

Minutes of the Healthwatch Sefton Steering Group meeting.
Held Thursday 22nd June 2023. 10:30 – 12:30. Boardroom. Burlington
House/ <https://us06web.zoom.us/j/85736493406>

Steering Group members in attendance:

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| John Turner (JT) | Chairperson |
| Brian Clark (BC) | Locality representative – North 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)/ Cheylne Bass (CB) | Sefton Parent Carer Forum |
| Will Mullen (WM) | Transforming Care Co-production Board |
| Jan Comer (JC) | Transforming Care Co-production Board |
| Ken Lowe (KL) | Sefton Partnership for Older Citizens (SPOC) |

Staff Team in attendance:

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| Diane Blair (DB) | Manager |
| Marguerite Dawson (MD) | Engagement & Participation Officer |
| Amanda Williams (AW) | Signposting and Information Officer |
| Kate Grace (KG) | Complaints Advocate |

Apologies:

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| Angela Keith (AK) | Equalities Director |
| Kevin Halewood (KH) | Locality representative – Crosby |
| Jan Sterling (JS) | Locality representative – Formby |
| Anne Major (AM) | Locality representative – Central Southport |
| Sharon Cotterall (SC) | Every Child Matters Forum |
| Karen Christie (KC) | Health & Social Care Forum |
| Wendy Andersen (WA) | Engagement & Participation Manager -Staff team |



| Agenda Item | Notes | Action |
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| 1. | <p>Introductions and apologies. JT welcomed everyone and introductions were made. JT highlighted the code of conduct, noting previous declarations.</p> | |
| Governance | | |
| 2. | <p>Minutes of the last meeting for approval. The minutes of the last meeting were approved as an accurate record.</p> | |
| 3. | <p>Action Tracker.</p> <p>Page 2</p> <p><u>Accessibility of Rowlands Pharmacy (Birkdale)</u>: DB updated that it was now not clear from recent correspondence if the ramp was in place. MP Damian Moore is now supporting Southport Access for Everyone (SAFE) and we have been asked not to progress or promote further. Members expressed their disappointment in this response given the time and effort put into addressing this issue. Action: to respond to SAFE to express disappointment at this request and to evidence what work has been put into this issue by Healthwatch.</p> <p><u>Patches</u>: It was agreed that more feedback on the system would be welcomed and JT asked that people be encouraged to share their feedback. It was noted by some members that some practices don't currently have any online offer available at the moment. CB asked if practices could be encouraged to use the same system, JT sharing this would be unlikely at the moment. Action: news/media release to be drafted and shared to encourage feedback.</p> <p><u>2-hour urgent community response service</u>: VK joined the meeting late and this update was not received. Action: update to be shared at the next meeting.</p> | <p>DB</p> <p>CB</p> <p>VK</p> |



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| Page 3 | <p><u>Ambassador report: Mersey Care NHS Foundation Trust – new structures:</u> DB updated that getting this session organised has been difficult due to availability. There is a leaflet which shares this information and this has been requested as an alternative. Action: leaflet to be shared when available.</p> <p><u>Listening events (Liverpool University Hospital NHS Foundation Trust), Accident & Emergency departments:</u> DB updated that the response to the report had been received yesterday. Action: report to be shared with members virtually for responses and authorisation.</p> <p><u>Health Protection Forum:</u> DB and Roger Hutchings had met with Charlotte Smith, Chair of the forum (8.06.23) and there had been a good discussion about the forum and Healthwatch involvement. Meetings have been difficult to chair online, the next meeting will be a development session with members to explore the purpose of the forum. The Chair is keen to ensure Healthwatch can input. There are a number of sub groups we can engage in too.</p> <p>JT updated on the outbreak of Measles in London, there being a smaller cluster in Greater Manchester. There was no evidence of this being an issue for Sefton yet but with local MMR vaccine rates, Sefton was vulnerable.</p> | DB DB |
| | <p><u>How budgets work in NHS Cheshire & Merseyside/Sefton Place:</u> Rebecca McCullough (Associate Director for Finance) has been contacted and is happy to attend a future steering group meeting. This was agreed. JT explained how there had been a discussion at the Health & Wellbeing Board about budgets and devolution and impacts on local decision making. Action: item to be on the agenda for the next meeting.</p> | DB |



