

Meeting

Southport & Formby Community Champion Network Meeting
Thursday 24th September 2020

Theme: Personal Health Budgets & CCG updates

Chair

Wendy Andersen (WA) Healthwatch Sefton Engagement Manager

Attendee

Tony Wright (SB)	Southport Centre for the Deaf
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
Jen Casey (JC)	Healthwatch Knowsley

Healthwatch staff member(s)

Wendy Andersen (WA)	Healthwatch Sefton Engagement Manager
Marguerite Partington (MP)	Healthwatch Sefton Engagement Officer
Dawn Thomas (DT)	Healthwatch Signposting & Information Officer

Guest Speakers

Helen Vernon (HV)	Personal Health Budget Lead
Corinne Barclay (CB)	Personal Health Budget Advocate
Clare Touhey (CT)	NHS Southport & Formby CCG and South Sefton CCG Commissioning Manager – Localities

Apologies

Joanne English (JE)

Fiona Caplan (FC)

Sarah Proctor (SP)

Brian Clark OBE (BC)

People First Merseyside

Southport Access for Everyone

The Woodvale Community Centre

Locality Representative Ainsdale & Birkdale

1. Introductions & Housekeeping

WA welcomed all members to the second Southport & Formby Community Champion Zoom Meeting. The last Southport & Formby Community Champion meeting was held on the zoom platform in July 2020 on the zoom platform. The theme was General updates.

2. Code of Conduct / Declarations of Interest

WA 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. House keeping was covered and members and speakers were asked to introduce themselves. WA informed members that Helen Vernon, Personal Health Budget Lead & Corrine Barclay Personal Health Budget Advocate & Clare Touhey NHS Southport & Formby CCG and South Sefton CCG Commissioning Manager – Localities had joined us for the meeting. No declarations of interest declared.

3. Personal Health Budgets & Sefton Advocacy Service- Helen Vernon- Personal Health Budget Lead & Corinne Barclay Personal Health Budget Advocate

WA asked MP if any questions had been sent prior to the meeting for Helen & Corrine as requested by MP. No questions requested.

Corrine informed us they would share a general update on Person Health Budgets in Sefton and any changes in service due to Covid.

Helen and Corrine shared the Personal Health Budget Presentation on the zoom screen that had been shared the day before by email with community champion members by MP.

Helen began by explaining the Personal Health Budget application process. Children and young people with continuing health care are working alongside CCG's. Children with an educational Health Care Plan can also receive Personal Health Budgets. Helen told us about the Personal Health Budgets Team based at Sefton Carers Centre and the Personal Health Budget Advocates herself and Maggie. The Personal Health Budget Advisor gives information on how the PHB works and advises on procedure relating to being an employer/paying an agency. Help is then given to recruit personal assistants. There is an open channel of communication with clinical commissioning groups.

TN then asked a question about the numbers of Personal Health Budgets and also the possible challenges to securing continuing health care funding. Corinne went on to explain that Sefton Carers Centre and Sefton Advocacy receive many enquiries regarding the continuing health care funding and enquiries for signposting and clinical care as well as the general side of Sefton Advocacy for help with applying for this.

Personal Health Budget Advocacy is a free & confidential support service. To enable clients to understand their rights in the system and provide information to help them make a range of decisions and ensure their voice is heard.

Personal Health Budget Advocacy had been trying to set up a peer support group for advocates and their carers. The supported person is not always the client but the client's representative. Covid has limited the progress of this peer support currently.

Personal Health Budgets Advocates offer the clients an optional review that looks at how the personal health budget is working for them and how the support they're receiving from the personal health budget service is working. An optional review is available to clients initially after six weeks and then twelve weeks and again at twelve months.

TN asked a question regarding the need for a full detailed description of care needs in order to receive Personal Health Budgets. Corrine agreed this is true and a clinical need has to be identified by a health professional (often a district nurse) who is in regular contact with the client. A health and support need must be approved. The Continuing Health Care budget funding comes through the CCG's.

