

## Meeting

Southport & Formby Community Champion Network Meeting  
10am on Thursday 11<sup>th</sup> November 2021

**Theme: Online engagement feedback session, GP merger consultation /GP access**

### **Chair**

Marguerite Dawson (MD)

Healthwatch Sefton Engagement Officer

### **Attendees**

Tony Wright (TW)

Southport Centre for the Deaf

Anne Major (AM)

Locality Representative Southport Central

Terry Nicholson (TN)

Asperger's Support Group

Jan Stirling (JS)

Locality Representative Formby

Andrea De Cort (AD)

PPG representative for Ainsdale Medical Centre

Ken Lowe (KL)

Ainsdale Lunch & Leisure

Fiona Caplan (FC)

Southport Access For Everyone

Karen Cooke (KC)

Home- Start Southport & Formby

Justine Shenton (JS)

Sefton Older Peoples Forum

Caroline Hesketh (CH)

Sefton Carers Centre

### **Healthwatch staff member(s)**

Marguerite Dawson (MD)

Healthwatch Sefton Engagement Officer

Amanda Williams (AW)

Healthwatch Signposting & Admin Officer

### **Guest Speakers**

Jan Leonard

Director of Place- CCG

Lyn Cooke

Head of Communications- CCG

### **Apologies**

Brian Clark OBE (BC)	Locality representative Ainsdale & Birkdale.
Shannon Bryan (SB)	Parenting 2000
Rebecca Gomersall (RG)	Ainsdale Lunch and Leisure
Jan Comer (JC)	People First Merseyside
Lesley Curran (LC)	People First Merseyside
Simon Walker (SW)	People First Merseyside

## **1. Introductions & Housekeeping**

MD welcomed all members to the November 2021 Southport & Formby Community Champion Zoom Meeting. The last Southport & Formby Community Champion meeting was held on the zoom platform in September 2021. The theme for the September meeting was Sefton Affordable Warmth, CCG updates, NHS informatics GP website survey update. Introductions were made by all attendees.

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

MD asked all members to abide by the Kindness and Respect guide and members were asked to keep mute on until it was their turn to speak. MD asked members to abide by the Healthwatch Sefton Code of Conduct policy. MD informed members they will have received the draft meeting minutes from the September meeting for amendments and to be agreed later in the meeting. MD updated members to a change in the agenda for this morning's meeting due to two guest speakers cancelling at the last minute. Therefore, MD had decided to hold an online engagement feedback session with network members instead and also update on the Community Champions Review.

MD informed members that Jan Leonard and Lyn Cooke from the Clinical Commissioning Group were still joining the meeting just after 11am to present on the GP merger consultation and for a GP access general update. MD asked for any declarations of interest. AM declared that she is a volunteer with the hospital discharge team at Southport and Ormskirk Hospital Trust. No further declarations of interests were made. MD informed members there would be a two minutes silence in the meeting at 11am for Remembrance Day.

## **3. Community champions review**

MD explained to members that Healthwatch are currently completing a framework as part of the work with Healthwatch England and Healthwatch want to highlight the community champions networks. MD informed members that Healthwatch want to create a 'meet our champions' section on the Healthwatch website that shows all the good work that the community champions network groups do.

MD explained she has sent community champions a review form to complete and return so Healthwatch have the information to promote all community champions organisations. The form asks for basic information to find out network members organisations reach, the area they cover in Sefton, how many people they support and which social media channels they use.

MD said that Healthwatch also want to find out what network members think of the community champions meetings? Are they happy with them meeting bi monthly? Are they happy with the guest speakers who are invited? Are there any suggestions or comments on how we can improve the meetings?

MD also offered to complete the review form over the telephone with community champions and thanked those network members who have already completed and returned the forms.

MD asked if there were any questions regarding the community champions review. No questions were asked by members.

#### **4. Online Engagement Feedback Session with network members.**

MD then held an online engagement session with community champions in the meeting.

