

Southport and Formby Community Champion Network Meeting

Thursday, 25th January 2018

The Galloways Society for the Blind

22 Wright Street, PR9 0TL

Attendees

Nigel Booth (NB)	Formby Locality representative (Chair)
Justine Shenton (JS)	Older Peoples Forum Coordinator – Sefton
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
Emma Grange (EG)	People First Merseyside
Rachel Roy (RR)	People First Merseyside
Sarah Proctor (SP)	Woodvale & Ainsdale Community Association
Chris Burgess (CB)	Small Businesses (Champion representation tbc)
Carl Moore (CM)	Galloways Society for the Blind
Clare Johnston (CJ)	Sefton Carers Centre
Rebecca Gomersall (RG)	Ainsdale Lunch and Leisure
Simon Barson (SB)	Breath easy Sefton North (Champion representation tbc)
Dr Nahid Chowdhury (NC)	Sefton Autism Support
John Dixon (JD)	Riverside Tenants

Guest Speaker:

Louise Taylor (LT)	NHS Southport & Formby Clinical Commissioning Group.
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Healthwatch Sefton Staff

Diane Blair (DB)

Manager

Apologies

Brian Clark (BC)

North Southport locality
representative (Chair)

Ken Lowe (KL)

Ainsdale & Birkdale Locality
Representative & Chair

Ian McGoay (IM)

Lancashire Care Trust,
Relationships Manager

Derek Thomas (DT)

Sefton Visually Impaired Group

Wendy Aspin (WAs)

Lord Street West Church

Betty Boner (BB)

Engagement & Participation
Officer**1. Apologies and Introductions/Declaration of Interest/****Code of Conduct**

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

Code of Conduct

NB 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 NB 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

2. Presentation – People First Merseyside.

LC, RR and EG supported by JE gave a presentation on People First and the work they undertake. Members from People First get involved in various pieces of work and this has included providing

easy read information for Southport & Ormskirk Hospital NHS Foundation Trust and getting involved in My Sefton. Members will be getting involved in a Transforming Care Partnership Board which will be setting up soon.

There are a number of projects which have been set up, for example:

- The Advocacy Story is looking at the history of self-advocacy.
- BASH (be active, stay healthy) – this is about trying new things for example, going to the cinema/ drama/ self-defence/ day trips.
- BABS (be aware, be safe) – this will provide information on how to stay safe in a relationship, dealing with domestic abuse. There will be roadshows.
- Funding from the proceeds of crime fund will support work to focus on coercive and controlling behaviour.
- Merseyside Live & Learn group – this is joint Liverpool and Sefton project where group members have to organise days out and activities by themselves.

Training is undertaken (experts by experience). Training is interactive and fun. People First receive excellent feedback.

LC has been a member for five years and is on the board. LC is also a health champion and helps to deliver training. LC is a travel trainer.

EG has been a member for two years and is the secretary on the board. EG is also the editor for the website and Facebook.

RR has been a member for two years and is a health champion. RR enjoys being a community champion.

Question: JS

Asked if the research of advocacy will include all the work undertaken since the 1980's to support people who have not been able to speak for themselves. JS has anonymised case studies which could be included.

Answer

This piece of work could be huge, so focussing on the history of People First as a starting point. When this is finished it could be widened

Question: RG

Interested in the training which People First undertake and how this is accessed.

Answer:

LC explained how they will go out to any group/organisation and do roadshows. JE supported this and said that training is bespoke and can be adapted.

Question: AM

Asked how someone would access People First if they wanted to get involved?

Answer:

EG shared that the service is free to join and if someone was interested then they could come into the office and have a chat. People can join and choose to do as little or as much as they want.

NB thanked People First for their presentation and JE shared her email address so that people could get in touch,
joannee@peoplefirst.uk.com

3. NHS Southport & Formby Clinical Commissioning Group – Louise Taylor (LT).

LT thanked members for inviting her to the meeting. LT is a locality manager and works with the 19 GP practices across the four Southport & Formby localities. LT's role includes supporting practices in various areas of work. An example given was ambulance response times. LT also supports practice managers with issues relating to finance and referrals.

LT is involved in wider projects for example the GP five year forward view. This is a national programme and it is looking at

important issues relating to primary care for example looking at workloads and recruitment. This work is also looking at differing ways of accessing services, including digital services and training receptionists so that they know about other local services where they can refer patients to for further support.

Question: CB

What would be the biggest issue at the moment?

Answer

LT felt that finance was the biggest issue.

Question: JS

Locally we have been knocking on doors about community engagement so it is good to see that this is happening.

Answer

Yes, for example voluntary, community and faith sector organisations are invited to attend locality meetings to share information on the services and support they needed.

Question: JS

Asked why there were so few pharmacies providing Care at the Chemist services, for example there is no access to care at the chemist services in Ainsdale.

Answer

LT said that she would speak to the Head of Medicines Management at the Clinical Commissioning Group and would share an update with members.

Question: SB

GPs don't appear to know about alternative medicines and don't refer patients.

Answer

CB felt that from experience GPs can't refer due to a lack of medical evidence that they strongly work.