Corinne highlighted that personal health budget advocacy services signposting support is varied and includes signposting to diverse support such as Healthwatch Sefton advocacy services, Sefton Carers Centre Young carers team, local activities, continence services, information and support during covid, continuing health care advice and help with applying for council tax discounts.

Feedback for Personal Health Budgets has been very positive including feedback on the service for quick response from the personal health budget advocacy service.

AM asked a question regarding the Personal Health Budget process and where it starts? Helen then answered that the process starts with the health professional; the person the individual has the most contact with frequently in the community such as a District Nurse. Helen informed us that if Continuing Health Care is fast tracked for end of life (three months left to live) then a Personal Health Budget is automatically given.

Corinne informed us of current common health & social care themes/ issues identified which include, inconsistency in care agency calls and carers and different times of calls. This did not provide continuity of carers especially when personal care is being provided. Support to change care agencies and navigating systems. Help with recruiting personal assistants.

Helen then discussed the impact of Covid with regards to Personal Health Budgets, a number of families have been in contact to say they are not comfortable going to day care services due to the coronavirus. The Personal Health Budget Team has a good relationship with the adult complex care team and were able to discuss changes in the way care was given.

Helen and the team have made sure they have communicated well and provided information for clients and personal assistants. They have also provided Personal Protective Equipment for people receiving personal health budgets and for personal assistants and other support agencies. Bulk ordering of Personal Protective Equipment was essential and needed. Advocates are providing support to all clients

on the practical issues of covid including daycentres, as the situation is constantly evolving and changing due to covid. TN asked about age restrictions, and if personal health budgets are means tested and was informed there are no age restrictions and they are not means tested.

Following the meeting CJ asked MP to make an acknowledgement in the notes that there may sometimes be a possible confusion between a social care assessment and a Continuing Health Care assessment.

WA thanked Helen and Corinne for their presentation and both agreed to stay for the rest of the meeting.

4. Update from Clare Touhey- NHS Southport & Formby CCG and South Sefton CCG Commissioning Manager – Localities

WA welcomed Clare Touhey to the meeting.

CT introduced herself and informed us that the Primary Care landscape has not changed since the last update and is still very much open for patients. Patient will find that GP's are operating in different ways, for example, triage first, telephone appointments, online consultations (via e-consult). Patients are still able to be seen for face to face appointments when necessary and safe. Patients can still access services and should contact their GP if they need to.

GP's also have access to a "hot" site for patients who have Covid symptoms that need to be seen. There is also the GP 7 day service for additional GP, Practice Nurse and Health Care assistant routine pre-bookable appointments in the evening and weekends. This runs at Liverpool Road Surgery in Southport and can be accessed by calling your own GP practice. There have been changes to the flu clinics to allow for social distancing and patients continue to be contacted to attend for flu vaccinations. The flu programme is to be up scaled and patients will be kept up to date with changes as these develop.

Community Services appear to be of particular interest including phlebotomy, where an increase in resources has been put in place. Community services are up and running and plans are in place for a long term recovery plan. CT informed members that if have concerns they can contact the CCG or Lancashire & South Cumbria Care (LSCFT) who provide the community services for Southport and Formby. **Action: CT to keep community champions updated.**

CT then updated members regarding delays in autism diagnosis to advise that a waiting list initiative is being worked on. CT told members that Geraldine O'Carroll, Mental Health Lead will keep us posted and up to date on this issue.

TN who facilitates an adult autism support group asked CT about telephone call services with doctors that provided continuity pre covid and now patients have to phone on the day and cannot get an appointment with a GP. CT said she understood this dilemma but it is difficult to answer as primary care is very much an individual decision for each practice. CT assured TN she will make practices aware of this issue on TN's behalf. CT agreed that knowledge of a patient is good practice especially for those patients with learning disabilities, mental health, and autism and that CT will highlight this area. **Action: CT to update members.**

TN asked about the number of covid cases in Sefton and questioned whether figures are lower or higher in different areas of Sefton and how this may affect the increase in local lockdown measures. CT acknowledged the point and would have to look up data. It was agreed this is a difficult decision for the local authority and areas under further local restrictions. JS pointed out that she had seen a break down of Sefton areas and there are fewer cases in certain parts of the borough.

