

South & Central Community Champion Network Meeting

Wednesday 24th May 2023

Zoom meeting themed:

Mersey Care NHS Foundation Trust – Mental Health Services

Life Rooms, Bootle – over of services and activities

Chair

Barbara Rouse (BR) Bootle YMCA

Attendees

Maurice Byrne (MB)	Maghull Locality Representative
Jan Comer (JC)	People First Merseyside
Paul Bullen (PB)	People First Merseyside
Bob Wilkinson (BW)	The Samaritans
Sandra Bell (SB)	The Reach Men's Centre
Mandy Lewtas (ML)	Kindfulness Café
Debbie Kelly (DK)	May Logan
Cormac O'Carroll (CO)	Sefton CVS
Jenny Wright (JW)	Read Easy Merseyside
Joe Westall (JW)	Sefton CVS Community Connector

Healthwatch staff member(s)

Wendy Andersen (WA)	Engagement & Participation Manager
Mandy Williams (MW)	Signposting & Information Officer
Clare Blasberry (CB)	Digital Communications Officer

Guest Speaker (s)

Alex Henderson (AH)	Mersey Care NHS Foundation Trust
Sharifa Begum- Miah (SBM)	Life Rooms, Bootle
Jane Elliott (JE)	NHS Cheshire & Merseyside

Apologies

Lesley Curran (LC)	People First Merseyside
Simon Walker (SW)	People First Merseyside
Nicola Hall (NH)	People First Merseyside
Clare Hallworth (CH)	Galloways Society for the Blind
Peter Davies (PD)	Liverpool & Sefton Age Concern
Caroline Hesketh (CH)	Sefton Carers Centre
Helen Shortall (HS)	Reengage

1. Introductions & Housekeeping

BR welcomed all members and guest speakers to the Community Champion network zoom meeting.

Topics planned for today's meeting:

- Mersey Care NHS Foundation Trust – to talk about community mental health services
- Life Rooms, Bootle – to talk about services and activities

The last south and central Community Champion network meeting was held March 2023 themed on:

- MacMillan Services – Liverpool Womens NHS Foundation Trust
- Extra Care Housing – Sefton Council
- Read Easy Merseyside

Housekeeping was covered and BR introduced the guest speakers.

2. Code of Conduct / Declarations of Interest

BR informed everyone that the Healthwatch Sefton Code of Conduct had been circulated and all members should have signed and returned this. During this meeting all members were informed that they were to abide by the Code of Conduct and Kindness and Respect Guidelines.

BR asked if there were any declarations of interest.

No declarations of interest were declared.

3. Mersey Care NHS Foundation Trust – overview of mental health services

AH introduced himself and his role as Clinical Service Manager for Mersey Care NHS Foundation Trust.

AH provided a presentation that included information on bringing together the trust's expertise to support patient and service user's journey. This includes:

- Community Care – Prevention, wellbeing and care coordination
- Mental Health Care – urgent care, inpatient beds and community mental health
- Secure Care – long term community and in-patient services

The Mersey Care working together in Sefton, Sefton Place Booklet was presented. The document is designed to provide an overview of the services Mersey Care provides, key contacts and how the trust supports the delivery of Shaping Sefton priorities.

Question / Comment: BR asked about the presentation slide – What do we know about the needs of the people living in Sefton. BR asked what preventative work the trust is doing around this?

Answer: AH provided an example re: Mental Health Care as this was his area of work. It was reported that the trust provided:

- Direct medical interventions
- Psychology
- Work with patients whose lives can be improved
- Interventions can be more than clinical including networking and social prescribing.

Question / Comment: MB stated that Mersey Care was a very big organisation covering a diverse community that extends beyond the Integrated Care Board geography. MB asked how do you work across boundaries?

Answer: AH responded to say as a trust they had always worked across different commissioners. From a mental health perspective, we work in hubs / areas. AH

stated that he managed the Sefton patch and had a sense of the whole demograph of the areas along with the teams who work within them. AH went on to say that an improvement needed is to get better at joining new teams.

