

Meeting

Southport & Formby Community Champion Network Meeting
Thursday 5th November 2020

Theme: Community Services

Chair

Brian Clark OBE (BC)

Locality Representative Ainsdale & Birkdale

Attendee

Tony Wright (TW)

Southport Centre for the Deaf

Joanne English (JE)

People First Merseyside

Emma Grange (EG)

People First Merseyside

Lesley Curran (LC)

People First Merseyside

Simon Walker (SW)

People First Merseyside

Racheal Roy (RR)

People First Merseyside

Clare Johnston (CJ)

Sefton Carers Centre

Justine Shenton (JS)

Sefton Advocacy

Terry Nicholson (TN)

Adult Asperger's Support Group

Anne Major (AM)

Locality Representative Southport Central

Louise Doran (LD)

Locality Representative Southport North

Fiona Caplan (FC)

Southport Access for Everyone

Bill Bruce (BB)

Healthwatch Sefton Chair

Healthwatch staff member(s)

Marguerite Partington (MP)

Healthwatch Sefton Engagement Officer

Dawn Thomas (DT)

Healthwatch Signposting & Information Officer

Guest Speaker

Katherine Jones (KJ)

Services Manager, Lancashire and South
Cumbria NHS Foundation Trust

Apologies

Carl Moore (CM)

Sarah Proctor (SP)

Galloways Southport

Woodvale & Ainsdale Community Association

1. Introductions & Housekeeping

BC welcomed all members to the third Southport & Formby Community Champion Zoom Meeting. The last Southport & Formby Community Champion meeting was held on the zoom platform in September 2020 on the zoom platform. The theme was Personal Health Budgets & CCG updates. BC then welcomed new Healthwatch Sefton Chair Bill Bruce. MP then led the introductions and all attendees introduced themselves.

2. Code of Conduct / Declarations of Interest (in line with agenda items or changes)

CB asked all members to abide by the Kindness and Respect guide and members were asked to turn mute on until it was their turn to speak. CB informed members that Katherine Jones, Services Manager for Lancashire & South Cumbria NHS Foundation Trust had joined us for the meeting to give us an update on Community Services. Sharon Forrester, Head of Commissioning and Delivery, Urgent Care and Community Services, NHS Southport and Formby CCG was expected to attend the meeting for a 111 first presentation this morning. Unfortunately, she was unable to attend and sent her apologies following the meeting to all members. Clare Touhey, NHS Southport & Formby CCG and South Sefton CCG Commissioning Manager – Localities also sent her apologies following the meeting. There were no declarations of interest declared.

BC asked MP if any questions had been sent prior to the meeting for KJ as requested by MP. There were none.

BC handed over to Katherine Jones for her presentation.

3. Community Services Update: Katherine Jones, Services Manager for Lancashire & South Cumbria NHS Foundation Trust

KJ began by sharing a presentation on zoom with the help of DT. KJ introduced herself and told the group she was previously an occupational therapist and how she came to be in her current role. KJ explained there is a high number of over 65's in Southport & Formby and a high number of people choosing to die in their own home. KJ informed the group members that the care of the most vulnerable is being prioritised. Pre Covid-19 there were four clinic sites for drop-in blood and podiatry for both routine and urgent appointments. The need to respond to the Covid-19 emergency has resulted in a lot of extra work that has seriously affected the service provision. All staff have been individually risk assessed and treatment room staff have been retrained/mobilized etc. KJ explained this presentation was prepared before the current Covid-19 measures were introduced and so advice has changed again.

KJ informed members that staffs have had to concentrate on high risk care with innovative ideas and the use of online consultations. The teams managed to run community services at an 80% capacity and she was really impressed by the creative ideas of the staff team and the use of virtual platforms, etc.

KJ explained that individual assessments were completed for all staff starting with virtual conversations in order to keep staff in work during the pandemic. They have been creative working from home wherever possible. The frailty teams have been providing support and advice to care homes with daily well being checks for staff. Virtual assessments have been explored. Environmental risk assessments have been completed, an example of which was shown to network members. KJ informed members that reception chairs had to be removed and rearranged in order to enable patients to adhere to social distancing measures. Also, an appointments only system was introduced.