MD introduced this by explaining that Healthwatch have held a number of online engagement sessions and MD has contacted all network members to see if they would like to hold an online engagement session with members groups/ organisations. Healthwatch have already held online engagement sessions- including Sefton Older Peoples Forum and a number of other groups.

MD informed network members that Healthwatch want to hear their feedback this morning on any health and social care experiences members have experienced.

**These can include:**

- Your GP
- Hospitals
- Community services including blood clinics and podiatry
- Care Homes
- Health & Care services
- MD asked that all the experiences shared in the meeting today are confidential within the community champions group. MD stated that all feedback is anonymous and that she will be inputting it on the Healthwatch Sefton website.
- MD explained that Healthwatch will only need the service provider; experience and the first three digits of their postcode.
- MD took notes to record the shared experiences to put on the HW feedback centre.

MD asked if there were any questions? No questions were asked.

MD then asked for a volunteer to start by sharing a recent health and social care experience? or a family members? Or relatives?

A number of confidential and anonymous experiences were then shared in the community champions meeting.

MD then thanked network members for sharing their experiences, and went on to say that if members would like to book a Healthwatch online engagement session with their group/ organisation then to contact her and also explained that Healthwatch are currently holding online engagement sessions to follow Healthwatch guidance as Healthwatch are currently unable to gather outreach feedback at hospitals, events etc. so all feedback received is greatly appreciated.

A two-minute silence then took place at 11am in the meeting for Remembrance Day.

MD then welcomed Jan Leonard and Lyn Cooke who had joined the meeting and handed over to them for their update.

**5. Jan Leonard- Director of Place, CCG and Lyn Cooke- Head of Communications, CCG.**

JL thanked members for the opportunity to attend this morning's Southport & Formby community champions meeting.

JL updated members on the merger of Roe Lane Surgery and Christiana Hartley Medical Practice and explained that at the time of this meeting a survey had been launched 2 weeks ago to consult with patients from both GP practices for feedback, and information had also been circulated to explain why the changes and subsequent merger has taken place. At the time of the meeting 107 responses to the survey had been received and a further reminder about the survey was going to be sent out to patients.

AM commented that much information had been posted on social media about the merger and movement of health services from Roe Lane Surgery to Christiana Hartley Medical Practice. AM shared that patients felt there was a lack of communication and that patients felt upset.

AM also raised the question of transport from Roe Lane to Christiana Hartley for patients and how this would affect patients needing a home visit.

JL acknowledged all the comments made by AM and apologised that patients felt communication was not clear. On the issue of patients transport and how this would affect patients needing a home visit JL stated that they are awaiting further feedback from the consultation with patients on how best to manage these issues and then act accordingly.

TN stated that she had heard about the merger very abruptly and the consultation seems to have been carried out in retrospect. TN said there is no public transport between the practices and asked how many patients were registered on the Roe Lane register?

LC informed network members that just short of 4,000 patients were registered with the Roe Lane Surgery.

JL said she recognised there is a lack of public transport around the area for patients. However, the distance between practices is not far.

TN asked if it was known for a while that the merger was going to happen?

JL acknowledged that the situation with doctors retiring was known about for a while. However, stated that becoming a partner in general practice is not a popular prospect for clinicians currently. JL explained that Dr Farrell from Christiana Hartley Practice has been rated outstanding by CQC and it was thought to be the best possible solution for patients from both practices.

JL informed network members that the average number of patients registered at a GP practice is around 9,000 patient and that Roe Lane had just under 4,000 patients registered and was not an attractive practice to take on.

JL and LC then talked about Primary Care Networks (PCN's) and explained they are groups of GP's and also touched on the 7 day/ out of hours service.

KL stated that the PCN's are established and part of the GP federation. However, PCN's cannot step in all the time.

AM commented on the geographical area between Roe Lane & Christiana Hartley and that it covers a large boundary. JL explained that that all boundaries overlap and have good GP access coverage.