Question / Comment: JC asked about working in co-production and asked if this included working with family and carers within mental health?

Answer: AH stated that their ethos is working with family and carers and that a carers assessment is provided with the local authority. We have a 'Supporting Family Course' for staff to attend. The trust is working on improving year on year to get more staff to attend the training. All care plans are co-produced.

Action: WA will share the presentation with network members.

No further questions were asked and BR thanked AH for attending today and said she felt this was very good update and we would welcome AH back to provide a more specific update on mental health services.

4. Life Rooms, Bootle - overview of services and activities

SBM thanked members for inviting her along and introduced herself to the group.

SBM informed members that the Life Rooms offered mental health support in a none clinical way based on a social approach across 4 sites:

- Bootle
- Walton
- Southport
- Lee Valley, South Liverpool

The focus of the services is on prevention and to improve health as a whole. This is based on 3 pillars:

- Learning
- Social Prescribing
- Community Inclusion

We also offer a Pathway Advice service. This includes:

- A one-to-one with a Pathway Advisor
- Explore challenges
- Socially prescribe services in the area

We have a timetable of sessions and activities that we can share with you all via email. If you would like to join the mailing list please let me know.

Question / Comment: MB stated that he represented residents of Maghull and asked how the residents would access the services? Are the services open to everyone? MB said he felt not all residents would be aware of the services.

Answer: SBM stated the services are open to all residents and that they can help people with travel costs. SBM went on to say that they do need to work on communications to get the information out more effectively to residents.

SBM informed members that she has recently started a new role within Life Rooms as a Health & Wellbeing Coach. Her role involves one-to-one direct support and group support. The focus is on promoting general health, controlling mental health and positive changes. This is to tackle low mood, self esteem and build confidence.

Question / Comment: SB stated that members had worked with Pathway Advisors and that the feedback is they are excellent. They all do a great job.

Question / Comment: BW stated that he would welcome being able to share posters and information on the Samaritans services with the Life Rooms and all the network members including MB to ensure Maghull residents are receiving information. **Action:** BW to share all the information with WA to be disseminated to members and speakers.

Question / Comment: JW representing Read Easy Merseyside, stated that they were having difficulty accessing rooms at the Life Rooms. JW went on to say that they offer a free service to residents but were having difficulty finding suitable community venues. A safe place to meet is important for the service and clients.

Answer: SBM asked for JW to get in touch and that she would put her in touch with the relevant staff members re: room bookings. **Action:** WA to share contact details,

No further questions were asked and BR thanked SBM for attending today and talking to members about the services at the Life Rooms.

5. NHS Cheshire & Merseyside update on primary care

JE informed members that there had been some issues with GP surgeries using Patches. Some surgeries had changed over to the new system, whilst some had continued to use e-Consult.

Question / Comment: BR asked if there were any updates on Patient Participation Group's (PPG's).

Answer: JE stated that with the transfer from the NHS Clinical Commissioning Group (CCG) to NHS Cheshire & Merseyside, Sefton Place that there had been staffing issues for supporting the PPG network meetings from the Communications team. JE stated that she was looking forward and hopefully will be organising a community event where Sefton residents can attend to find out more about their PPG and sign up on the day to join.

WA also stated that she was progressing speaking with GP Practice Managers to get PPG representatives to join this network.

No further updates or questions were asked and BR thanked JE for her commitment to attending the network meetings and the updates that are provided.

6. Community Champion updates

BR asked for each member to provide an update on their services and activities.

Bootle YMCA – BR provided an update on the centre and stated that it was sad to report the would be closing at the end of October. The building is not fit for community services. BR stated that they had managed to relocate 5 of the 7 groups that use the centre. The knitting group need space to accommodate their sewing machines. The martial arts group need somewhere that can accommodate their mats.