JS then discussed an issue regarding phlebotomy and blood testing appointments and a query regarding secondary care (hospital) patients being turned away from community phlebotomy. **Action: CT has since discussed this with the Trust and the Commissioning team have picked this up with the Trust. Apparently there was understanding in place earlier in Covid that LSCFT would support any requests however the Trust now have phlebotomy in place and therefore from now on any patients who are being seen at the Trust, virtually or otherwise should be**

directed to their resource at the Trust rather than the community clinics. Action: CT to keep us updated.

AM informed members of a positive experience she had when attending a flu clinic this week. AM has uploaded her experience on the Healthwatch Sefton website.

CT continued with her updates discussing vitamin B12 injections; these are being delivered by some practices and via the Treatment Rooms but they are being prioritised by LSCFT, some patients have had oral supplements during Covid. CT acknowledged that there is some variety across Southport & Formby and the CCG are working on understanding and addressing these issues. Ear syringing is also being looked at as well.

WA thanked Clare for the CCG updates and asked members for any further questions. No further questions. Action: CT agreed to keep community champions updated.

5. Updates from Community Champions

TW updated us that Southport Centre for the Deaf closed in March as they are not able to open due to access, social distancing and numbers. They are closed for the time being.

JC who is an outreach officer at Healthwatch Knowsley informed us that they have had a lot of calls from Knowsley residents struggling to get covid tests. They have collated a report to go to local MP's and Councillors. Similar issues to Sefton regarding phlebotomy have been reported in Knowsley with the telephone numbers constantly being busy. Podiatry services in Knowsley have also been busy and they have been signposting residents to private clinics.

RR informed us that People First have completed a risk assessment to go back to the office.

TN reported no updates also CJ from Sefton Carers Centre will keep us updated regarding information about delays in autism diagnosis.

DT told members that there have been no new dentists available to do routine check ups. As Healthwatch Sefton's signposting & information officer she calls dentists

regularly and will keep the network updated. Phlebotomy calls have eased currently.

AM said that hospital visiting is constantly changing and patients need to ask about visiting as individual cases are completed.

CJ informed members about the new local guidelines that Sefton Carers Centre and the Local Authority have completed with guidance for carers. CJ informed us of the issues reported about access difficulties to some supported living accommodation for parents visiting as carers. This is being looked into. CJ also asked if there had been any further information on melatonin review from Susanne Lynch- Medicine Management MP has previously followed up. **Action: MP provided another update on the issues raised by email to Susanne Lynch- Head of Medicines Management South Sefton CCG & Southport & Formby CCG and Jan Leonard- Director of Place Southport & Formby CCG and South Sefton CCG who informed MP that the information was consistent with their understanding of the issues and they are hopeful they can resolve this issue through the meetings they have planned and will keep MP informed of any progress.**

Action: MP also shared the new carers guidance with network members by email following the meeting.

LD introduced herself as the new volunteer locality representative for North Southport. LD is a dental hygienist and gave us updates on her local dentists regarding Personal Protection Equipment issues that the dentists have to fund this themselves (not the NHS). LD said that a none drilling appointment PPE was £7 and drilling appointment PPE was £25 and the dentists have to pay these charges and this is impacting on NHS patients. There is currently a triage service over the telephone for necessary emergency treatment for most practices. Patients are not seen if they are not already registered with the practice. **Action: LD to keep network member informed of updates.**

LC & SW told members about the People First Friday afternoon bingo on zoom and Daniel's disco on zoom which are fabulous and they would like to invite member to join them.

JS updated members about patients not being allowed to ring up GP's for repeat prescriptions and that this is difficult for vulnerable groups who are not able to go into the surgery. This was raised by Sefton Partnership for Older Citizens Forum;

vulnerable groups can now ignore this message and can ring up for repeat prescriptions.

