

Southport and Formby Community Champion Network Meeting

Thursday, 9<sup>th</sup> November 2017

The Galloways Society for the Blind

22 Wright Street, PR9 0TL

**Attendees**

Brian Clark (BC)	North Southport 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
Nigel Booth (NB)	Formby Locality representative
Ian McGoay(IM)	Lancashire Care Trust, Relationships Manager
Derek Thomas (DT)	Sefton Visually Impaired Group
Davina Suthren (DS)	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
Rosie Henry (RH)	Age Concern
Rebecca Gomersall (RG)	Ainsdale Community Care

Simon Barson (SB)

Breatheeasy Sefton North  
(Champion representation tbc)  
Sefton Autism Support

Dr Nahid Chowdhury (NC)

Southport & Formby CCG

**Guest Speaker:**

Sharon Forrester (SF)

**Healthwatch Sefton Staff**

Betty Boner (BB)

Engagement & Participation  
Officer

Wendy Andersen (WA)

Engagement & Participation  
Manager

**Apologies**

Ken Lowe (KL)

Ainsdale & Birkdale Locality  
Representative & Chair

Dawn Stuart (DS)

Age Concern

Racheal Roy (RR)

People First Merseyside

Wendy Aspin (WAs)

Lord Street West Church

Jim Dowsett (JD)

Diabetics Society

John Dixon (JD)

Riverside Tenants

Louise Taylor (LT)

South Sefton and Formby &

Southport CCG's

**1. Apologies and Introductions/Declaration of Interest/  
Code of Conduct**

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

**Code of Conduct**

BC 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

## **2. Guest speaker – Sharon Forrester, Commissioning Lead. Urgent Care, Southport & Formby**

SF gave an overview stressing that the focus is to get people in to the right health related service at the right time without them having to repeat their story many times over. Need to ensure patients are signposted to the right place as people turning up at the wrong place has many consequences.

Below is part of the urgent care plan to improve patient flow:

- NHS 111 – to go on-line. If you ring 111 you can access a GP same day.
- Increasing GP Practices to weekends and evenings.
- All walk-in centres now increased to urgent care services. Additional services include x-rays and blood tests.
- Southport A&E – looking at streaming at the front door.
- There is an out of hours service at Southport across the car park.
- There is a 4hour target to see patients within A&E which they are currently not meeting.
- Southport Hospital are creating more assessment units including the stroke ward moving to a re-hab. unit.
- They are creating capacity to deal with Urgent Care.
- They now have 10 community beds at Sutton grange. This is for medically fit patients who can be discharged but need additional assessments to be completed. They can stay here prior to discharge.
- Focus on Creating Neighbourhood Care Teams.
- There is a big Transformation Programme which is a national plan and Southport Hospital are on track for all milestones.

- Working on needs being met at the right time in the right place by the right person.
- There is a new Executive Team and new Commissioners working closely having the same vision. One Team working together to improve services in Southport.

**Question: NB**

Will Services dove tail with Aintree?

**Answer**

Yes, working closely with Liverpool CCG and everyone is working towards the same plan.

**Question: DT**

Where has the money come from for new groups?

**Answer:**

We are still challenged financially, battling against a financial deficit but the emphasis is now on better value for money. Its not new people its people working more efficiently with other partners

DT stated that this doesn't answer his question. Who is paying for the Steering Group

**Answer**

We are working more leanly and effectively there is no funding being pumped in – it is being re-directed. There is a new way of working, the same people working in partnership with other service providers more collaboratively

IM confirmed that Lancashire Care Trust are working in partnership with Southport & Formby Trust

**Question: AM**

Will there be more publicity as there does need to be more promotion?

**Answer:**

There is a Communications Group working on this and it will be a bit longer for the message to reach wider communities.

**JS:**

This sounds really positive and the new community beds are essential. JS stated she would be happy to spread the word at the

Older Persons Forums. She also stated that there are transport issues for older persons in the north of the borough therefore there is a need for this to join up with Transport.

**Question: CB**

Has anyone asked the ambulance/paramedics how we can make the situation better with regards to being stuck in the system with people waiting on trolleys in corridors?

**Answer:** Services are being appraised by a NHS independent regulator and there is often an outside private critique brought in. Often a back log of ambulance is about not having space within the hospital and privacy and dignity is always paramount.

