

# WINTER NEWSLETTER



**We are so pleased to welcome you to the Healthwatch Sefton Winter 2023 newsletter.**

## A Warm Welcome from our Chair



As Chair of Healthwatch Sefton it was a pleasure to host the incoming Chair of Healthwatch England, Professor David Croisdale-Appleby. This year celebrated the tenth anniversary of Healthwatch, a movement with a national network of over 150 local organisations.

The strength of Healthwatch Sefton lies in the depth of its local connections and the enthusiasm of its volunteers, champions and ambassadors, working together with our committed staff, expertly coordinated by manager Diane Blair. Together we listen, guide and gather feedback from a host of individual experiences in hospitals, general practice, social care and dentistry. Health and social care have undergone enormous stresses and strains in recent years and never has it been more important that the voice of Healthwatch is heard loud and clear.

## Visit from Healthwatch England Chair



Professor David Croisdale-Appleby is the new Chair of Healthwatch England. We were extremely honoured to welcome him on a recent visit to Healthwatch Sefton as part of his tour of local Healthwatch teams across England. David met with some of our partners, community

champions and engaged in a lively debate discussing the many factors impacting local health and social care in Sefton. **David said of his visit:** "Thank you so much for the time you organised for me to meet with you and so many colleagues: it was a truly memorable and enjoyable experience."

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## Former Southport Midwife chosen to represent Southport Hospital at the NHS 75 celebrations in Westminster Abbey.



Congratulations to one of our amazing volunteers Anne Major, former midwife and current locality representative for Healthwatch Sefton in Central Southport, who was chosen to represent Southport Hospital at Westminster Abbey to celebrate 75 years of the NHS.

Anne was nominated by Southport Hospital for her dedication to the NHS throughout her career, where she cared for patients, relatives and teams within Nursing, Midwifery and Neonatal Care in Liverpool Women's Hospital and Southport and Ormskirk District General Hospital.

**Anne said:** "It was a really emotional day, I am so proud to be part of such a wonderful organisation like the NHS. I am proud to represent both Southport Hospital and Healthwatch Sefton as

I am proud of the work that Healthwatch Sefton does in listening to the public's journeys through these services, with the aim of supporting the providers to improve that journey."

**Diane Blair, Manager at Healthwatch Sefton said:** "We are all so extremely proud of Anne, she has dedicated her life to helping others and the NHS. We are so grateful for the work that Anne does for Healthwatch Sefton in her volunteer role, she is dedicated and passionate about what she does.

Anne deserves all of the recognition and it was amazing to see her in Westminster Abbey at the NHS 75th birthday celebrations, she has worked so hard all of her life and it was truly heartwarming to see her being recognised, along with all of the other fantastic NHS workers in attendance."

## Volunteer with Healthwatch Sefton!

### What is in it for me?

- Meet new people
- Try something new and build your confidence
- Be a member of the team and part of your community
- Make a positive difference in your community
- Take on a challenge and have fun!

### Interested? To apply please:

Email  
[info@healthwatchsefton.co.uk](mailto:info@healthwatchsefton.co.uk)

Or call 0800 206 1304

## Healthwatch Sefton assists CQC to rate Bootle GP surgery in latest review



Healthwatch Sefton provided key feedback to the Care Quality Commission (CQC) to support official inspection findings at North Park Health Centre.

North Park Health Centre in Bootle was rated as 'inadequate' by the CQC. Patient feedback collected from local residents by Healthwatch Sefton, provided important insight to support the inspection with special thanks to residents who gave feedback at The Pantry at Linacre Mission.

## We are aware of the dental crisis!

We are receiving a high demand in calls to our Signposting & Information service, from local residents who are struggling to find a local dental practice registering new patients for NHS treatment.

We regularly, contact all dentists located in the borough of Sefton, and there is currently no access for adults who are looking to register for NHS treatment, or any open waiting lists for adults to join. (Practices may offer treatment via a private payment plan).

