, the referrals do not need to be from professionals
- The service is for people able to be out and about, or housebound people can have a relative liaise re support
- The waiting time is approximately 1-2 weeks sometimes shorter
- The website has a referral link and online form
- Sefton CVS Community Connectors are part of the Living Well Sefton team who receive the referrals and triage them.

Community champion members thanked LH and JW for their presentation and wonderful, positive energy.

Action: MD shared the community connectors presentations by group email following the meeting. See below.



CC Presentation Jan
23.pptx

BC thanked LH and JW.

BC handed over to AM and CT

5. Angela McMahon- Commissioning Manager – Primary Care - Sefton, Clare Touhey- Primary Care Network Manager Southport & Formby.

CT and AM introduced themselves and their roles and shared a presentation on the zoom screen. CT shared a Kings Fund video on the screen talking about Primary Care Networks and recent changes to the NHS. CT and AM shared an overview slide of the Cheshire & Merseyside Integrated Care Board which shows where NHS Sefton Place (Local Commissioner) sits and how the GP Federations, Primary Care Networks and GP Practices form part of this in Southport & Formby and South Sefton.

CT explained that Cheshire & Merseyside ICB is the newly formed organisation that has consumed all 9 CCG's that operated within this geographical area. They became Sefton Place on 1st August 2022 and is the local commissioner for primary care, community services and secondary care- Southport & Ormskirk Trust, Liverpool University Hospitals Trust (inclusive of Aintree)

GP federations were created before Primary Care Networks. Primary Care Networks were first developed in 2018 and are commissioned by Sefton Place, however their operating model is provided by their respective GP Federations.

CT talked about Primary Care Networks (PCN's) and that they are GP Practices working together in their local area, there are 2 PCN's in Sefton, Southport & Formby and South Sefton. PCN's work together for the benefit of their patients and do have different demographics and complex issues. PCN's were born from the NHS long term plan. PCN's work with community and local voluntary sectors to look at local services for people to meet the needs of people.

The Southport & Formby Primary Care Network (PCN) was established in April 2021, membership includes all 16 practices (plus the Hightown Surgery) over 4 localities- North Southport, Central Southport, Ainsdale & Birkdale and Formby.

CT explained that the Southport & Formby PCN work together to support patients better to address the health challenges in the area through multiple programmes of work which include- the extended 7-day GP service, social prescribers, pharmacy teams, cancer care, enhanced health in care homes. There are also a number of new roles in general practices through the additional roles scheme (ARRS) which include- care coordinators, general practice assistants, health and well-being coaches, social prescribing link workers and cancer navigators, pharmacists and pharmacist technicians, physician associates and mental health practitioners. **Action: CT to share additional roles leaflet with MD when available.**

CT and AM talked about it being exciting times in Primary Care and that Primary Care access is a real priority.

Action: MD shared the presentations by group email following the meeting. See below.



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

Q. BC asked how do you see the Care in the Chemist Pharmacy working?

A. CT said that pharmacy work is separate, but they will be involved in safety and information/ data sharing for professionals. There is the community pharmacy care scheme which GP's can refer to for UTI's etc.

Q. LW asked how will they show that all these programmes are effective?

A. CT explained that there will be ongoing monitoring of the programmes, looking at performance indicators and the use of patient stories.

Q. KL said that the Integrated Care Structures need to be transparent and more communication and promotion of services are needed so patients know how to access additional services.

A. CT said there are many conversations ongoing about the forward-facing dialogue and vision for Primary Care, so patients know how services are joined. ICB should be less complex and Healthwatch have shared this feedback.

Q. AW asked about the GP assistant role? What is their background?

A. CT answered that the GP assistant role is relatively new. They complete a Health Services Education course online. It is a combined clinical and health care assistant role and they are encouraging GP staff with transferable skills to apply. This will be promoted further. **Action: CT to share more information with MD when available.**

Q. AW asked if there was a mental health practitioner in each GP Practice?

A. CT answered that each practice will have aligned mental health practitioners with time allocated each week. Receptionists book the appointments and there is ongoing contact.

A discussion took place within the meeting that the primary care additional roles and titles may be confusing and CT explained that this will take time to filter through and they just want patients to see the appropriate person.