The discussion then moved on to the general GP access theme. JL and LC shared 'A day in life of a GP' video on the zoom meeting screen for network members to watch.

The video explained how GP practices are working in different and difficult times and to be kind and understanding to staff. GP Practices are open but just working differently. The video received positive feedback from network members and served to highlight the difficult issues facing GP Practices.

JL then went on to talk about the GP access survey which will be available for all patients to complete. Online and paper formats will be available. All formats will be available to ensure access for everyone.

JL said it is all patients' chance to share their experiences of GP access. Once all survey replies are received the CCG's will then look at all the survey feedback across GP practices and have a conversation with Patient Participation Groups. To find out what will work best in the current situation and how best to move forward. The GP access survey is going live in Southport & Formby from the end of November. JL asked network members to encourage their groups and organisation members to complete the survey.

AM asked how the GP access survey will be distributed? Who will decide on the format? JL and LC explained each practice will identify who needs an easy to read copy or paper copy and that the survey will be available to everyone online. Practices will send patients a text message with a link to the online survey to invite them to complete the survey.

LC said that practices will know and identify who needs further support. So as many format options as possible will be available for the survey. They are also looking to send reminders to complete the survey.

FC asked is there are arrangements for visually impaired people?

LC answered that anybody who requests large print or audio or over the telephone survey options then the CCG will look to make arrangements.

AM asked will the survey be including people who are working? As they may have no phone at work.

JL answered patients will receive text messages to complete the survey when convenient, and reiterated that the CCG are looking to make the survey as accessible as possible.

LC informed network members that the Southport & Formby GP access survey will be rolled out at the end of November 21 for six weeks until January 2022.

MD and network members thanked JL and LC for joining us.

AM asked for the CCG to return to a future meeting following completion of the GP access survey to share feedback. **Action: MD to invite CCG to a future meeting following completion of the survey to update members on the feedback received.**

## **6. Community Champion updates**

FC from Sefton access for everyone asked MD to share a picture on the zoom screen of weighing scales that are suitable for WC users and people unable to bear weight. FC wanted to raise the issue of the importance of these weighing scales to be available with hospital trusts and in community services. **Action: MD to raise the issue at the next Southport & Ormskirk Hospital NHS Trust patient experience meeting and with community services.**

FC also raised the issue of the sports hall/ gym/ pool / classes used for rehabilitation of people with existing medical conditions at Southport & Ormskirk Hospital NHS Trust that been closed due to covid but is now open to treat patients in the hospital. FC would like an update and reassurance on future plans. **Action: MD to raise the issue at the next SOHT patient experience meeting.**

TW from Southport Centre for the Deaf raised the issue of mobile phone numbers being blocked at GP practices Trinity & St. Mark's. **Action: MD to contact the GP Practice/ complaints officer.**

JS shared that she has set up a community chat in Wetherspoons in Formby running every Wednesday morning 10am-12 noon, as part of her community connector volunteer role. It has been held for 5 weeks and 18 people have attended so far.

No further updates.

## **7. Healthwatch Sefton Updates**

MD shared updates.

### Community champions review

As MD had mentioned earlier in the meeting Healthwatch are carrying out a review of the community champions network to gather more information about community champions organisations/ groups and what social media channels they use. Healthwatch Sefton want to hear members suggestions and comments about the community champions meetings such as the guest speakers and how often they should be held and for how long? Healthwatch want to put more information on the HW website about community champions as part of the website revamp. MD reminded network members to complete the review form, and if a telephone call is preferred to contact MD.

### GP access- HW are still gathering GP access feedback.

Healthwatch have been working alongside the CCG and sharing GP access issues/ themes that have been shared with Healthwatch.