Question: AM

Many of the local GP practices do not have patient reference groups and there is a lack of information available to patients so patients don't know what is happening. It was agreed however that people working in GP practices are busy.

JS commented that some practices are able to achieve this and have successful groups. JS has been out to present to a number of groups.

Answer

LT agreed that there is a mixed success. RG has worked with Ainsdale Medical Practice and this helped to share information on services.

Question: FM

How are patient chosen to sit on the patient reference groups?

Answer

LT confirmed that the practice should offer the opportunity to all patients and should ensure that patients on the group represent local demographics. LT agreed that she would speak to Southport & Formby practices and encourage them to set up/ support groups.

LT was thanked for her update and for answering questions. LC invited LT to attend a People First meeting.

4. Agree Notes and action log/review outstanding actions

The notes were agreed as true and accurate with the following amendment:

Page 2 – JD is not attending to represent Riverside Tenants. He is attending as a Riverside tenant.

Action log update from the last meeting

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- Emergency ambulances and the transfer of patients

CB shared how at one point at Southport & Formby District General hospital there had been 14 ambulances outside waiting to transfer patients to the Accident & Emergency department. The fault lies in communication. CB shared feedback on two cases relating to elderly adults with complex health conditions where lack of communication had been the issue. JD added that the pressure on staff also was a consideration.

AM had attended a meeting in Liverpool which had been held by North West Ambulance NHS Foundation Trust and felt that people attending had been listened to but there had been no further action following the meeting. JS had also attended the meeting and as a follow up action, the trust was attending the Southport Older Persons forum. The date of the forum was shared and members were invited to attend: 28th February, 13:30 – 15:30 at Lord Street West Church, Southport.

ACTION: BB to contact North West Ambulance Service NHS Foundation Trust to find out what is happening to help ambulance staff transfer patients to A and E at Southport & Formby District General Hospital.

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- Adult Social Care Delays

Meeting took place with Mark Waterhouse (principal social worker, Sefton MBC) to discuss the recent issues about assessments and cuts to packages. Update will be shared when available.

- St Marks Medical Centre

No further clarification had been received on the issue relating to the amalgamation with Trinity.

ACTION. Update to be provided to members as soon as clarification has been received.

- Access to Pharmacies

The report detailing feedback from People First Merseyside has been approved by the steering group and has been published. This has been emailed to all members and can be found on the Healthwatch Sefton website.

- Care after discharge from hospital

This issue was raised again at the recent Orthopaedics Event and ENT have taken this back for consideration. Nothing to report at this stage

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

At the previous meeting BB had been asked to supply SL with contact details for DT. This action was followed up 10th November and confirmation received that this action had been completed.

- Transport to local hospitals

Responses to the letter sent to all local hospitals/providers were being sent back in to Healthwatch. Once all responses have been received a report will be drafted and shared. **ACTION:** report to be shared with the network following review by the steering group.

- Consultation/Pharmacies

BC confirmed that once the final report from the Pharmaceutical Needs Assessment was completed this could be shared as it will list all pharmacies in the area.

ACTION BC agreed to share this as soon as the list has been updated.

- Hightown & Freshfield

Update of procurement has not been shared. **ACTION:** update will be provided when available.

- PLACE Visits

Reports from the visits have still not been shared with the members who supported the visits. AM has yet to make contact with the Trust but will do this soon. **ACTION:** AM to feedback at the next meeting

- Patient Participation Groups

Lancashire Care is working in partnership with Healthwatch Sefton to hold an event. This event will be held March 2018. **ACTION:** update will be provided by BB when a date and venue have been confirmed.

- Services provided by Lancashire Care

ACTION: IM will send list over to BB for distribution when it has been updated.

- Recent Enter & View – Manchester House, Southport

A report has now been completed and sent onto the Care Home, further details to be shared at the January meeting. The report has been published on the Healthwatch Sefton website and shared with members and key stakeholders.

- Southport & Formby Hospital Stands

AM asked if a decision had been made to move the stand away from outside outpatients? At first it hadn't worked but AM had been at the last stand and it had been busy. Members spoke about the older people's event which the trust had held at the education centre. 50 people had attended but it felt that more people would have attended if the event had been held at a community venue. **ACTION:** BB to hold stands outside outpatients and review. DB to feedback that events held by the Trust would be more beneficial if held in community venues.

- Volunteer Thank You Event

This will be held tomorrow (Friday, 26th January) at the Railway Public House in Formby. Volunteers had been asked to respond if attending for catering purposes.

- Meeting for new community champions

BB had arranged a further meeting to look at what becoming a Champion entails with new members. The meeting was to follow the champion meeting but due to apologies from BB this will be rearranged. **ACTION: BB to rearrange this meeting.**

- Rufford Road Pharmacy.

BB had been to the pharmacy and had taken pictures of the hole in the pavement. This has been fed into Sefton MBC and BB is waiting for a response. **ACTION: BB to feedback to the group when a response has been received.**

5. Healthwatch Sefton updates

- Enter and View

Training sessions are being held (Jan/Feb) for authorised representatives and an announced visit to Woolston Mead in Waterloo is being undertaken (February).