GC - equality and inclusion officer invited CT to attend and talk at the Equal Voice Network and extended the invitation. **Action: MD sent an introduction email following the meeting.**

Network members and BC thanked AM and CT.

BC handed over to MD to ask for community champions updates and themes.

6. Community Champion updates and themes

KL updated that Ainsdale Medical Centre has changed the structure of patient participation groups (PPG's) meetings to 4 times a year and when the practice is closed. Separate online health information sessions are also taking place and KL has asked Healthwatch to share with community champion members. **Action: MD to continue to share with members.**

JF from the Macmillan Cancer Support Centre shared feedback about cancer treatment and medication shortages and poor communication for treatment explanation and post op. Also, that patients undergoing chemotherapy are left waiting in Accident & Emergency waiting rooms with other patients when told to attend with potentially life-threatening illnesses such as sepsis. **Action: MD to share feedback and**

raise at Healthwatch Steering Group and asked Macmillan to email any further information they have regarding this issue.

Communication- the need for information sharing with patients, and the general public on health and social care news.

Patient notes- and journeys- access for professionals so patients don't have to keep repeating themselves. Whilst ensuring patient confidentiality.

AM asked for North West Ambulance (NWAS) Patient Transport Service and pets update to be shared by MD: **Action: MD shared the information following the meeting.**

7. Healthwatch Sefton Updates- Marguerite Dawson

HWS updates May 2023-

Healthwatch stands continue at Southport Hospital to talk to staff and patients and listen to feedback. MD inputs these on the Healthwatch feedback centre and they are shared with the Trust.

Feedback from the April stand included outpatients, A & E attendance, generally positive feedback for staff attitude, it was noticed by some patients that the NHS is short staffed and staff are stressed. A few patients said they do not like telephone call appointments due to problems with hearing impairments, bad reception and accents being difficult to understand. Good treatment and care and explanation of care and praise for one particular consultant was shared. Transport and finance issues of travelling to Ormskirk hospital for appointments was highlighted again. A quick response and appointment were noted for hearing aids problems by the audiology department. Language barriers were highlighted with a patient unable to understand how to get another appointment- a staff member at Southport hospital helped to resolve this problem.

The Southport & Ormskirk Hospital NHS Trust and St. Helens and Knowsley Teaching Hospitals NHS Trust merger is still going ahead but has been delayed. Healthwatch will share any further updates.

General themes and issues that were raised at the last meeting have been raised at the Healthwatch team meeting and have been fed back to commissioners of services and raised at Forums Healthwatch have attended. Many of the themes overlap on themes- issues we are hearing across Sefton.

Some of these included: Number of psychiatrists in Sefton- an email update from Merseycare has been shared with the autism group Chair and our community champion representative.

Access to counselling- this is theme that has been raised throughout Sefton with Healthwatch and fed back.

GP access and difficulty using digital NHS healthcare services for some older citizens / residents with learning disabilities/ ASD/ Asperger's.

Mental Health services in Southport & Formby- Diane Blair- Healthwatch manager is looking to organise a Mersey care online session for an overview of mental health services.

Carers support in GP Practices- this is being fed back to Primary Care Services and being followed up with Sefton Carers Centre as they have been focusing on this issue.

MD shared that these key themes and issues have also been shared in a Healthwatch report which has been produced and sent to the Sefton people and communities May meeting, so this shows that it is worthwhile members all sharing feedback.

MD asked network members to share any news or information they would like to be shared in the group to be emailed over to her.

The September community champion meeting is a joint meeting with the South and Central and Southport & Formby, as a networking event to catch up and held at Sefton Carers Centre. We are also looking to arrange a social 'get together' later in the year for members.

Action: MD to share further updates/ outcomes at the next meeting.

9. Community Champion network notes for approval

The notes from the meeting held on Thursday 16th March 2023 were previously circulated to all members for comments or amendments. Members today agreed them as accurate.

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

Action: MD to raise key themes including the Macmillan cancer treatment issues at the Healthwatch Steering Group.

11. Information exchange/ any other business

KL updated on early flu vaccinations for September 2023 (Ainsdale Medical Centre Healthfare dates to be brought forward)

All Community Champion members were thanked for attending.

Close of meeting.

Date and Time of Next Meeting:

Thursday 6th July 2023 at 10am

Venue: ZOOM