Vitamin B12 injections that were cancelled due to covid during the first wave of Covid-19 and were replaced by vitamin B12 oral medication have now recommenced. Previously shielded (extremely vulnerable) patients have begun returning to treatment rooms.

Domiciliary care- Covid-19 has changed our practice; which now includes online appointments being offered as an alternative on, support for care homes, support between teams and the promotion of self care. The priority is to keep reception staff and patients safe.

KJ went on to share a patient story example of a three-year old child with cerebral palsy and the child's treatment during Covid-19 and the follow up care, which included attend anywhere appointment. All problems were acknowledged and faced with positivity and perseverance.

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

BJ asked a question regarding phlebotomy services moving forward and then gave a positive example of his blood test experience. AM asked about vitamin B12 injections and KJ reiterated that vitamin B12 injections have recommenced with domiciliary visits and a lot of appointments in clinic sites. BB asked a question regarding how community services and how they have had to adapt during Covid-19. KJ answered that adaptations of services have included being able to offer appointments in a variety of ways including online consultation. Cross working has also been very successful. Pediatrics has been using a multi disciplinary approach. Podiatry has worked well to support care homes. Services have collaborated to help people to talk using telephone calls etc. BB asked about routine procedures returning to normal and KJ replied that community services are trying to continue to adapt positively and can't return to normal yet and that routine procedures have to be given time.

BC thanks KJ for her presentation and attending the meeting. KJ agreed to stay for the meeting.

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A short discussion then took place within the group regarding 111 first as MP apologised that unfortunately the presentation was unable to take place today. BC pointed out that the MP had sent the 111 First presentation slides to all network members prior to the meeting and that a lot of information was provided on the presentation for members to read through. AM commented that members need to be aware that the 111 First is an add on triage service and that when necessary emergency services should be used. **Action: MP to update members with any further information regarding 111 First**

BC then handed over to MP for Community champion updates

4. Community Champion Updates

CJ- Carers Voice- Sefton Carers Centre informed members of the Carers Rights Day with a online coffee morning and afternoon interview session with Vicky Keeley sharing questions with a panel to include CCG's, Sefton Advocacy and Young Carers.

DT- Healthwatch Sefton Signposting & Information Officer updated us on her dentistry ring around information saying the situation had not changed for NHS patients. DT said that phlebotomy issues have settled down. LD who is a dental

hygienist told us that no routine appointments are going ahead currently in Dentists in Southport for NHS patients. AM informed us that she has heard that the emergency telephone number are sometimes not being as helpful as they could be. DT who has used this service told us that it was a long waiting time for the line to answer. LD added that some personal protective equipment is now being provided by the NHS and that currently dentists only have to provide 20% to perform to their NHS dental contract, and that hopefully this will improve after Christmas due to more availability of personal protective equipment. JS said that this is unequal provision and a clear inequality for NHS patients. Patients paying privately can access routine dental procedures whilst NHS patients are left with emergency dental care for NHS patients. JS added that people can also ring 111 for urgent dental advice. FC thought this lack of NHS dentist was very alarming and becoming a two tier system. Asking the question why is private dental treatment safe and not the NHS dental treatment. **Action: Inequalities for NHS Patient's dental care identified as a theme: MP has requested members complete a 'Tell us what we should be focusing on' form and return to provide further information to escalate to steering group.**

JE- People First Merseyside is keeping in touch with their members and having to constantly adapt to changes in covid guidelines such as the recent second lockdown. The zoom platform has been great. RR told members about her recent experience having a tooth removed following as an NHS patient. Other People First members who attended had no further updates to report.

FC- Southport Access for Everyone informed us that it has been difficult for the group to meet but they have embraced technology and held their 1st zoom meeting.

JS- Sefton Advocacy informed us that they are continuing to meet virtually and engaging and collaborating with various organisations. Holding steering groups and focus groups and also working alongside the Liverpool City Region Forum. JS also updated us about Age Concern telephone calls and that information has been missed out due to the inability to carry out home visits and that some elderly people are struggling to cope in conditions at home. Telephone calls alone cannot provide a clear picture.