WA thanked network members for their updates and handed over to MP for Healthwatch Sefton updates

6. Healthwatch Sefton updates

MP Healthwatch Sefton updates:

- Firstly MP welcomed our North Sefton volunteer locality representatives back to our meetings, newly recruited Locality representative Louise Doran who is representative for Southport North and is new to Healthwatch Sefton. Anne Major- Southport Central and Brian Clark- Ainsdale and Birkdale- Anne & Brian have both held their roles as Volunteer Locality representatives for a number of years now. We are very pleased to welcome them all back. We also have a number of newly recruited locality reps in South & Central Sefton. We are also recruiting again for a Formby, Seaforth & Litherland and Hightown Locality representatives.
 - Healthwatch Sefton has a newly appointed Chair Person called William 'Bill' Bruce. Maureen will be leaving her role as chair soon; we have thank you gifts planned.
 - Healthwatch Sefton held a volunteer development session with feedback from Trish Armstrong Child from Southport & Formby Chief Executive – which was very informative. Members will have received the email from MP with updates from the session, which did address and update members on some of the issues raised.
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- Healthwatch Steering groups last meeting was held on Tuesday 15th September –
 - Care homes – Diane is currently attending care home meetings on a weekly basis. Restricted visiting was introduced again in Sefton care homes. Due to increase in case coronavirus.
 - SEND online session update- return to school- panel of council experts including public health, education. SEN staff- held on Thursday 8th October 1-2 zoom. 0800 206 1304 or info@healthwatchsefton.co.uk for parent carers to

book a place. MP shared details with members to share with any parent carers/ organisations/groups.

- Emerging themes identified so far have included:
 - Community Services- including podiatry, phlebotomy, ear syringing, continence services etc.
 - Mental Health issues- anxiety- stress
- Diagnosis assessments problems for a range of conditions including autism, Asperger's, dementia, mental health due to covid19. Delays.

Other themes identified-

- Loneliness/ isolation has also been raised as a theme. A lot of people during pandemic are feeling isolated and lonely.
 - Transport to hospital appointments concerns- safety
 - Carers attending hospital appointments procedure.
 - Dentists. GP appointments. Flu clinics programme.
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- Steering group looked at Community services – and particularly the issue of Communication- information sharing to keep the public up to date with the changes to community services- appointments and procedures. How can we as a Healthwatch ensure this happens?
 - Community Continence services update- MP updated members on a recent meeting with herself & Diane Blair (Healthwatch Sefton Manager) with Wendy Heckels Service Manager from Lancashire Care who gave us an update on community services, and has agreed that she or her colleague will attend our next community champion meeting to give us further updates.
 - Southport & Ormskirk Hospital Trust - patient experience group- Anne Major has been attending- AM, MP & Diane Blair to attend another patient representative / healthwatch catch up meeting after this meeting.
 - We have a number of service providers wanting to attend our champion meetings currently. For the next meeting I am inviting Sharon Forrester to give us a presentation on the 111 First initiative- a pilot/ new triage service for A & E and moving forward a guest speaker to tell us about e-consult to update members on the online platform used by GP practices. LWS will also be joining us to tell us about their service and how we can access support & advice. MP asked members for feedback on particular guest speakers they would like to be asked to attend? MP also asked members if they would like to continue with monthly zoom meetings on a Thursday morning. Or change/ alternate?

- MP asked if members are happy with this.
- Members decided they would like a bi monthly meeting at the moment and agreed to the next meeting on 5th November.

7. Emerging Health or Social Care themes

Identified during this meeting:

- Community Services
- Phlebotomy issues- regarding hospital trusts (secondary) and community bloods (primary).
- 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 covid19.

8. Community Champion network notes for approval

The notes from the meeting held on Thursday 9th July 2020 were previously circulated to all members for comments or amendments and were today agreed as accurate at the meeting.

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

- Transport to hospital appointments
- Carers attending hospital appointments procedure
- Covid19 testing services for outpatients appointments
- Diagnosis assessments problems for a range of conditions including autism, asperger's, dementia, mental health due to covid19.

10. Information exchange/ any other business

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

All Community Champion members thanked for attending.

Date and Time of Next Meeting:

Thursday 5th November 2020, 10.00am start

Venue: ZOOM

Theme: Community Services, 111 First Initiative, CCG's updates.