**3. Agree Notes and action log/review outstanding actions**

Notes were agreed as true and accurate.

**Action Log Update from the last meeting**

- **Waiting times for Podiatry Services**

IM spoke about a main change for the Service where they will be offering a Nail Clipping Service, which should help with the backlog of appointment waiting times. He stated that sometimes people take up appointments when they don't necessarily need to see a Podiatrist.

DT responded by saying that people with Diabetes need to be treated by a professional as it could have dire consequences. IM reassured the group that anyone with conditions such as diabetes or any other complex needs **would be seen** by the Podiatrist but in some straight forward cases it's not always necessary.

Work is being planned for Healthwatch Sefton to work with Lancashire Care to carry out further consultation at the November Older Persons Forum

- **Adult Social Care Delays**

Dates have been shared with Mark Waterhouse (Adult Social Care) and a meeting should take place this month to discuss the recent issues about assessments and cuts to packages.

- **St Marks Medical Centre**

Following on from the Enter & View session. The Practice stating that they are constantly looking at ways of improving the appointment system.

- Members shared that there are continuing problems with regards to appointments and that there has been word that the surgery may be amalgamating with Trinity Surgery. Further clarity needed.

**ACTION**

Further consultation maybe needed. Also, clarification needed on the suggested amalgamation with Trinity.

- **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

Response has now been received from CCG and now waiting for a response from the GP Practice cited within the report. WA to feedback at next meeting.

- **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

- **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

- DT stated that nobody had called and supported him and stated that this was always the case with meetings such as these. BB said she will check with Sharon Lomax.
- **ACTION** BB to follow up with SL and feedback at the next meeting

***Note: This action was followed up 10<sup>th</sup> November and confirmation received that this action had been completed.***

- **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.

DB now sits on the GP 5 Year Forward View Programme Board and will feed back any developments. (Action now closed)

**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.

Letter currently being drafted to send to all NHS providers to ask them what information on public transport they share with patients, how they keep up to date with changes to public

transport etc. Update will be provided to the network when responses are received.

BC fed back that the letter is being sent.

### **Consultation/Pharmacies**

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

Posters now printed, and copies shared during the November Group.

AM asked if it would be possible for a list of Pharmacies to be shared:

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

### **Hightown & Freshfield**

Update of procurement due in the autumn.

The procurement was open (early October 2017). This is slightly later than originally planned due to the amount of preparatory work that has taken place, but we hope you will understand we have done this to ensure the best possible chance of securing new providers for these practices.

As you will be aware, both practices are currently run by interim providers and these contracts are due to end on 31 December 2017. In order to ensure the optimum amount of time for our procurement process and - subject to quality providers being found - a reasonable handover and mobilisation period, we have agreed with the current providers to extend their contracts to 31 March 2018.

### **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.

AM has had contact and will feed back **at the January** meeting

### **Patient Participation Groups**

Lancashire Care working in partnership with Healthwatch Sefton: Event to be organised in the new year  
Any progression to be shared with the group

### **Services provided by Lancashire Care**

**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

### **Listening Event – Southport & Ormskirk Hospital**

Hard Copy shared with the group  
**BB** emailed electronic copy to the group – Sent after the September meeting

### **4. Healthwatch Sefton Updates – BB**

IM spoke about the new Lancashire Care Governor opportunities and offered the opportunity out to Healthwatch Sefton Members. DT stated that he had shown an interest and had put this forward a while ago. IM explained that this opportunity is only now available to be offered out to the wider community. He also explained that an application of interest form needed to be completed.

A discussion took place and DT asked for support with the application form process and this was offered by IM.

DT asked for his personal comments to be noted which will be taken back to the Healthwatch Sefton Manager.

### **New Chair**

BB shared with the group that unfortunately John Black is now unable to attend the Community Champions meetings as he now sits on the Liverpool Heart & Chest Group as a Public Governor and they have stated it would be a conflict of interest. Healthwatch Sefton Manager, Diane Blair is looking into this.

The group wanted thanks to be passed onto John Black for his Chairing of many meetings for the Community Champions

This now leaves a place for a new Chair. Ken Lowe has offered to take on this role with support from Brian Clark if he is unable to attend. BB thanked them both for this offer and asked the group to get in touch if anyone else would like to put themselves forward.

