

Minutes of the Healthwatch Sefton Steering Group meeting.

Held Thursday 11th May 2023. 10:30 – 12:30.

<https://us06web.zoom.us/j/85736493406>

Attendees:

Steering Group members:

John Turner (JT)	Chairperson
Brian Clark (BC)	Locality representative – North Southport
Anne Major (AM)	Locality representative – Central Southport
Maurice Byrne (MB)	Locality representative – Maghull
Linda Wright (LW)	Locality representative – South Southport
Georgia Ribbens (GR)	Sefton Young Advisors
Vicky Keeley (VK)	Sefton Carers Centre
Yael Edmonds (YE)	Sefton Parent Carer Forum

Staff Team:

Diane Blair (DB)	Manager
Wendy Andersen (WA)	Engagement & Participation Manager
Clare Blasberry (CB)	Digital Communications Officer (part of meeting)

Apologies:

Angela Keith (AK)	Equalities Director
Kevin Halewood (KH)	Locality representative – Crosby
Jan Sterling (JS)	Locality representative – Formby
Sharon Cotterall (SC)	Every Child Matters Forum
Karen Christie (KC)	Health & Social Care Forum
Will Mullen (WM)	Transforming Care Co-production Board
Jan Comer (JC)	Transforming Care Co-production Board
Marguerite Dawson (MD)	Engagement & Participation Officer (Staff team)
Amanda Williams (AW)	Signposting and Information Officer (Staff team)
Kate Grace (KG)	Complaints Advocate (Staff team)

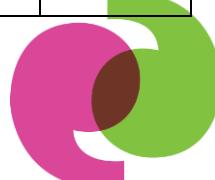


Agenda Item	Notes	Action
1.	<p>Introductions and apologies. JT welcomed everyone and introductions were made as it was LW's first meeting. JT highlighted the code of conduct, noting previous declarations.</p>	
Governance		
2.	<p>Minutes of the last meeting for approval.</p>	
	<p>The minutes of the last meeting were approved as an accurate record.</p>	
3.	<p>Action Tracker.</p>	
	<p><u>Accessibility of Rowlands Pharmacy (Birkdale):</u> a news release will be drafted to showcase the outcome. Action: news release to be shared when available.</p>	DB/CB
	<p><u>Patches:</u> DB provided an update on a risk identified by 7 Sefton practices. Until resolved, those practices had reverted back to E-consult. MB shared that the new system was not being used in his practice yet. It was always anticipated that there would be issues with this being a new system explained JT, but it hopefully would bring improvements. Action: Healthwatch to monitor the roll out of the new system and encourage residents to provide feedback.</p>	All
	<p><u>2-hour urgent community response service:</u> Action: further updates to be shared when available.</p>	VK
	<p><u>Cost of living survey:</u> the survey had launched but was then halted due to purdah and is being relaunched this week. MD and WA will also take paper copies out during outreach.</p>	



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	<p><u>Ambassador report: Mersey Care NHS Foundation Trust – new structures:</u> DB is liaising with Pat McGuiness (Associate Director for Strategic Partnerships) to plan this session. Action: details to be shared.</p>	DB
	<p><u>Listening events (Liverpool University Hospital NHS Foundation Trust), Accident & Emergency departments:</u> The trust has yet to respond to the report. We advised Healthwatch Liverpool that we had reverted back to the 20-working day statutory response time. They have agreed to do this for future joint reports.</p>	
	<p>Action: report to be shared when available.</p>	DB
	<p>YE shared a recent experience of problems parking at the new Royal Liverpool Hospital, drop off bay facilities and disabled access also being an issue. WA had shared with Aintree Hospital how work vans had been parked in blue bay spaces and this had also been fed in by patients spoken with during outreach at the hospital. MB agreed that there were issues with both sites.</p>	
	<p><u>Health Protection Forum:</u> DB and Roger Hutchings (ambassador) are arranging a meeting with the chair to discuss the issues in attending this meeting. Action: update to be provided when available.</p>	DB
4.	<p>Update from the Healthwatch Board of Directors meeting.</p>	
	<p>An appointment had been made to the board, with AK joining as Director for Equality. AK will also sit on the steering group.</p>	
	<p>The board had reviewed recent developments with communications, including social media content, the weekly newsletter and website update. CB was congratulated on her work to strengthen this area.</p>	

