

South & Central Community Champion Network Meeting

Wednesday 19th July 2023

Zoom meeting themed:

Cheshire & Merseyside Maternal Mental Health service

The Bootle Strand – Redevelopment

Chair

Barbara Rouse (BR) Bootle YMCA

Attendees

Jan Comer (JC)	People First Merseyside
Lesley Curran (LC)	People First Merseyside
Paul Bullen (PB)	People First Merseyside
Clare Hallworth (CH)	Galloways Society for the Blind
Jenny White (JW)	Galloways Society for the Blind
Neil Anders (NA)	Galloways Society for the Blind
Peter Davies (PD)	Liverpool & Sefton Age Concern
Caroline Hesketh (CH)	Sefton Carers Centre
Sandra Bell (SB)	The Reach Men's Centre
Cath (C)	The Reach Men's Centre
Mandy Lewtas (ML)	Kindfulness Coffee Club
Joe Westall (JW)	Sefton CVS Community Connector
Sharifa Begum- Miah (SBM)	Life Rooms, Bootle
Hollie Scully (HS)	The May Logan
Vikki Martlow (VM)	Sefton Opera
Steven Garney (SG)	The May Logan

Healthwatch staff member(s)

Wendy Andersen (WA) Engagement & Participation Manager

Guest Speaker (s)

Jane Elliott (JE)	NHS Cheshire & Merseyside
Rachael McGrath (RMc)	NHS Cheshire & Merseyside Maternal Mental Health service
Heather Jago (HJ)	Strategic Commissioner – Regeneration, Sefton Council

Apologies

Mandy Williams (MW)	Signposting & Information Officer
Clare Blasberry (CB)	Digital Communications Officer
Maurice Byrne (MB)	Maghull Locality Representative
Bob Wilkinson (BW)	The Samaritans
Debbie Kelly (DK)	May Logan
Helen Shortall (HS)	Reengage
Joe Boyd (JB)	Strand By Me

1. Introductions & Housekeeping

BR welcomed all members and guest speakers to the Community Champion network zoom meeting.

Topics planned for today's meeting:

- NHS Cheshire & Merseyside Maternal Mental Health service
- Bootle Strand Redevelopment
- NHS Cheshire & Merseyside Primary Care

The last south and central Community Champion network meeting was held May 2023 themed on:

- Mersey Care NHS Foundation Trust – to talk about community mental health services
- Life Rooms, Bootle – to talk about services and activities

Housekeeping was covered and BR introduced the guest speakers.

2. Code of Conduct / Declarations of Interest

BR informed everyone that the Healthwatch Sefton Code of Conduct had been circulated and all members should have signed and returned this. During this meeting all members were informed that they were to abide by the Code of Conduct and Kindness and Respect Guidelines.

BR asked if there were any declarations of interest.

No declarations of interest were declared.

3. NHS Cheshire & Merseyside Maternal Mental Health services

RMc introduced herself and her role working in the maternal mental health service.

RMc provided the following information:

- We are a free NHS support service working with women, birthing people, and families to offer psychological and emotional support.
- Our service has **therapists, psychologists, assistant psychologists, specialist midwives** and **peer support workers**. Our role is to identify distress that has come from your maternity, neonatal or reproductive journey.
- We work to support trauma, loss and fear around **pregnancy** and the **maternity** setting.

RMc also informed members about the support offered including:

Psychological therapy, midwifery & peer support for areas such as:

- Birth trauma
- Extreme fear of childbirth
- Miscarriage and stillbirth
- Loss in neonatal setting or neonatal period
- Loss of a baby to social care in the maternity setting following birth.

We can offer a choice of interventions for these difficulties, and we work really closely with other services to make sure you can receive the right care, in the right place, at the right time.

Our dedicated specialist perinatal midwives work to support the reduction of distress and to improve your wellbeing in pregnancy.

Further details were provided including:

- How you can access the services
- What to expect in your appointments
- How to access information on our service and how professionals can refer
- Your input wanted

Your input wanted –

- To help us shape our service offer, we are always looking for voices of lived experience to work with our team and partners.
- We hold a **Co-Production Advisory Group** and workstream groups for specific areas of work. Please email **SilverBirch.Hubs@merseycare.nhs.uk** if you are interested in joining.
- We also want to meet you in your communities. Please let us know if there are any events or meetings you would like us to come along to.

Question / Comment: ML stated that Kindfullness Coffee Club run a baby bank and a baby hub. Mum's contact the service when they have had still borns. Do you have literature you can share with us so that we can share with our clients? Also, can we link-up with you so that you can meet some of our clients?

Answer: Yes, the link to information is shared in the chat and [WA will share contact details so that a visit can be arranged.](#)

Question / Comment: SG asked if third parties will be able to refer in?

Answer: Health professionals and third sector can refer in.

<https://www.merseycare.nhs.uk/our-services/liverpool/maternal-mental-health-service>

Action: [WA will share the presentation with network members.](#)

No further questions were asked and BR thanked RMc for attending today and said she felt this was very good update and appreciated the information provided for members.

