

## Meeting

Southport & Formby Community Champion Network Meeting  
10am on Thursday 17<sup>th</sup> November 2022 held on zoom.

### **Themes: Adult Social Care, Primary Care Updates**

#### **Chair**

Brian Clark OBE (BC)

Locality Representative North Southport

#### **Attendees**

Anne Major (AM)

Locality Representative Southport Central

Jan Stirling (JS)

Locality Representative Formby

Andrea De Cort (AD)

PPG representative for Ainsdale Medical Centre

Fiona Caplan (FC)

Southport Access For Everyone

Bob Wilkinson (BC)

Southport Samaritans

Louise Heritage (LH)

Sefton CVS Community Connector

Michelle Ralph (MR)

Sefton Alzheimer's Society

Helen Stanbury (HS)

Ainsdale Lunch and Leisure

Michael Swift (MS)

Stepping Stones

Terry Nicholson (TN)

Asperger's Support Group

Bob Brown (BB)

Volunteer

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

Marguerite Dawson (MD)

Healthwatch Sefton Engagement Officer

Clare Blasbery (CB)

Healthwatch Digital Communications Officer

Kate Grace (KG)

Healthwatch Independent Advocate

#### **Guest Speakers**

Andrew McDonald (AM)

Service Manager- Adult Social Care

Clare Touhey (GT)

Southport & Formby PCN Manager

Angela McMahon (AM)

Commissioning Manager- Localities Sefton

## **Apologies received**

Amanda Williams (AM)	Healthwatch Signposting & Information Officer
Jan Comer (JC)	People First Merseyside
Simon Walker (SW)	People First Merseyside
Lesley Curran (LC)	People First Merseyside
Vicky Abban (VA)	Social Prescribing Link Worker
Caroline Hesketh (CH)	Sefton Carers Centre
Gemma Collins (GC)	Community Development Inclusion Officer
Tony Wright (TW)	Southport Centre for the Deaf

## **1. Introductions & Housekeeping**

BC welcomed all members to the November 2022 Southport & Formby Community Champions meeting being held on the zoom platform. Introductions were made by all attendees. The last Southport & Formby Community Champion meeting was held in September 2022. The themes for the September meeting were the 2-hour Urgent Community Response Service and Technology Enabled Care Service (TECS). BC informed network members that the guest speakers for the November meeting are Sefton Council Adult Social Care to talk about feedback and GP Access and Primary Care Network updates.

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

BC asked all members to abide by the Kindness and Respect Guidelines and follow the Healthwatch Sefton Code of Conduct policy.

No declarations of interests were made.

BC handed over to Andrew McDonald

## **3. Andrew McDonald- Adult Social Care- Service Manager**

AM introduced himself as Service Manager for Sefton Council Adult Social Care supporting people over the age of 18 years and the front door at the Hospital. AM explained he is completing this research as part of a project for his MBA studies.

MD shared the presentation below on the zoom screen for AM.



AM explained to network members that Adult Social Care do not routinely ask for feedback from Sefton residents. They receive complaints and compliments but generally don't ask for views. They are trying to address this issue and want to ask community champions for their opinions on this.

AM asked members- Is it a good idea to ask people who access the service for their opinions? Currently they tend to look at numbers and how many people use the service to measure how well they are doing. AM asked members- Do they think it is a good idea to ask how well the service is performing? And would this add any value?

AM asked network members how feedback should be recorded and how would they like the Council to hear what they have to say? By questionnaires, surveys or telephone? And how frequently feedback should be asked for? On a regular basis? Monthly? AM also asked members what might stop them giving feedback? AM welcomed all network members views.

A question, comments and answer session then took place in the meeting.

Q. TN asked AM to remind her what scenario and criteria people would be allocated Adult Social Care services?

A. AM answered that an Adult Social Care Assessment is completed to assess criteria and sometimes services are commissioned as a result. Sefton Adult Social Care give information and advice on community support, residential support and supported care.

Q. BC commented that he agreed feedback is important and without feedback you don't know how the service is working. How could you gather feedback? Any thoughts on this?

A. AM answered that suggestions are that when the service telephones people who use adult social care services they are asked for consent to be contacted later for their views on the service. This is suggested to be carried out in a conversational approach.