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	<p>The budget has been reviewed and was in balance, funding year on year has remained the same and in looking at future financial sustainability, more external project work would be sought.</p> <p>JT updated that he attended the Health & Wellbeing Board (8th March) at which the Executive Director for Children's Services had updated on school attendance, a national issue. Sefton has persisting problems in this area. The high number of agency staff used to cover social work was also noted. MB updated on this issue with agency staff working intermittently, for example choosing what days they don't want to work/ choosing not to work.</p> <p>VK expressed how often parents were blamed for the lack of attendance but mainstream schools cannot cope to provide the right sensory environments. Recognition of the pressure's parents have in supporting their children against the backdrop of delays in health and care assessments, the fight for placements and having to constantly repeat their story with different social workers needs to be factored in.</p> <p>YE agreed and explained how the effects of the pandemic had led to children struggling to get to school each morning as their mental health issues were not being supported. Home for many of these children is a safe environment and there has been no preparation to deal with this huge rise in mental health</p> <p>At the same meeting, there had been a report from public health relating to aging. JT shared that as the population gets older, pressure on services increases. The report also noted how older people are underestimated in their support to communities, including child care, volunteering and supporting family life. JT had shared a report relating to age friendly</p>	



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	<p>language with the Director of Public Health and how we need to be aware of the importance of language. Action: feedback from this discussion to be recorded and fed into key strategic meetings by the Chair and Ambassadors.</p>	All
Themes and issues.		
5.	<p>Issues/Themes from steering group membership/Community Champion networks for consideration.</p> <p>MB detailed that issues with access to NHS dental care continue to be shared. AM highlighted a recent case in which the emergency dental service had supported a resident in a care home.</p> <p>WA updated that the key issues being shared from recent outreach sessions included not being able to secure an appointment at their GP practice or access dental care. Recently WA had been engaging with people at the foodbanks and Pantry run by St Leonards in Bootle.</p> <p>MB was concerned about the lack of hospital discharge planning, nothing being put in place to consider the support needs of individuals. A case in which an elderly frail resident in Maghull was expected to get to a follow up appointment at Sefton Road was unrealistic and unsafe.</p> <p>YE shared feedback issues with primary care access were also being fed into the 'parent carer forum. Action: feedback from this discussion to be recorded and fed into key strategic meetings by the Chair and Ambassadors.</p>	All



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6.	<p>Updates on responses to previous issues raised.</p> <p>a) Podiatry. A patient story. Response from Mersey Care NHS Foundation Trust.</p> <p>WA updated that this work had been undertaken in partnership with People First Merseyside, a report detailing the initial issue, and all corresponding communication included within the meeting pack.</p> <p>The response from the Chief Executive, Prof. Joe Rafferty was detailed and showed positive signs of listening to the concerns and agreement of service improvements required.</p> <p>There was agreement that this partnership work had produced a number of positive outcomes. Next steps to monitor the trusts progress in implementing the changes to be taken.</p> <p>Actions: Wendy to arrange a meeting with the trust. People First to work with Healthwatch to ensure the improvements are supporting the people they work with.</p> <p>b) Car parking and the blue badge system at Aintree University Hospital.</p> <p>Concerns about patients, their families and Carers parking on the hospital site had been shared in a letter to the Deputy Director of Estates and Facilities. We found out some interesting points from the response letter;</p> <ul style="list-style-type: none"> • No separation of patient/staff parking with as many as 2000 staff (2 thirds of spaces) parking on site per day; • There is disruption across the site due to ongoing building works; • The trust does not think it should include information about the issues in patient letters as they don't want to 	<p>WA/ People First Mersey side</p>



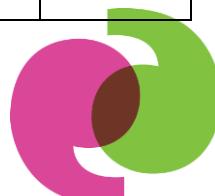
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	<p>discourage people from using their cars. There will be a discussion with the communications team about this.</p> <ul style="list-style-type: none"> The trust outlined how a blue badge holder would access free parking and agreed to review the suggestions that had been made by Healthwatch in how to promote this better. <p>MB shared that at a recent visit to the hospital, a healthcare assistant had asked if they were a blue badge holder, to there is a process in place. WA updated on the feedback she received from her outreach at the hospital about parking and it was very negative.</p> <p>DB explained that she would be gathering feedback on the provision for free parking for blue badge holders from all local NHS providers with the aim of sharing this in a news release to support local people's knowledge. Actions: DB to work on the news release with CB and a meeting with Mike Ryan to be arranged to follow up the issues specific to the Aintree site.</p>	DB
7.	<p>Issues from our ambassadors for consideration.</p> <p>DB updated that there was really good feedback being shared from our ambassadors, however consideration needs to be given on how feeds into governance structures. DB worked through the issues for consideration since the last meeting:</p> <p>a) Healthwatch involvement in the Bootle Strand repurposing work which will include an integrated health and social care hub. This was agreed. Diane had suggested to Wendy that a future presentation at a champions meeting may be useful.</p> <p>b) Engage in the 2022/23 NHS Provider Quality Account process. This was agreed. Staff involved in this process will</p>	Page 7