4. Bootle Strand Redevelopment, Sefton Council

HJ thanked members for inviting her along and introduced herself to the group. HJ attended the meeting today at short notice in place of Hannah Dolan, Consultant for the redevelopment. BR thanked HJ for attending at such short notice.

HJ informed members that she worked for the Sefton Council Regeneration Team and that the Community Engagement Plan is evolving and will go through the Consultation & Engagement Panel in the Council.

HJ shared a presentation with members 'Growth and Strategic Investment Programme: The Strand Repurposing & Bootle Strand Integrated Health and Social Care Hub.

HJ informed members that last year they were successful in a bid 'Capital Level Up Funding' and talked through the presentation including:

- Our Vision for the Strand and Bootle Town Centre
- The benefits of the programme
- A visual of the Strand now
- The future vision
- Delivery of the programme
- The Future Vision Phase 1
- The Strand Phase 1 Demolition – starts February 2024
- Meanwhile uses – Salt and Tar (Made in Bootle)

The scale of the work is over 5 – 10 years delivered in phases. Phase 3 is the Health & Social Care Hub.

Consultation & Engagement will start over next few months. A shop front will be opened so that a unit is available. Information will also be available via the Sefton Council website. QR codes will also be used.

Question / Comment: CH asked, we work from Strand By Me once a month. We have recently found out that we will be relocating.

Answer: HJ stated that demolition will start February 2024 and that they are in discussions to relocate units into either permanent or temporary locations. In the interim this is being looked into.

Question / Comment: CH asked will there be provision for charities / social enterprise groups?

Answer: We are in discussions with existing groups e.g. The Big Onion to relocate them. Others have chosen to go elsewhere e.g. The Bootle Tool Shed.

Question / Comment: JW stated that Galloways Society for the Blind would like to be involved in the consultation to support residents with sight loss. JW asked can we work together and stated that they could put Sefton Council in touch with members to help with navigation across the site. JW advised that they have a large community base and would love to get a working group together to work in partnership with Sefton Council on the strand redevelopment.

Action / Response: HJ said she would take this offer back to the team and will ensure Galloways Society for the Blind are included. WA to share contact details.

Question / Comment: SB, representing The Reach Men's Centre stated that they are located in the Palentine Centre and that they are thinking no news, is good news. SB stated that they have attended the meeting today to get some reassurance on their tenancy. SB asked what kind of disruption will this have on our services? We are situated under Strand House; our members are really worried.

Answer / Response: HJ stated that architects are currently working on this. HJ asked if The Reach Men's Centre had a current lease? SB responded to say yes, that they had a 3-year lease and that they were finding this all really difficult. HJ stated that the block of flats is staying and therefore the base will stay. The phases of work are being worked through. HJ provided reassurance that they will still be there but that there will be some work during the phases.

Question / Comment: LC from People First Merseyside asked HJ to attend their event being held at Bootle Town Hall on 10th November to provide an update on the Strand Redevelopment to their members.

Answer / Response: HJ thanked LC for the invite and recorded the date in her diary.
Action: WA to share contact details.

Question / Comment: SB asked if someone from Sefton Council can visit and talk to the Reach Men's Centre members?

Answer / Response: HJ acknowledged the request and said she would take this back. **Action:** WA to share contact details so this can be organised.

No further questions were asked by members.

BR thanked HJ again for stepping in last minute and providing a comprehensive outline of the work and taking questions from members.

BR stated that she really wanted to be positive about the redevelopment but had her reservations. BR stated that she hoped this was not all lip service from the council and that the plans will come to fruition and additional funding will be secured.

BR made the following comments and asked a number of questions including:

- Will the consultation come to us (community groups)?
- It has been stated the work will be between 5 – 10 years to complete. When do you envisage that the Strand will be fully open?
- What new people / shops / groups are you expecting?
- Will there be enough room?
- We need retail outlets that bring in people.
- Will the Strand still be on different levels?
- I am concerned that The Reach Men's Centre are saying that they have not heard much about what is happening.
- Do you have the money to complete the work?
- I can see it will now be open plan. This is great but can be cold in the winter.
- Will you come back and update us at the Healthwatch Sefton Community Champion Network?

Response: HJ responded to say that as part of this project they are developing a community engagement plan that will include all the above. There will be on-going conversations with tenants, strand users and local community. HJ stated that they do not have all the answers as yet, but that they are working to keep the Strand open whilst working through the phases. They are under a legal agreement to complete the 1st phase within the timeline.

There will be information and materials in a shop unit for people to visit and find out more and get involved.

HJ stated that they need to ensure they make the right offer to retail to get them in and opening times of the Strand needs to be reviewed.

At present not all funding is secured and the council are working with partners and working on bids to secure all the funding needed to complete the work.

HJ informed members that she is more than happy to come back to this meeting to provide further updates on the phases as it progresses. [Action: WA to contact HJ to organise.](#)

HJ was thanked for her time in attending the meeting and WA will be in touch to arrange a further meeting later in the year.

5. NHS Cheshire & Merseyside update on primary care

JE attended to provide an update on primary care (GP practices).