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| | <p><u>Improving Information Group:</u> a report from Healthwatch Sefton will be reviewed by members of the group to provide further guidance on making it accessible. Action: once authorised, Mersey Care report on community services to be shared.</p> <p><u>North West Ambulance NHS Trust directory:</u> AM had provided apologies for the meeting. JC updated that Eunice from the trust would be visiting their office and would ask if their directory would be available to support the Healthwatch signposting service. Action: JC to update following the meeting.</p> <p>Themes and issues.</p> <p>4. Emerging issues/themes from Steering Group members/Community Champion Network.</p> <p>CB updated that Liverpool Dental Hospital are looking for support for their students. They are looking for more people to come forward for treatment to support with their studies. Referrals need to be made by a GP or other medic and the forms are available on the hospitals website:</p> <p><u>https://www.rlbuht.nhs.uk/our-hospitals/liverpool-university-dental-hospital/dental-hospital-referral-guidelines/</u></p> <p>WM shared that online access can be difficult for people with a learning disability. Action: CB agreed to find out what alternatives are available. WM explained that you used to be able to walk in between 9am – 12 noon to receive treatment.</p> <p>KG asked if they treat children, JT asking if further information on the age range could be made available. MB asked about if student's availability was just during term time. Action: It was agreed that more information be sought and fed back to the group.</p> <p>KL highlighted children's mental health, with more reports of children/ young adults being diagnosed/ waiting to be</p> | DB | JC |
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| | <p>diagnosed for eating disorders and more children not attending school (following the pandemic). JT highlighted the long waiting times for support for eating disorders, many being placed on a two-year waiting list. This issue was noted.</p> <p>KL had shared a briefing paper with members about the impact of digital exclusion, an issue which Sefton Partnership for Older Citizens (SPOC) hoped Healthwatch could support. This issue had previously been raised by Healthwatch when local libraries were being closed. It is estimated that 20% of people are digitally excluded. For members of SPOC, this issue was highlighted again following a presentation from Liverpool City Region regarding the recent bus consultation as information and questionnaires were based online. The biggest issue relates to health and the online access offers both at primary care and at hospitals. KL highlighted that there hadn't been a study/survey about what training people required.</p> <p>JC explained that she had previous experience of working for 'Ukonline' a service funded to help people to use computers, the internet and provide access to accredited training but funding had ceased.</p> <p>MB shared that Jayne Vincent (Sefton MBC) had attended the Maghull 'Older Persons Forum' to hold a session on how to access information and data online. It was noted that its not just about training but knowledge on how to access information.</p> <p>SPOC have asked Healthwatch to look at how they could gain information/ set up a small project. DB explained the current work plan and resources were at capacity but agreed that we could look to see if there was work already taking place. DB suggested that VOLA (a consortium of Third Sector organisations involved in learning, skills and employment across the Liverpool City Region) may be involved or know of work. JT stated that he would be cautious about taking on a</p> | |
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| | <p>new project if work is already taking place. Action: VOLA to be contacted.</p> <p>MD explained that Southport Macmillan Centre had shared that access to certain medications were limited. MD had requested further information. JT advised that there was a global issue with medications and was aware this was being looked into.</p> <p>On behalf of WA, MD noted some of the issues emerging from engagement activities across south Sefton including the impact of cost of living in getting out and about to community groups, the impact GP phone appointments are having and the continuing issues regarding access to both GP and dental care.</p> | DB |
| 5. a) | <p>Issues from our Ambassadors for consideration.</p> <p><u>Update on our work with Southport Ormskirk Sefton Maternity Voices.</u> AM will be the ambassador. AM and DB met with the Chair of the partnership to formalise our role (15.06.23), the partnership keen for Healthwatch to share maternity feedback. We discussed how we could approach this, with AM undertaking walkabouts of the maternity unit with Abi the Chair. AM is also attending the partnerships coffee morning event in July. JT asked that formal thanks to AM be noted. MB highlighted recent contact made with the Perinatal service (Mersey Care NHS Foundation Trust), and how they were presenting at the next South & Central Sefton Community Champions meeting.</p> <p><u>Ambassador report.</u> The report was noted and the following were agreed as actions from recommendations from ambassadors;</p> <ul style="list-style-type: none"> Gain more feedback about Alder Hey NHS Children's Foundation Trust by holding a regular stand at the trust and sharing media posts to encourage people to leave their feedback. This to include promotion via Sefton Parent Carer Forum and Every Child Matters. | DB/CB /YE/ GR Page 6 |