There are a small number of dentists who will see children as NHS patients depending on their age and you can

**Healthwatch Sefton Chairman John Turner said:** "Healthwatch is the independent champion providing a voice for users of Health and Social Care. The valuable feedback gathered by Healthwatch Sefton supported the Care Quality Commission in forming their assessment of North Park Health Centre"

**Wendy Andersen, Engagement Manager at Healthwatch Sefton said:** "When talking to patients, staff, family members and visitors in clinical settings, we are always asked, 'what is the point of giving feedback, nothing ever changes.' This just proves how important it is to share your views. This is Healthwatch Sefton in action, by listening to people and capturing their feedback, often positive comments from those who want to share thanks for care and treatment provided, we can drive change and help to bring about quality improvements."

find the latest information and contact details on our website \*This information was last updated June 2023, planned update January 2024.

If you require emergency dental treatment, please contact the Cheshire & Merseyside Emergency Dental Service on: **0161 476 9651**.



## A moment with Kate, our NHS Complaints Advocate, who tells us how she helps people to make a complaint about the NHS care they have received.

My name is Kate and I'm the Independent NHS Complaints Advocate for Sefton. Quite a long title but it simply means I am here to help people make a complaint about the NHS service they received.

The help is anything from writing a physical letter, to attending a meeting, to just giving advice and being a listening ear on the telephone.

Anyone who lives in Sefton can use our service, many of my clients are unsure how to make a complaint, or worried about what will happen in the process and may be upset after a bereavement or angry with the way they were treated.

Coming through an advocate allows time to talk the issue through, with a

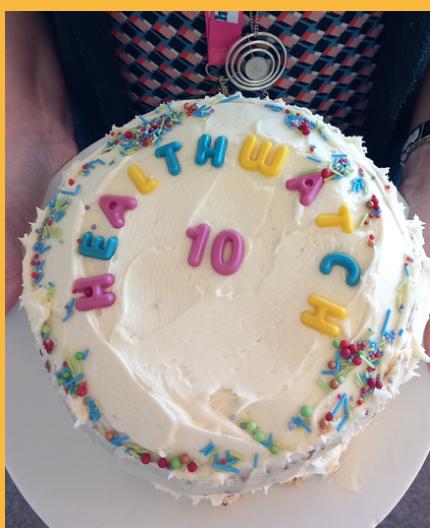
neutral person and decide if they want to take things further. I can help clarify letters that the client may not understand and help focus the client so they can clearly describe what it is they are trying to achieve.

We can often help to reduce distress and set realistic goals for patients.

"Myself and the partners just wanted to thank you for all your help with xx. You were always very clear in your communications and we really appreciate the time and effort you put in to try and listen to both sides and bring this to a resolution." - Sefton GP

If you need help to make a complaint see our contact details at the end of this newsletter

## Happy birthday to us! Healthwatch celebrates 10 years!



Healthwatch Sefton celebrates 10 years this year and is part of a network of 152 local Healthwatch services across England. Healthwatch was established under the Health and Social Care Act 2012 to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

**Diane Blair, Manager of Healthwatch Sefton said:** "We are proud to have helped so many residents across Sefton over the last 10 years to give feedback or get the support they need.."

## Welcome to Barbara and Linda, our new locality representatives for Bootle and South Southport...



**Introducing Barbara:** Barbara is the Healthwatch Sefton Locality Representative for Bootle and is the Chair of Healthwatch Sefton South Sefton Community Champion Network.

Barbara, better known locally as the 'Duchess of Bootle', won the Merseyside Women of the Year Community Change award for her tireless volunteer work over the last 45 years, including her roles as Chief Executive of Bootle YMCA, Chair of Derby Park and Director of SAFE Community Homes CIC (Community Interest Company).

**Introducing Linda:** Linda is the Healthwatch Sefton Locality Representative for South Southport. Prior to retirement Linda worked within the NHS as a Speech & Language Therapist and also as a Children's Service Manager leading nursing, therapy and audiology teams.

Linda has a keen interest in community-led preventative approaches to support health and well-being. She is also passionate about reducing health inequalities especially for the most vulnerable members of our communities.

## Congratulations to our Maghull locality representative Maurice Byrne who received recognition for his volunteering work with Healthwatch Sefton



Maurice received a certificate in recognition of his support as a volunteer for Healthwatch Sefton. The Mayor of Sefton, Cllr June Burns presented Maurice with the accolade at the Sefton CVS Volunteers Celebration event, held during volunteers week in June at Bootle Town Hall.

**Diane Blair, Manager at Healthwatch Sefton said:** "It was a pleasure to nominate Maurice for an award, he has given so much to his community and does so much for Healthwatch Sefton. He deserves the recognition and we are so thankful for everything he does for our organisation and the wider community."