Q. KG asked if a person does have a problem with the service then what do they do? What will happen after a complaint? When feedback is provided, what happens next if people are not happy with the service?

A. AM acknowledged the points made by KG and explained that firstly they receive the feedback and then secondly, they decide what to do with it. They decide as a service what they do with feedback received.

Q. KG asked about the problems with social care transitions from children's services to adult services.

A. AM said this was a huge piece of work and that Sefton are looking at building a Transitions Team. He explained that the 0-25 agenda is an important area that he himself does not manage. AM agreed it is important in order to assess people's early challenges.

Q. AM explained she has had personal experience of using Adult Social Care and assumed feedback was being collected. AM agreed it is important to collect service users and their family's feedback as everyone has a different journey. AM is happy to share feedback

A. AM answered that the service does receive complaints and compliments and they are looking at reaching out more to individuals. They are prepared for negative feedback to help improve services and want to work with Healthwatch.

Q. FC reiterated difficulties she had heard about the transition from children to adult social care services.

A. AM said he would pass this feedback on to his colleagues and would look at the possibility of the transitions team attending a future community champions meeting.

Q. JS shared a personal concern that has been dealt with but that JS is not satisfied with.

A. AM answered this is difficult to deal with in this forum and he would pass on JS's details after the meeting. **Action: MD emailed JS's email address to AM following the meeting so that AM could pass on the details to the Safeguarding Team to contact JS.**

Q. AD shared information ideas with AM on the academic side of gathering feedback and how you have to be specific with the aims, objectives, and also confidentiality issues. **Action: AD to email any further information to AM following the meeting.**

AM thanked the network members for their questions and feedback. AM gave permission for MD to share his contact email address details with the group. **Action: MD shared AM's email with all members by group email following the meeting to**

enable them to share further feedback, as individual members would like to share their experiences/ comments.

BC thanked AM and welcomed Clare Touhey and Angela McMahon

#### **4. Primary Care Network Manager Southport & Formby and Localities Manager Sefton- updates**

Clare Touhey informed network members of her change of role as she is now the Primary Care Network Manager for Southport & Formby. Angela McMahon introduced herself in her new role as Localities Manager- Sefton.

CT explained there have been a lot of changes in Primary Care Networks, and CT wants to see how we can work together.

CT said that many additional roles have been created in Primary Care in Southport & Formby.

Some of these include-

- The Social Prescribing Team
- The Enhanced Health and Care Home Team
- Mental Health Practitioners
- Health & Well Being

CT said she will return to a future community champions meeting to tell members more about these additional roles and invite some of the team members along.

CT explained there is a development of services to help in supporting people at home. With the elderly demographic in Southport & Formby there is an emphasis on pro- active care. CT facilitated an event the day before in Southport to support GP receptionists to look after their health & well-being. As a Primary Care Network (PCN) GP Practices are looking at their GP Access. GP Practices are looking at new ways for Southport & Formby residents to access Primary Care.

Q. BC asked about the role of a receptionist. How has it changed? As they now do triage.

A. CT explained about the GP Access survey that received a large response In Sefton and further highlighted GP Access issues. The role of receptionist has evolved and changed and is complex, although they make no clinical decisions, they do triage patients. All GP Practices do work differently and have different demographics. This was discussed more at the GP receptionists event held

yesterday and information was shared with receptionists on the services they can refer patients to such as Social Prescribers.

Q. TN asked for more information on the enhanced care homes teams?

A. CT said this team is lead by Dr Beth Pennington a Learning Disability community nurse for access to Primary Care in care homes for residents. A holistic care needs assessment is completed and a care plan is formatted.

AM told members about the piece of work which was done in South Sefton in her previous role, in partnership with Healthwatch. This raised any GP Practice issues or problems that were shared with Healthwatch to share with Healthwatch members, the website and social media. AM wants to work together with the Southport & Formby GP Practices to keep Healthwatch updated so Healthwatch can share the information with their members, on social media and on the website.

CT and AM thanked community champions members for the invite to the meeting. BC thanked CT and AM for attending and handed over to MD for community champion updates.

## **5. Community Champion updates**

Samaritans- 'Brew Monday Campaign' will be on the 16<sup>th</sup> January 2023. BW said he will send over the details to MD.