TW- Southport Centre for the Deaf told us that the centre still closed and will be remaining closed for the rest of the year due to social distancing constraints and Covid-19 measures, leaving people feeling quite isolated. TW also added to the earlier dentistry discussion by saying she has had a NHS dentist check up. The dentist was planning on changing from NHS to private care and offered the chance for TW to join a dentistry subscription. TW also informed the network members of his friend's experience of GP Access and the ongoing issues regarding this. **Action:**

GP Access already identified as a theme. Note: 'Tell us what we should be focusing on' form has been emailed by MP for further information to take to steering group.

LD updated members on her experience of current dentists in the local area due to her role as a dental hygienist. LD explained the new procedure which included new air purifying procedures, and deep cleanse of areas following time after dental treatment with a drill. This should reduce the time in between dental treatments moving forward.

TN- Adult Asperger's Support Group is meeting on zoom and are about to launch a new website. MP to circulate the details when they are received. Other questions could not be addressed in the meeting due to guest speakers being unable to attend.

BC & MP thanked Community Champions for updates and handed over to MP for Healthwatch Sefton Updates.

5. Healthwatch Sefton Updates

- MP said thank you to Brian for being our chair today. Brian is also the volunteer locality representative for Ainsdale & Birkdale amongst other roles.
- Healthwatch Sefton were nominated for a national award and received the 'Highly Commended' Award in the 'Working in Partnership' category by Healthwatch England in the awards ceremony yesterday.
- Healthwatch Sefton are encouraging new healthwatch members to join us and to share individual feedback on our healthwatch website. MP asked members to encourage group members and organisations to share their individual health & social care issues our healthwatch website which can be done anonymously if they wish. They can also ring our Freephone number 0800 206 1304 or email info@healthwatchsefton.co.uk with their experiences.
- Healthwatch Sefton as a team is continuing to adapt and is working and organising new ways to engage including remotely planned focus groups.

Issues Identified during the last meeting:

- Community Services
- Phlebotomy issues- regarding hospital trusts and community bloods
- GP continuity of care for patients with learning disabilities, autism mental health and access to GP appointments
- Covid cases- local restrictions
- Diagnosis assessments problems, delays for a range of conditions including autism, Asperger's, dementia, mental health.
- Mental Health due to covid-19 restrictions.

Members have received updates on some of the issues raised in the last meeting minutes agreed that have been circulated to members by MP. Action: **MP to keep members updated when she receives more information on any issues raised.** MP asked members who have any issues/ themes identified to please complete the 'Tell us what you we should be focusing on' form and return it so the issue can be raised at the steering group to provide more information.

We have a number of service providers wanting to attend our champion meetings currently- see below

- E- consult- the online platform used by GP practices.
- Margaret Stanley- dentistry research.
- The Brain Charity.
- Living Well Sefton.
- Community Connectors.
- Social Prescribers.

MP asked members if they had any particular guest speakers you would like me to ask to attend. The next meeting was agreed with members to be in January 2021.

Members agreed they would like meetings to continue at the same time on a Thursday morning.

6. **Emerging Health or Social Care themes**

Identified during this meeting:

- Inequality of access to dentists for NHS patients
- GP Access

7. Community Champion network notes for approval

The notes from the meeting held on Thursday 24th September 2020 were previously circulated to all members for comments or amendments and were today agreed as accurate at the meeting.

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

- Diagnosis assessments problems for a range of conditions including autism, Asperger's, dementia, mental health due to Covid-19.

9. Information exchange/ any other business

JS updated members on a prescription requests that can be made on the telephone to adapt for vulnerable people this has been confirmed by Suzanne Lynch-Medicines Management and the information will be shared with all GP surgeries.

FC told members about her experience with blood tests and difficulty finding a butterfly needle due to cost. FC also mentioned a query regarding botanic gardens which MP asked FC to email her about to see if she could find any further information.

Members agreed to forward any further information to be shared to MP.

All Community Champion members thanked for attending.

Date and Time of Next Meeting:

January 21st 2020 at 10am

Venue: ZOOM

Theme: e-consult and dentist research