JE updated members on GP on-line services stating that some GP practices had continued to use e-Consult and some had moved over to a new system called PATCHS. JE reassured members that both systems offered the same service.

JE stated that there was a lot of work going on to improve GP appointment systems and access for patients. There are some changes to the telephone systems as some GP practices are moving across to a new web-based phone system. This will help the practice to monitor call waiting times, offer new services such as patient call back option and many more features to help improve the service.

Question / Comment: JW shared her concerns for people with sight loss re: accessibility of phone systems that use 'press a key for what service you require'. Also, the use of QR codes and ensuring websites are accessible for sight loss patients. JW stated that screen readers used by patients need to be able to access website information. JW stated that members from Galloways for the Blind would be happy to work with practices to ensure the services are accessible.

Answer / Response: JE responded to say NHS England had produced a toolkit to ensure websites were accessible and that Merseyside responsible for the websites, was working with the GP practices to ensure compliance. JE went on to say they would value the input of The Galloways Society members. [Action: WA to share contact details.](#)

Question / Comment: SG informed members of the Respiratory Clinic that the May Logan had been hosting to support patient access. SG stated that they had been receiving good feedback from patients being able to obtain same day appointments.

The May Logan originally operated the clinics one day a week and is now moving towards a 5-day week.

Question / Comment: JW stated that in north Sefton some of the GP practices offered a 7-day service.

Answer: JE stated this was all practices and also the same service is offered in South Sefton, just with a different provider. JW stated that her GP does not offer this service. JE responded to say that all practices should be offering this service and that they had Digital Champions supporting and training practice staff. If members are aware of practices not offering this to let JE know.

No more questions were put forward to JE. BR thanked JE for her involvement in the network and for her continued support and attendance at the network meetings.

6. Community Champion updates

BR asked for each member to provide an update on their services and activities.

Bootle YMCA – BR sadly reported that the Bootle YMCA had now closed.

People First Merseyside – PB asked if there was someone who could provide an update on dentists due to lack of NHS dentists and many members not having access to an NHS dentist.

Theme: [Lack of NHS dentists for members with Learning Disabilities.](#)

The Reach Mens Centre – SB and Cath both wanted to say that they felt this meeting was good to attend today to find out more about what was happening in the Strand. Both expressed their gratitude to BR for being a strong voice for the community.

The May Logan – SG stated that the May Logan was in the process of closing the nursery service. They are currently consulting with surrounding organisations about gaps in services for ideas on how this space can be used in the future. In the next 12 months the May Logan will be consulting on ideas for what can fill the space and then they will look to apply for funding. The soft play will remain open.

Sefton Carers – CH stated she was pleased that the next Community Champion Network meeting is being held at the Carers Centre and she was looking forward to welcoming everyone. The centre has been busy setting up a Community Carers

garden that we can all see at the next meeting. Two new teams have been set up, A hospital discharge team and a Carer energy team.

Sefton CVS Community Connector – JW reported that they were busy with referrals. JW stated he is out in the community and also attends the Maghull Advice Centre. So far, the centre is close to helping 400 residents.

Bootle Life Rooms – SB stated she felt today's meeting had been very informative. SB informed members that she is a Health & Wellbeing coach for Sefton Life Rooms. SB stated she would like to get involved more with GP's across Sefton. [Action: Contact details shared.](#)

Galloways Society for the Blind – JW reported that they have lots of activities going on. There is a water sport holiday next month. JW stated they are currently looking for both volunteers and venues in south Sefton. They want to set up a volunteer led social club for south Sefton for resident with sight loss.

7. Healthwatch Sefton updates

- WA reported that the Healthwatch Sefton report had been published and shared with members.
- Community Champion Network meeting – The network meeting being held in September, will be a joint networking meeting between Southport and Formby and South & Central Sefton. The date has changed to Thursday 21st September and will be held at Sefton Carers.
- Outreach – Thanks to everyone who has provided me with the opportunity to come out.

Recently – I have been out to:

- Reach Mens Centre
- May Logan – Respiratory clinic
- Kindfullness Coffee club
- The Maghull Warm hub
- Strand By Me
- The Pantry St Leonards
- Womens Space – Bootle Strand

Please get in touch with me you have any groups I can come and chat to and gather their feedback.

Other areas of work:

- A Patient Story – we have shared a patient story with commissioners re: a patients access to her GP surgery and being informed she could only use e-consult to access the service. Outcome – we have been invited to a Practice Manager meeting to discuss the story.
- Review of our Community Champion policies – once approved I will share out with all members.
- New groups – I have been contacting new groups. If you are aware of any groups that are not members of the network please get in touch with me.

8. Emerging Health or Social Care themes raised and to be taken to Steering Group to be noted:

Identified during this meeting:

People First Merseyside raised:

- Theme: [Lack of NHS dentists for members with Learning Disabilities.](#)

9. Community Champion network notes for approval

The notes from the meeting held in May 2023 were previously circulated to all members for comments or amendments. No amendments were received.

10. Information exchange/ Any Other Business

None recorded.

Date and Time of Next Meeting:

10.00 am Thursday 21st September 2023

Venue: Sefton Carers Centre