- Listening Event – Southport & Formby District General Hospital (Accident & Emergency).

As part of our work with Cheshire & Merseyside Healthwatch organisations a further visit was planned for January 2018. A decision to postpone the visit was made due to the pressures on the department and the flu outbreak. A press release will be shared and members of the public will be invited to share feedback via an online survey.

- Access to Podiatry appointments

A session was facilitated with Southport Older People's forum at which Lancashire Care NHS Foundation Trust

attended to share future service proposals for the service. The head of the Podiatry service was in attendance to talk through the proposals. Further engagement is to be undertaken in partnership with the trust.

- Continence Service (Southport & Formby)
Ian McGoay from Lancashire Care NHS Foundation Trust did not attend the Dementia Provider Forum (Sefton MBC) so an online survey has been shared with providers to gather feedback on the issues. Sefton MBC has been promoting the survey since December and this was promoted at the Care Home Innovation Programme (CHIP) meeting (24th January). To date there have been 28 responses.
- Online pharmacy, consultancy services.
At the November meeting Pharmacy2U and Now Patient/Now GP were discussed as local residents are confused about the services which are being advertised to them. Locally NHS Southport & Formby and NHS South Sefton have made a decision that patients are no longer able to nominate a pharmacy to arrange their prescriptions, having to attend their GP practice in person to request a repeat prescription.

NHS England have fed back to both Healthwatch and the CCG to say there is no significant actions that NHS England can take to prevent these pharmacies contacting patients unless there is a reason for believing that a pharmacy is purposely misleading patients. The Pharmacy 2U letters have been reviewed by a lawyer on a number of occasions and NHS England has been advised that there is nothing untoward in their content and it would be difficult for NHS England to contractually bring about any sanctions.

- Access to NHS Dentists (Southport) – this emerging issue which continues to be raised through concerns via the Healthwatch signposting and information service will be reviewed by both NHS England and Public Health England in March 2018. Healthwatch Sefton will review the outcome and see if further work needs to be undertaken.

6. Healthwatch Sefton Locality Rep updates/ steering group updates.

JD raised an issue related to supported housing. At Riverside housing residents are not able to live independently. There have been changes and managers roles have changed. NC shared information on a similar issue for adults with learning disabilities and the quality of care they receive in independent living.

NB provided an update from his work as the Formby locality rep. There are currently a shortage of GPs in the area and there will be a further impact with the housing being built in Formby (500 homes). With the number of residential and nursing homes in the area and new ones being built there will be an increased demand on GPs.

AM provided an update from her work as the central Southport rep. Access to GP appointments is one of the main concerns and the lack of practices which have patient reference groups.

7./8. Emerging Issues /questions to be taken forward to Healthwatch Sefton Steering Group

- Quality of care within independent living settings (older people/ vulnerable people).
- Disability awareness of GP reception staff (CM shared information about a theme which related to St Marks Medical Centre who are considering the needs of patients with visual impairments).
- Speech & Language Therapy at Southport & Ormskirk Hospital NHS Trust. (CL shared how this issue was trending from people accessing Sefton Carers Centre. This relates to adult speech therapy and many are having to pay for private treatment). **ACTION: LT stated that she had taken a note of this and would feedback to the group.**
- Low vision aid loans from Southport & Ormskirk Hospital NHS Trust. (CM shared a theme from users at Galloways, in

that the trust is sending patients to Galloways for low vision aids and not informing them that they will have to pay for them from Galloways. The trust would be able to loan them to patients at no cost).

- Long waiting list for eye clinics (low vision) – again this relates to Southport and Ormskirk Hospital NHS Trust. Appointments are being cancelled on the day.

9. Information Exchange/ Any Other Business.

The Group would like to pass on thanks to Wendy's Mum Margaret, for the lovely Apple Crumble.

RG and Terry Durrance from Ainsdale Lunch and Leisure have been working with Southport & Ormskirk Hospital NHS Trust on their pledge within the Patient, Carer and Families experience strategy. The focus is loneliness and funding is being sought for a leaflet.

Ainsdale Lunch and Leisure and Sefton Pensioners Advocacy service put in a joint bid to the Living Well Sefton fund and were successful. The funding will be used to set up an Older People's forum for the Ainsdale area. The first meeting is being held 6th February at Ainsdale Lunch and Leisure (10:30 – 12:30) and will be held the first Tuesday of every month.

SP from Woodvale & Ainsdale Community Association shared the community centres first newsletter of the year. The newsletter includes activities which can be accessed at the centre. During February there will be a course held in partnership with Living Well Sefton, 'think differently, cope differently'. The course lasts for five weeks and every session lasts for two hours. There are also chair based exercise classes held at the centre.

LT explained that through the work she is undertaking with the GP five year forward view, information screens have been purchased for all GP practices across Southport & Formby. This will help to get key messages out to patients. A suggestion from the network was that messages about joining patient reference groups could be out onto the screens.

Date, time & place of next meeting :

Thursday 15th March 2018
The Galloways Society for the Blind 22 Wright Street,
PR9 0TL. 10.30am - 12.30pm (10.15am Tea/Coffee)