The CCG have developed a GP access survey which will be shared with all patients in Sefton GP practices. The GP survey has been shared with the HW steering group who raised feedback and comments. The CCG are ensuring the survey is accessible for all and has different formats available and options on how patients can complete the survey. Eg website, text messages, paper copies available, a telephone number to call.

Healthwatch to keep members updated on the GP access survey.

PPG's- The PPG networking group meeting was held on Wednesday 1<sup>st</sup> December at 10:30am. PPG support packs for PPG practice managers and members are being shared and reviewed at the meeting and how the PPG will work moving forward. MD asked for any members that had not received an invite and would like to attend the PPG meeting to contact her to receive an invite.

Online engagement- Healthwatch are continuing with online engagement events and if network members would like to take part to contact MD.

Southport & Ormskirk NHS Hospital Trust. MD and Anne Major- Locality Representative attended the recent patient experience and & community engagement group held by the trust and also attended a catch-up meeting with Lynn Barnes and Michelle Kitson who are both patient experiences leads for the trust, for an update on the equality and diversity issues raised previously- such as the vegan diet issues which have been resolved and change of venues/ relocation of services/ Medical Day Unit to ask for an update. The Trust acknowledged there has been no final decision yet made on the venues and it is still under consultation. MD raised the issue of patients having to travel from Southport to Ormskirk for appointment s etc and concerns raised due to this and patients having to travel, also highlighting problems with a lack of access to transport links, and health issues or the financial cost of patients travelling.

MD also shared the issues raised about the friends and family phone calls/ text messages that kept ringing and could not be stopped. The trust explained the text messages and telephone survey calls can be opted out of and said they would update the information on this on the website.

The Trust suggested the A & E department is busy with patients who are possibly attending A & E who are unable to book appointments with their GP practice and they are interested to hear the the results of the GP access survey and impact on primary care and the resulting impact this may be having on secondary care/ A & E.

HW have asked the Trust if they can put up Healthwatch feedback QR posters in the Southport and Ormskirk sites. HW are looking at gathering further patient stories/ case studies for SOHT and sharing the feedback from the HWS feedback centre.

Broadening our reach- MD has been in contact with PC24 to ask them to put up Healthwatch QR feedback posters in their GP Practices in Sefton and to ask for their help in promoting HW support in engaging with people who have claimed asylum in Sefton as they are currently registering asylum seekers with GP practices in Sefton.

Issue raised at Older Peoples Forum/ SPOC – to follow up a request for a response from the CCG on GP annual frailty checks and annual medication reviews, that annual frailty checks should take place for those age 65 years and over and annual medication reviews should take place.

The issue has been raised at the Healthwatch Sefton steering group and Diane Blair HW manager is taking this to the next Joint CCG Primary Care Commissioning Committee (18.11.2021) to be formally raised.

Healthwatch are still encouraging new healthwatch members to join from all communities and to share individual feedback on the Healthwatch Sefton website. The Healthwatch Sefton Freephone number is 0800 206 1304 and the email is [info@healthwatchsefton.co.uk](mailto:info@healthwatchsefton.co.uk).

## **8. Emerging Health or Social Care themes**

General accessibility to GP practices and health services.

Accessibility to weighing scales for WC users/ people unable to weight bear.

Access to gym/ pool facilities and classes for rehabilitation at SOHT.

Melatonin medication process.

## **9. Community Champion network notes for approval**

The notes from the meeting held on Thursday September 2021 were previously circulated to all members for comments or amendments. An amendment was noted and then agreed as accurate.

## **10. Previous emerging issues / questions taken forward to Healthwatch Steering group.**

None recorded.

## **11. Information exchange/ any other business**

KL raised an issue regarding Southport outpatients and which departments have been transferred to Ormskirk? **Action: MD to follow up.**

TN asked if there had been any further update on the melatonin medication process. **Action: MD to follow up again.**

All Community Champion members were thanked for attending.

Date and Time of Next Meeting:

Thursday 27<sup>th</sup> January 2021 at 10am

Venue: ZOOM