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| | <ul style="list-style-type: none"> It was agreed that Healthwatch Sefton should get involved in a joint listening event with Healthwatch Liverpool at Liverpool Women's NHS Foundation Trust taking place 10th July. DB and AM to support this event. Action: visit to be included onto the work plan. <p>MB updated on his attendance at the Children's Services & Safeguarding Overview & Scrutiny Committee meetings which now has a new chair. Progress is being made however, children's services continue to be in special measures and recruitment is an issue. 30 students are taking part in the apprenticeship scheme and 24 social workers are in the process/have been recruited from Zimbabwe. A number of members of the group discussed the huge language barriers which this has caused. JT spoke about external recruitment and how this will not solve the problems we face and how the use of agency staff was not helping the issue. MB updated on the independent commissioner who had been appointed. If Sefton does not make as much progress as required, the government can decide to take on the running of Children's services. MB noted that the improvement plan should solve many of the issues but it requires more in-depth scrutiny. YE updated on how a recent recruit had backed down on their offer of employment within the special needs education field and KG updated on issues relating to language barriers within supported living.</p> | DB |
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Operational updates

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| 6. | <p>Work plan update.</p> <p>An update report had been provided to members and this was noted.</p> <p><u>Strengthening & Supporting Patient Participation Groups</u> – the change in direction of work was noted and supported. BC noted that not all practices had groups and MD explained that</p> | Page 7 |
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it was patchy across the borough. KL asked if there had been any positive correlation seen between positive feedback/ Friends and Family and having a group in place? MB had noted that a number of practice websites were out of date and a review was required.

Review of Domiciliary Care – JT asked that a formal record of thanks was recorded for DB's work on the moderation process and panel. This had been time consuming but an important piece of work which would support hospital discharge planning processes.

Cost of Living survey – progress was noted and LW updated that AM and her had attended a foodbank to gain feedback. During the session an emerging issue of anxiety amongst young men and suicide was noted and MD highlighted that 'The Samaritans' had also raised this at a theme.

GP Access – a trial by Southport and Formby Primary Care Network (PCN) was highlighted. Patients who have requested an appointment, are called back being triaged by a GP. We had received some positive feedback about this. JT explained that this model was part of the service provided by the Middlewood Partnership in Cheshire, and it was good to see how this initiative was being trialled locally. It was acknowledged that many people don't need or want same day appointments but those who do need to be seen the same day should have access. It was agreed that this trial may help to stop the 8am scramble. BC explained that at Norwood surgery, they encourage non-urgent calls later in the morning/day. MB raised a concern about call backs from practices, which are often made using a withheld number and can be missed.

DB asked for guidance in including NHS Dentistry as an area within the work plan and this was authorised.



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| 7. | <p>Key Issues Log</p> <p>The report and updates were noted by members. No further questions or updates were required.</p> | |
| 8. | <p>NHS Provider Quality Account Commentaries.</p> <p>Members had received a report detailing the commentaries shared with six NHS Providers from Healthwatch Sefton which will be included within their final quality account documents for 2022/2023. Members noted the work undertaken by AM on providing a commentary for Liverpool Women's NHS Foundation Trust and BC for attending a presentation event with the Overview and Scrutiny Committee (OSC).</p> <p>It was noted how the issues we had included within the commentaries should be actively used over the next 12 months so we gain updates from providers.</p> | |
| <p>Decision Making</p> | | |
| 9. | <p>Ambassador request for the Improving Information Group.</p> <p>The terms of reference for the group had been shared with members and DB explained that the previous ambassador for the group had stood down some time ago, DB attending as and when available. The group were keen to have regular Healthwatch attendance.</p> <p>Members agreed that this was an important group to attend. YE updated on the average reading age for Sefton (7 – 11 years) and how information and leaflets should be targeted.</p> <p>MB agreed that information needs to be less wordy with easier to read language being used. YE explained that parents can be disadvantaged as they have to understand information presented to them and this can be difficult and impact on choices made. The crystal mark plain English campaign should</p> | |