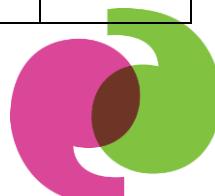
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	<p>attend the online provider presentation day (18th May). Action: Members to be invited to support this activity.</p> <p>C) To invite the Associate Director for Finance (Sefton Place) to meet with members to provide an overview of how the budget process works, and how this is managed. This was agreed. Action: Diane to arrange for this session to take place.</p> <p>d) Healthwatch Sefton (Maureen Kelly) sits as ambassador on the Cheshire & Merseyside Rehabilitation Network on behalf of the 9 local Healthwatch. Maureen had suggested a presentation from the network to be made at the local Healthwatch Chief Officers meeting. This was agreed. Action: Diane and Maureen to progress this action.</p> <p>e) For primary care access it was suggested that Healthwatch request updates from practices on their progress/ actions following the local GP Access work. Healthwatch to continue to push for a communications strategy for primary care and to keep up to date on local progress with the health checks for people with a Learning Disability. This was agreed. Action: Diane to ensure the issues are fed into the next Sefton Primary Care Forum.</p> <p>f) There was a request that Healthwatch share one of its feedback reports with the Accessible Information Group' for review to ensure readability from a people and communities' perspective. This was agreed. Action: Diane to share a report with the group and share feedback received.</p> <p>g) There was a request from AM to ask North West Ambulance Service if Healthwatch could have access to their directory of services to support our signposting service. Action: Anne to contact the trust to see if this would be considered.</p>	<p>DB</p> <p>DB</p> <p>MK/DB</p> <p>DB</p> <p>DB</p> <p>AM</p>



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	<p>h) Following a maternity and neonatal safety champions meeting at Southport & Ormskirk Hospital NHS Trust, AM asks that Healthwatch considers being more involved in the Southport, Ormskirk and Sefton Maternity Services Partnership. They would like an ambassador to join their partnership.</p> <p>Actions: Terms of Reference for the partnership to be shared with the group and members to express their interest in the role with DB.</p>	DB/All
Operational work plan		
8.	<p>Workplan and future priorities.</p> <p>DB updated that at the last Healthwatch board meeting, there had been agreement that for 23/2024 work will continue on those issues previously agreed. The full work plan being reviewed at the June meeting.</p> <p>We also have a 'key issues' spreadsheet which details those issues being reviewed outside of the work plan. This will be shared at the June meeting.</p> <p>Alongside this, the board also agreed that in quarters 3 and 4 360-degree surveys will be implemented, one for key stakeholders and one for members which will support with planning for the 2023/24 work plan. This was noted by members present.</p>	
9.	<p>Enter and View Update</p> <p>At the last meeting, the process for planning, undertaking and feeding back from Enter and View visits was authorised and on the 22nd March a training session was held to bring more members onboard to become part of the team.</p>	



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	<p>Care homes remain the priority for visits and in discussion with Sefton MBC, the group were asked to authorise that staffing levels and the environment be key areas for review. This was agreed. A locality of Sefton (undisclosed) was agreed, all 12 homes being within a two-mile radius.</p>	
Strategic updates		
10.	<p>a) <u>Sefton Place Plan.</u> The draft plan had been shared with members for comment and responses had been coming back in. DB reminded everyone that Healthwatch has a joint event in place with CVS networks to further input into the discussion around this, 17th May 10am – 2pm, St Nicolas Church, Blundellsands). Registrations for the event are being taken via Sefton CVS.</p> <p>MB commented that much of the plan doesn't detail the 'how', local people and communities still talking about Clinical Commissioning Groups. JT agreed that the plan is aspirational and Healthwatch needs to ensure that work takes place to bring about the improvements.</p> <p>b) <u>Southport & Ormskirk Hospital NHS Trust/ St Helens & Knowsley Teaching Hospitals NHS Trust transaction update.</u> An online session had been held for local Healthwatch involved in this, 25th April. It didn't provide any additional information, as they continue to await the decision from the Secretary of State for Health. If approved the new organisation can only commence in its new entity from the 1st of any month. JT updated that it appeared that the delay was due to the intervention of an MP and this was being reviewed.</p>	