## Have you heard about our community champions networks?



### What is a community champions network?

A network of community groups and organisations led by Healthwatch Sefton.

There are two networks; one covering South & Central Sefton and another for Southport & Formby.

The organisations and groups who are members of the networks play a vital role in the health and wellbeing of local people.



### What do they do?

- Bring local community groups and organisations together to network and support each other.
- Members benefit by networking with other organisations and promoting their own services.
- Community Champions raise awareness of our goals and help local residents to have their say in the design and delivery of health and social care services.
- Work together to share ideas and actions that benefit the local community.

## Have you accessed the Living Well Bus Service Yet?

The service, delivered by Cheshire and Wirral Partnership NHS Foundation Trust, operates on a fully drop in basis and provides COVID-19 and flu vaccines, health checks and wider wellbeing guidance at the heart of communities.

See the Living Well timetable for upcoming clinics near you.

**For more information visit:**  
<https://www.cwp.nhs.uk/livingwellservice>

**Or call:** Louis McDermott, Operational Lead: 07770702967



## Mersey Care report: Over a three month period in 2023 we visited and evaluated local Mersey Care health centres across Sefton.

Mersey Care NHS Foundation Trust supported us to visit local health centres across Sefton. We talked to patients, their family members and staff about their views and experiences of care in their health centres/clinics and collected 127 reviews in total.

### We spoke with patients and staff and asked a standard set of questions:

- How is treatment and care for you?
- How do you book your appointments and does this work for you?
- Is the Health Centre / Clinic local for you?
- Can they improve services for you?

### The main themes raised included:

- Treatment & Care – 97% of the comments received were positive across the services.
- Staff – 98% of comments about staff attitude were positive.
- Facilities and Surroundings – 63% of comments received across the centres were positive.

## Do you need support or information on an NHS provider? Use our signposting service!

Do you need help finding details for an NHS or health and social care providers? Or do you need help to contact a provider? Or are you looking for a local support group?

**Email us:** [info@healthwatchsefton.co.uk](mailto:info@healthwatchsefton.co.uk)

**Or visit:** [www.healthwatchsefton.co.uk/services](http://www.healthwatchsefton.co.uk/services)

**Freephone:** 0800 206 1304



### The main themes raised included:

- Phlebotomy booking appointments (bloods) A key issue raised by both patients and staff is the appointment booking system. The system allows the patient to book their appointment either on-line or via the phone to a call centre. Whilst this has suited some patients, an issue has been raised as to whether this is a fair and inclusive system for all patients living in south Sefton.
- Podiatry booking appointments and availability of appointments (Foot Care) Concerns were raised by patients and staff about booking appointments and appointment availability. Concerns raised included patients have to ring early on a Monday morning in an attempt to make a routine / follow-up appointment and the lack of the aforementioned appointment's each week.

If you would like a copy of the full report please get in touch with us via the contact details on the last page of this newsletter.



## Your feedback is important!

Healthwatch is your health & social care champion. We make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care.

As always, Healthwatch Sefton will ensure all feedback is fed into providers and commissioners of services to ensure the patient voice is heard and listened to. You can leave feedback in many ways using our contact details below.



## A word from Diane Blair, Healthwatch Sefton Manager



I hope you have enjoyed the updates we have provided in this newsletter. If you don't have an email address registered with us, get in touch and we will update our records. You will receive an e-newsletter from us every Friday, which will provide updates on our work, information about local events and interesting health and social care news.

It is a busy time for us and we are planning visits to both Southport and Aintree Hospitals, which will take place early in 2024 to speak to patients, their families and carers to find out how their care and treatment has been and what they know about their discharge from hospital.

Thank you for being a member of our Healthwatch community in Sefton, we are looking forward to continuing our great work together.

## Contact us...

**Online:** [www.healthwatchsefton.co.uk](http://www.healthwatchsefton.co.uk)

**Email:** [info@healthwatchsefton.co.uk](mailto:info@healthwatchsefton.co.uk)

**Freephone:** 0800 206 1304

**Telephone:** 0151 920 0726 ext 240

### Write to us:

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3rd Floor, Suite 3B, North Wing, Burlington House  
Crosby Road North, Waterloo. L22 0LG

### Social Media

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