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| | <p>be adhered to. Action: members who would like to be considered to be the ambassador for this meeting, to get in touch with DB to register an interest.</p> | All |
| Strategic updates | | |
| 10. | <p><u>Southport and Ormskirk Hospital NHS Trust/ St Helens & Knowsley Teaching Hospital NHS Trust. Transaction update.</u></p> <p>DB updated that once approved, the new trust can only establish itself on the 1st of any calendar month. JT had spoken with the Medical Director at Southport who had shared that the delay was procedural and an update was awaited from the Secretary of State for Health.</p> <p>There was a general discussion about Southport and Ormskirk as a provider and the number of executive turnovers they have had which has provided instabilities. JT felt that this transaction would be a good move for our local provider, St Helens & Knowsley Hospitals having a good Care Quality Commission rating and a long-standing Chief Executive in place.</p> <p>KG felt that travel arrangements/needs would need reviewing, JT explaining that this would be inevitable with the use of more specialist centres for care, rehabilitation being provided back at local hospitals/ centres. Both the recent stroke service and vascular services were cited as where this is working well. KL asked if the recent 'moving buses forward' consultation would support in this. The update and discussion were noted.</p> | |
| 11. | <p>Chairpersons Report.</p> <p>JT updated on a presentation at the Health and Wellbeing Board by the Cheshire and Merseyside Associate Director for Transformation and Partnerships on the 5-year plan. It was noted that the problem with a 5-year plan is it always seems like 5 years away and we need to now about plans for year one and two....</p> | Page 10 |



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| | <p>The rate of progress is slow across Integrated Care Boards and an independent review is being undertaken (Hewitt review), with progress being monitored. In terms of NHS Cheshire & Merseyside, progress with regards to finances is not good.</p> <p>There have been external reviews of the SEND Joint Commissioning Plan, and there has been criticism. More is being invested to improve issues relating to access and waiting times.</p> <p>The Sefton Public Health Annual Report was presented and JT updated that he had met with the team from public health yesterday. There is a small staff team who are undertaking a lot of work in the field. Child deaths are being looked at closely across the city region. It was noted that Sefton is not an outlier. Smoking rates in pregnancy nationally are at 6%, 9% in Sefton and there has been a discussion regarding behaviour vs cost of living. MB asked if vaping was classed as smoking. There has been a big rise in the use of vapes in young people and this requires more evaluation. JT explained that although vapes include harmful chemicals, vaping is promoted rather than smoking, it being noted that Liverpool has high levels of chronic lung and coronary disease. It was agreed that more attention is required on vape use and its long-term effects, CB highlighting research which had been undertaken last year on a university campus. JT stated that he would be interested in reading this. GR highlighted a project undertaken by Smoke Free Sefton which had highlighted that vaping was better than smoking but there is a rise in those who have not previously smoked but have started to vape. Sefton Young Advisors have reported how the use of vapes in school bathrooms is a huge issue.</p> | |
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Any Other Business

12. **Any Other Business.**
No items were noted.



For information.

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| 13. | a) South & Central Sefton Community Champion minutes (March) b) Southport & Formby Community Champion minutes (March) | |
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Attendance Tracker

| Name / Representing | Feb 2023 | May 2023 | June 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 | ✓ | ✓ |
| 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 | x | x | x |
| Locality representative: Netherton | Vacant | Vacant | Vacant |
| Maurice Byrne: Locality representative: Maghull | ✓ | x | ✓ |
| Karen Christie - Health and Social Care Forum | ✓ | x | x |
| Yael Edmonds- Sefton Parent Carer Forum | ✓ | ✓ | ✓ |
| Ken Lowe - Sefton Partnership for Older Citizens | Vacant | Vacant | ✓ |
| Vicky Keeley/ Racheal Darvill - Sefton Carers Centre - Carers Voice | ✓ | ✓ | ✓ |



| Name / Representing | <u>Feb 2023</u> | <u>May 2023</u> | <u>June 2023</u> |
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| Georgia Ribbens - Sefton Young Advisors | ✓ | ✓ | ✓ |
| Transforming Care Co-production Board Will Mullen and Jan Comer | ✓ | x | ✓ |
| Sharon Cotterall – Every Child Matters Forum | ✓ | x | ✓ |