Healthwatch Sefton Signposting & Information service – MW updated members that the enquiries into the service remained the same themes including:

- Access to NHD dentists and emergency dental treatment
- GP Access
- Social Care

The Samaritans – BW will share information and posters to be shared out to members and speakers from the network. BW reported that issues currently included:

Emerging issues:

- Young people (Exam season GCSE's and University)
- Suicide in males – people are reluctant to talk 'to start the conversation'

Healthwatch Sefton Maghull Locality Rep – MB stated he wanted to raise again the issue of the lack of NHS dentists as a theme. He had been told that there was one dentist taking on NHS patients in Bootle, but was not aware which dentist this was. MW said she would ring around the dentists to find out. MB said he would like to highlight good treatment within the cardiology services across the 3 local trusts. Both good treatment and staff have been highlighted to him.

Emerging Issues:

- Lack of NHS dentists

The Reach Mens Centre – SB shared information on their open day on the 3rd June to open their new meeting room. One of the Reach Men's Centre members did the marathon to raise money for it.

People First Merseyside – PB and JC talked about their involvement in a conference a few weeks back re: David's project. Discussions were held about loved ones that we have lost. There was entertainment as well as some sad stories shared. People First Merseyside also hold a regular Getting Involved Group. Details will be shared with WA to be circulated for all to attend.

Kindfulness Coffee Club – The normal programme of services in place. On the first Tuesday of the month we have the fibromyalgia support group. On the second

Tuesday of the month we have a new volunteer who is offering free advice re: family law.

Sefton CVS Community Connector – JW reported that he had met with a new group Bootle Together and stated that they were responsible for the Coronation event held in Derby Park. JW also reported that he was looking to set up a Dementia café in Bootle.

7. Healthwatch Sefton updates

- Community Champion Network meeting – The network meeting being held in September, will be a joint networking meeting between Southport and Formby and South & Central Sefton. The date has changed to Thursday 21st September and will be held at Sefton Carers.
- Outreach – Thanks to everyone who has provided me with the opportunity to come out.

Recently – I have been out to:

- The Maghull Warm hub
- The Life Rooms with outreach booked
- Strand By Me
- The Pantry St Leonards
- The Food Bank St Leonards
- Queen Elizabeth Court – Sheltered accommodation
- Womens Space – Bootle Strand

I am also booked to chat to members of Bowersdale resource centre.

Main themes have included GP Access with mixed of both positive and areas for improvement reported on. Access to NHS Dentists still remains an issue.

We are feeding in themes to the commissioners, Care Quality Commission (CQC) and NHS England.

Outcome: Recent CQC Inspection on North Park Health Centre. North Park has been rated 'Inadequate'. Feedback from residents was forwarded to the Care Quality Commission (CQC) to form part of their information gathering on the surgery.

Please get in touch with me you have any groups I can come and chat to and gather their feedback.

Other areas of work:

- Community / Health Centres across South Sefton – outreach has been on-going during Jan – March within all Mersey Care Health Centres across Sefton.
Themes identified have included:
 - Difficulties booking podiatry appointments and availability of appointments
 - On-line or phone only for bloods bookings. Not inclusive and fair system for all patients.
 - Positive – many patients like to use the on-line booking system.
 - Positive – treatment and care.
 - Positive – environment and distance to travel and patient choice.
- New groups – I have been contacting new groups. If you are aware of any groups that are not members of the network please get in touch with me.
- Trust – HW stands have been taking place at Southport Hospital and Aintree hospital.

8. Emerging Health or Social Care themes raised and to be taken to Steering Group to be noted:

Identified during this meeting:

The Samaritans raised:

- Young people (Exam season GCSE's and University)
- Suicide in males – people are reluctant to talk 'to start the conversation'

Maghull Locality Representative raised:

- On-going issues of access to NHS Dentists.

9. Community Champion network notes for approval

The notes from the meeting held in March 2023 were previously circulated to all members for comments or amendments. No amendments were received.

10. Information exchange/ Any Other Business

None recorded.

Date and Time of Next Meeting:

10.00 am Wednesday 19th July 2023

Venue: Zoom