

Southport and Formby Community Champion Network Meeting

Thursday 14th September 2017

The Galloways Society for the Blind

22 Wright Street, PR9 0TL

Attendees

Ken Lowe (KL)	Ainsdale & Birkdale Locality Representative & Chair
Brian Clark (BC)	North Southport locality representative
Joanne English (JE)	People First Merseyside
Frederica Moretti (FM)	Fibromyalgia/ Chronic Pain Support Group
Tony Wright (TW)	Southport Centre for the Deaf
Anne Major (AM)	Central Southport, Locality Representative
Lesley Curran (LC)	People First Merseyside
Racheal Roy (RR)	People First Merseyside
Emma Grange	People First Merseyside
Derek Thomas (DT)	Sefton Visually Impaired Residents Consultation Group
Jim Dowsett (JD)	Diabetics Society
Chris Burgess (CB)	Small Businesses (tbc)
Justine Shenton (JS)	SPAC
Carl Moore (CM)	Galloways Society for the Blind
John Dixon (JD)	Riverside Tenants
Clare Johnston (CJ)	Sefton Carers Centre
Sharon Lomax	Integrated Health & Social Care Manager, Sefton Council

Guest Speakers:

Joan McIntyre (JM)

**Vanguard Programme
Manager**

Ian McGoay(IM)

**Lancashire Care Trust,
Relationships Manager**

Healthwatch Sefton Staff

Betty Boner (BB)

Engagement & Participation
Officer

Apologies

Wendy Andersen (WA)

Engagement & Participation
Manager

Justine Shenton (JS)

Older Peoples Forum
Coordinator – Sefton

Wendy Aspin (WA)

Pensioners Advocacy Service
Lord Street West Church

Nigel Booth (NB)

Formby Locality representative

Dagmar Wojciechowska (DW)

Alzheimers Society

Davina Suthren (DS)

Woodvale Community Centre

David Skelton (DSk)

Equalities

Louise Taylor (LT)

South Sefton and Formby &
Southport CCG's

David Waugh (DW)

Ainsdale Medical Centre PPG
Chair

Apologies and Introductions/Declaration of Interest/

Code of Conduct

Introductions were made and apologies were shared by BB as above. JB asked members to declare any declarations of interest prior to the meeting.

Code of Conduct

KL explained that the Steering Group have asked for Code of Conduct to be mentioned at each Healthwatch meeting. The full version is available for the group and BB read out the main points as follows:

- To conduct ourselves in a reasonable and responsive way to other members and guests

To show courtesy and respect to other members and guest speakers.

- To ensure we are speaking on behalf of the people we represent and not our own personal experiences or views, if it is a personal experience or view to declare it.
- To declare any conflict of interest

Guest speaker – Vanguard Programme Manager, Joan McIntyre,

Indepth presentation by JM the Programme Manager for The Walton Centre, Neuro Network Vanguard Programme. During the presentation JM explained that they are implementing a programme which will provide Clinicians such as Trust Doctors and GP's/nurses who need help when seeing patients with head or spinal injuries or fits/seizures receive the best treatment quickly in the right place. For example, they have established an advice line facilities at The Walton Centre for both GP's and patients/carers to receive advice and guidance to manage neurological conditions safely and are also trying to establish local community support via their highly trained Integrated Neurology Nurse Specialist Nurses (INNS) who are currently working with many Community Providers across Merseyside and Cheshire such as Lancashire Care Trust to support patients living with neurological conditions within the community.

The group felt that they would like more detail on what this means for the patients in Sefton and at a detailed local level. JM has kindly agreed to come and chat as often as we need and will keep Healthwatch updated on progress.

Question IM asked if they are there any links working through CCG.

Answer: JM informed she works very closely with all key partners such as CCG Commissioners and meets up regularly with Sefton Commissioning team

Question: CB asked about KPI's after March 2018

Answer: JM explained that there is a robust evaluation process that underpins the whole programme and we have set KPIs which we work to. JM also explained that the programme team work closely with Key Partners regarding the continuation of the work and maybe future funding opportunities going forward.

CB stated that there is a need to present evidence of cost savings.

Answer JM agreed and stated that CCG's are seeing the benefit and that there are 11 projects within the programme, all of which is evidenced and Sefton CCG are working with us to implement these projects locally and it all seems to be going well so far. NHS England are promoting us as a New Care Model exemplar and within Sefton we are working with primary care GP practices, CCGs, Locality teams regarding communication and engagement.

IM stated that at The Big Chat Events they were keen to educate people better and stated that patient experience is key.

DT stated that this was the first time that he had heard about this.

JM said that they are working with as many groups as they can in order to reach the general public.

Notes and actions from the last meeting

The notes were agreed as true and accurate with one adjustment: Justine Shenton's name appeared twice within the attendance list. The second entry has now been removed.

Action Log Update from the last meeting

- **Waiting times for Podiatry Services**

Work is being planned for Healthwatch Sefton to work with Lancashire Care to carry out further consultation around the Podiatry Service

- **Adult Social Care Delays**

No feedback to report at present.