### **Southport Hospital Stands**

BB explained that a stand is held at the hospital each month and Gill Murphy (Deputy Director of Nursing) has asked for the stand to move from the Reception Area to outside Outpatients as she felt we would get good patient engagement. Unfortunately, this position has not been as successful, therefore we may need to revisit the location for the new year. Ellen Johnston, Gill Murphy's PA has been extremely helpful, and the new year dates will be set very soon.

### **ACTION**

**BB** to set dates for 2018 Stands

### **Volunteer Thank You Event**

This will be held on Friday, 26<sup>th</sup> January at the Railway Public House in Formby – Save the date has been sent out.

**Sefton Carers Autism Forum 17<sup>th</sup> October (attended by BB & AM)**

CJ fed back that concerns raised included: Supported living, it was stated that the properties themselves are very nice but it's the care/support workers that the group have the most issues and concerns with.

Another issue was raised by concerned parents reporting back around the lack of Speech and Language Therapists for young people with a disability who are now classed as adults (18ys plus).

We now have a member from this group who is to become a Community Champion. NC attended the November Southport & Formby Champions meeting and is very interested in representing the Autism Forum. Bb has arranged a further meeting where they will look at what becoming a Champion entails with new members and NC and a few other new members will be invited.

**ACTION**

**BB** to organise a session asap

**SEN EVENT**

BB attended a SEN Event with Diane Blair on 7<sup>th</sup> Nov 'Ofsted SEND Inspection – what happens next'

Amongst areas discussed were:

- Long waiting times from Education Psychologists
- Lack of Speech & Language Therapists
- Worries that young people are being left behind due to a long wait for diagnosis
- Anxious about transition to high school
- Lack of information being relayed to families with SEN

BB fed back that DB & CJ have been discussing how Healthwatch can get involved in this agenda

CJ also fed back issues around long waiting times for Children's Continence Service and to see a Paediatrician.

**ACTION**

Discussion around how this agenda needs to be fed upto the Steering Group

**Flu clinics**

BB explained that for the 2<sup>nd</sup> year Healthwatch Sefton have attended Flu Clinics and this year increased the amount of sessions attended. BB thanked the support from IM, WA, KL, AM, NB & BC.

**Emerging Issues /questions to be taken forward to Healthwatch Sefton Steering Group**

- St Marks Medical Medical Centre
- Special Educational Needs (SEN)  
Concerns around many areas within this agenda
- Rufford Road Pharmacy - Dangerous hole in the ground

**AOB****Rufford Road Pharmacy**

WAs fed in that there is a hole within the grounds of Rufford Road Pharmacy in Crossens, which could prove to be dangerous for anyone unsteady on their feet. Pictures have been emailed to Healthwatch Sefton showing the depth of the hole in the ground.

**ACTION**

The Group felt this needed to be shared with the Steering Group asking for a letter to be sent to the Pharmacy.

**Sefton Carers Volunteers**

CJ shared a leaflet with the group asking for volunteers for anyone who could spare 2/3 hours per week/month providing breaks for Carers.

WA fed back to the group that there have been concerns around people being sent directly to Specsavers rather than having a patient choice. A letter has been written to CCG asking for comments and a response will be shared when received.

**Private Audiology Provider**

BB spoke about a recent private audiology experience where an older person felt bullied into paying 2k for audiology equipment that didn't work. The patient is now receiving excellent care at Southport Hospital. We have been informed that the private provider is apparently advertising in Sefton and speaking to groups but is based outside of the area.

BB has written to Trading Standards to ask if they are aware of any other cases such as this being reported in.

JS also asked at The Older Persons Forum.

### **New Groups**

DT shared with the group that he has been proactive in setting up the following groups

- Blind Deaf Group starting in Formby Library on 20th of November at 11am
- Diabetic Group starting in Formby Library on the 28th of November at 11am.

### **Woodvale & Ainsdale Community Centre**

DS shared timetables from Woodvale Centre with the group

### **2018 Meetings**

BB Circulated a Survey Monkey to help determine a preferred day for future meeting.

After results shared and discussion with all present at this meeting, it was agreed that the meetings remain on Thursday morning and when possible to use The Galloways for the Blind, Wright Street. Southport.

**Date Time & Place of next meeting**

**Thursday 25<sup>th</sup> January**

**At The Galloways Society for the Blind**

**22 Wright Street, PR9 0TL**

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