FC updated on the work Southport Access For Everyone (SAFE) has been enquiring about in regards to Rowlands Pharmacy and Care in the Chemist (extended service) as Rowlands was on the list of accessible chemists. FC said she has raised this with her local MP.

A short discussion took place in the meeting and community champion members generally agreed that small adjustments should be made to accommodate accessibility issues in all chemists.

Stepping Stones - a group based in Southport who support people with mental health issues, learning disabilities and health issues has just joined the community champions. MS as the group lead updated on the activities the group does, which include, trips out, arts and craft, and weekly meetings with guest speakers.

No further updates.

BC handed over to MD.

## **6. Healthwatch Sefton Updates**

September 2022-

Southport & Ormskirk Hospital NHS Trust

MD continues to attend the Trust's patient experience group meetings and monthly Healthwatch stands at Southport Hospital have been booked to gather feedback from patients and any themes we are hearing. AM also attends. MD inputs these on the Healthwatch feedback centre and they are shared with the Trust.

Healthwatch are awaiting a formal response from the Trust for the online engagement group draft report that has been sent to the Trust (Director of Nursing) then it can be published.

GP's

Healthwatch continue to receive GP Practice feedback from people with what is working well and what needs improving. This feedback is shared with GP practices and commissioners of services.

Patient Transport Services issues- this was taken to the HW steering group, around delays for people waiting for an ambulance when they are discharged from hospital or after attending an outpatient's appointment. This issue was still reported at the last patient experience meeting. They say they are aware of this issue and are monitoring it.

MD invited North West Ambulance Service (NWAS) to the November community champions meeting, but unfortunately, they had to cancel, MD has invited them to the January 2023 meeting.

Rowlands Pharmacy- extended care in the chemist accessibility

MD spoke to an officer from Medicines Management when doing outreach at an event and updated on the accessibility issues for Rowlands and the concerns members voiced about the extended care in the chemist service, to ensure all pharmacies are accessible and have the capacity to deal with people with a physical disability or for people with learning disabilities or with mental health problems. This information was fed back to the medicine's management team.

At the last Healthwatch steering group it was decided that Diane Blair- Healthwatch Manager will write to Sefton Council Planning Department to see whether there is any further advice/ information they can share re Rowlands Pharmacy.

## Engagement in person

Healthwatch have attended a number of outreach groups and events including the Macmillan Health and well-being event, the keep warm, keep well events, Ainsdale Healthfare, Stepping Stones, Hospital Stands and are planning to attend Mersey Care clinics across Sefton in the New Year to gather feedback from patients. MD has a number of groups/ organisations to contact to plan more outreach and drop ins.

## Domiciliary Care survey

The Healthwatch Sefton team have been ringing local residents who have a home care package in place in Sefton from a local care provider to complete an anonymous survey to share their views. A report will be produced and shared with Sefton Council.

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MD asked members to email any news or information to her they would like her to share using the group email.

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MD will be setting the 2023 community champions dates and sharing them with members to add to their calendars. MD has a number of groups/ organisations to contact to come and talk at the meetings, including, CAB, compassion acts, The Life Rooms. MD updated that the meetings will be staying on zoom because it is convenient for community champion members, and for guest speakers, any in person meeting will be planned in advance.

Action: MD to share further updates/ outcomes at the next meeting.

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

The notes from the meeting held on Thursday 22<sup>nd</sup> September 2022 were previously circulated to all members for comments or amendments. Members agreed them as accurate.

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

- Patient Transport Services

Action: MD has invited North West Ambulance Service to the January 2023 meeting.

## 11. Information exchange/ any other business

Community Connectors- LS who is a community connector for Southport shared news that they are looking for volunteers to buddy with local people to attend groups and coffee mornings. **Action: MD shared introduction emails for LS with the Healthwatch communications officer and independent advocate and LS's contact details by group email with members following the meeting.**

AM shared that the Enter & View will hopefully be starting up again. North West Ambulance Service and Transport services were discussed. Private ambulances were discussed. **Action: MD has invited NWS to the January 2023 meeting.**

Most network members agreed with online meetings as they understand they are convenient for members and guest speakers. The group discussed that any in person meeting would be planned in advance.

All Community Champion members were thanked for attending.

Date and Time of Next Meeting:

Thursday 19<sup>th</sup> January 2023 at 10am

Venue: ZOOM