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	<p><u>c) Shaping Care Together.</u></p> <p>DB updated that until the transaction was complete between the 2 trusts above, this programme will be on hold. Meetings of the communications and engagement steering group had met recently, to gain updates and plans for next steps. DB had attended the meetings on behalf of Healthwatch.</p>	
11.	<p>Chairpersons Report.</p> <p>JT touched on recent data from the British Social Attitudes survey with public satisfaction of the NHS falling to its lowest level. Details had been shared by 'The Kings Fund and Nuffield Trust'. The think tanks' analysis revealed that public satisfaction with GP services (historically the service with the highest levels of public satisfaction) has fallen by an unprecedented 30 percentage points and for the first time, the number of people dissatisfied with GP services is higher than those who are satisfied. Other areas of dissatisfaction were noted.</p> <p>On the 18th April, JT had met with J Chattin and Dr D Smith from Sefton's 'Local Medical Committee' and had put across strongly the issues being raised about the '8am scramble' for appointments, people being forced to a same day appointment service with no ability to book advance appointments</p> <p>The following day, JT had been invited to an event at which information about the 'Middlewood Partnership' had been presented to show how practices can work together, often called super practices/ poly practices/ merger, to provide better processes for clinical governance, oversight and better access.</p> <p>JT also gave an overview of the NHS England 'GP recovery plan' which had recently been published and how this placed a focus on improved phone technology, more training for staff,</p>	



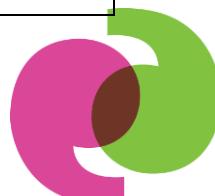
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	<p>pharmacy prescribing and self-referrals for certain treatments. It was agreed that demand is currently greater than the current GP workforce and how the plan would support this.</p> <p>Both BC and LW shared that their practices have a good system in place, patients encouraged to phone after 10am to book advance appointments. JT explained that when talking informally to GPs, they agree that changes are required and how Primary Care Networks (PCNs) were bringing together practices now which is helping with discussions.</p> <p>AM explained how patients don't know about additional schemes in place for example '7 day extended access. The team had recently held a stall at the Southport Macmillan information day and they had explained how the service was under utilised and they were trying to increase awareness.</p> <p>VK shared that often GP practices are running different schemes or different ways of providing access and it would be useful for Sefton to have a dashboard of primary care providers and their offers so we know what is in place and how patients can engage with practices. It was agreed that PCNs should have this level of information. Action: contact PCN managers to find out if this information is available/could be made available.</p> <p>YE shared feedback on how practices are still not sensitive to meeting information and communication support needs. YE provided examples of attempting to book appointments at the practice in the first instance, and then the practice not appreciating the difficulties in getting the person to the practice. JT explained that Healthwatch is very aware of the issues and plans work on this.</p>	DB



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	The work of Healthwatch England to raise the impact of NHS Dentistry issues with the Health Select Committee was highlighted by JT and the collective evidence they had shared. JT was thanked for his comprehensive overview.	
Any Other Business		
12.	Any Other Business. JT explained how it had been difficult to source a meeting room which can accommodate the agreed hybrid model. The boardroom at Burlington House was being considered and DB shared that she had been in touch with Sefton Carers Centre about the possibility of room hire. Action: members to be updated on the venue for future meetings.	JT/DB

Attendance Tracker

Name / Representing	Dec 2022	Feb 2023	May 2023
John Turner. Chairperson	✓	✓	✓
Brian Clark OBE. Locality representative: North Southport	✓	✓	✓
Anne Major. Locality representative: Central Southport	x	✓	✓
Linda Wright. Locality representative: Ainsdale & Birkdale	Vacant	Vacant	✓
Jan Sterling. Locality representative: Formby	x	✓	x
Locality representative: Hightown & Ince Blundell	Vacant	Vacant	Vacant
Kevin Halewood: Locality representative: Crosby	x	x	x
Locality representative: Seaforth & Litherland	Vacant	Vacant	Vacant
Patricie Gorolova. Locality representative: Bootle	Vacant	x	x



Name / Representing	<u>Dec 2022</u>	<u>Feb 2023</u>	<u>May 2023</u>
Locality representative: Netherton	Vacant	Vacant	Vacant
Maurice Byrne: Locality representative: Maghull	x	✓	x
Karen Christie - Health and Social Care Forum	✓	✓	x
Yael Edmonds- Sefton Parent Carer Forum	x	✓	✓
Sefton Partnership for Older Citizens	Vacant	Vacant	Vacant
Brian Causey: Sefton Carers Independent Action Group	x	x	x
Vicky Keeley/ Racheal Darvill - Sefton Carers Centre - Carers Voice	x	✓	✓
Georgia Ribbens - Sefton Young Advisors	✓	✓	✓
Transforming Care Co-production Board Will Mullen and Jan Comer	✓	✓	x
Sharon Cotterall – Every Child Matters Forum	x	✓	x