- **St Marks Medical Centre**

After the Practice stating that they are constantly looking at ways of improving the appointment system. The Monitoring & Scrutiny Panel will be keeping an eye on this and as BC is on this Panel he will keep us updated

- **Southport Listening Event**

Hard copy has now been emailed to the group

- **Access to Pharmacies**

People First Merseyside fed in experiences and a report on the findings has gone to CCG and the response is expected by the end of September

- **Care after discharge from hospital**

This issue was raised again at the recent Orthopaedics Event and ENT have taken this back for consideration.

- **Equipment not being replaced to aid a person with a Disability.**

SL gave an update on this action: The demand for the service is increasing and they need to look at how things can be done differently.

SL referred to the online questionnaire and stated that the review is on-going. DT asked if he could be supported with the completion of the questionnaire. SL offered her support.

ACTION BB to supply SL with contact details for DT

- **Lack of Public conveniences in Formby**

List of community venues where they have opened up their conveniences to the public provided by JS was shared with the group.

- **GP's Retiring in Sefton**

An update was provided from Liz Thomas, Health Education England who attended the June Steering Group and stated that

they are nationally mandated to recruit an extra 5,000 by 2020. She stated this has been a long standing difficulty and that they are working to meet these targets.

Tea & Toast Event (Transport)

This will not go ahead as BC&JS have been doing a piece of work through the Older Persons Forum therefore this would become a duplication. BC can feed back outcome.

Consultation/Pharmacies

Locality Reps will be raising awareness of Healthwatch to local Pharmacies and if possible leave leaflets and posters.

Hightown & Freshfield

Update of procurement due in the autumn.

PLACE Visits

Members who have taken part in PLACE visits this year are keen to receive feedback: Members involved to update the group as soon as feedback has been received.

Healthwatch Sefton Updates – BB

Listening Event

Hard Copy shared with the group
ACTION

Bb to email electronic copy to the group

Training

BB fed back that Diane Blair is in the process of organising a Training Session for all Volunteers which is being held on Tuesday 22nd November 2017. Invitation email sent out to members.

Patient Participation Groups

Healthwatch Sefton are working in partnership with IM to organise an Event early in the New Year.

Care at the Chemist

Nothing further to report

Action Log

The new process is now being used and can be revisited at future meetings

Recent Outreach

- Southport Hospital Stand
- Falls Prevention Event
- NAFFI Break
- Riverside Tenants Association

Flu Clinics now planned and in the diary – will feed back at next meeting

BB shared that there had been a recent meeting with People First Merseyside to look at how we could work towards making the meetings more inclusive. See below for areas covered

Guest speakers:

- To ask for any presentation materials prior to the meeting and share with People First Merseyside members.

- To ask for promotional materials to be in large print.
 - Always brief guest speakers that there may be members with learning difficulties.
 - Ask speakers not to use jargon and not to use any abbreviations.
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- More service users to attend the champion meetings:

To ask Community Champion members to invite a service user to the meetings.

Guest speaker - Ian McGoay (Lancashire Care Trust)

IM presented an overview of what the Lancashire Care Trust priorities are and he promised to attend ours and many group meetings to get a better handle on the patient perspective. One of Lancashire Care's key promise was to carry out a robust patient engagement programme and develop joint partnerships across the locality. IM was grateful for the support shown and offered by

Healthwatch Sefton. He will attend the EPEG December meeting to share what's been happening.

They are in the process of re-designing services and all teams are being re-structured. They want to pick on the Podiatry experiences that are currently being shared across north Sefton and work towards alleviating the problems as much as possible

Question KL asked for list of services being delivered by Lancashire Care

Answer IM b will send list over to BB

ACTION

IM will email list to BB which will then be shared with the group via email.

Churchtown & Roe Lane are working with Living Well Sefton on a Pilot Project to help improve people's wellbeing.

IM would be happy to attend future Champions Meetings.

ACTION

BB to invite IM to future meetings

Question JD asked what was being done with regards to prevention and change of culture

Answer IM There will be the delivery of Engagement Events and key theme will be Early Intervention and Prevention

Question AM What is the Geographical area covered by Lancashire Care?

Answer IM Virgin Care covers Lancashire: MerseyCare covers South Sefton and Lancashire Care covers North Sefton

Locality Reps Updates

BC Recent reported of an unannounced Enter & View Visit to a Southport Care Home. A report will be completed and sent onto the Care Home, further details to be shared at the next meeting

ACTION

BB to keep members updated

AM stated that she had recently attended a North West Ambulance Event and asked if anyone has experiences to share of NWA.. If so, please pass onto BB

Emerging Health or Social Care Themes

Southport Hospital

Experiences with regards to very poor communication and records management within Southport Hospital

Aintree Hospital

Poor experience shared with regards to Aintree Hospital regarding breakdown of communication

Date Time & Place of next meeting:

Thursday 9th November 2017

At The Galloways Society for the Blind

22 Wright Street, PR9 0TL

10.15am (Tea/Coffee) 10.30am -12.30pm