

Meeting

Southport & Formby Community Champion Network Meeting
10am on Thursday 16th March 2023 held on zoom.

Themes: Integrated Care Board (ICB)/ Sefton Partnership overview

Localities Primary Care updates

Chair

Brian Clark OBE (BC)

Locality Representative North Southport

Attendees

Jan Stirling (JS)	Locality Representative Formby
Andrea De Cort (AD)	PPG representative for Ainsdale Medical Centre
Bob Wilkinson (BC)	Southport Samaritans
Louise Heritage (LH)	Sefton CVS Community Connector
Terry Nicholson (TN)	Asperger's Support Group
Julia Fahey (JF)	Southport Macmillan Centre
Vicky Abban (VA)	Social Prescribing Link Worker
Gemma Collins (GC)	Community Development Inclusion Officer
Paul Smithson (PS)	Regional Development Officer, M S Society

Healthwatch staff member(s)

Marguerite Dawson (MD)

Healthwatch Sefton Engagement Officer

Amanda Williams (AM)

Healthwatch Signposting & Information Officer

Guest Speakers

Eleanor Moulton (EM)

Assistant Director of Life Course Commissioning
for Sefton Council

Angela McMahon (AM)

Commissioning Manager- Localities Sefton-
Primary Care Estates

Apologies received

Anne Major (AM)

Locality Representative Southport Central

Fiona Caplan (FC)	Southport Access For Everyone
Helen Stanbury (HS)	Ainsdale Lunch and Leisure
Ken Lowe (KL)	Ainsdale Lunch and Leisure
Tony Wright (TW)	Southport Centre for the Deaf
Jan Comer (JC)	People First Merseyside
Lesley Curran (LC)	People First Merseyside

1. Introductions & Housekeeping

BC welcomed all members to the March 2023 Southport & Formby Community Champion meeting being held on the zoom platform. Introductions were made by all attendees. The last Southport & Formby Community Champion meeting was held in January 2023. The themes for the January meeting were North West Ambulance Service (NWAS), and The Life Rooms. BC informed network members that themes for the March meeting are Integrated Care Board ICB/ Sefton Partnership overview and Sefton- Localities Primary Care updates.

2. Code of Conduct / Declarations of Interest (in line with agenda items or changes)

BC asked all members to abide by the Kindness and Respect Guidelines and follow the Healthwatch Sefton Code of Conduct policy.

No declarations of interests were made.

BC handed over to the EM

3. Eleanor Moulton- Sefton Council- Assistant Director of Life Course Commissioning

EM introduced herself and shared the Sefton Partnership, Sefton Place Plan 2023-25 presentation on the zoom screen which stated where Sefton Partnership was up to in March 2023.

EM explained that Sefton Partnership is working together to plan and develop Health and Social Care in Sefton. Sefton Partnership sits alongside the Health and Well Being Board and EM stated that Healthwatch is integral to this. EM explained further:

- Sefton Partnership Board- the Sefton Place Plan is owned by Sefton and sits below the Integrated Care Board (ICB) and has a strategy to find out what we

need, and what Sefton needs. To deliver on the vision set out by the Health and Well Being Board in Sefton.

- A Life Course approach was developed through workshops that set out life course priorities underpinned by delivery principles.
- Further Sefton Place detailed plans and delivery of intentions are developing that will contribute to the Integrated Care Board joint forward plan.
- A Timeline for Feb, March, April was shared in the presentation.
- There are National NHS objectives set out for 2023-2024, which show key highlights and development plans.

Following the meeting EM shared the Sefton Place Plan presentation with MD that was shared on the zoom screen. **Action: MD shared the slide presentation from the meeting via the group email after the meeting. See below.**



Sefton Place Plan
March 2023.pptx

A question and answer session then took place in the meeting.

Q. BC asked will the plan be published?

A. EM answered that the Sefton Plan Partnership will be on the website and the presentation from this morning will be shared.

Q. AW explained that 30-50% of Healthwatch signposting is dentist calls, and that many young families have no dentist at all, and this should be high on the list of priorities. Those under maternity services also need access to a dentist.

A. EM said she would take this information back to the Sefton Partnership.

Q. AD said the presentation was very useful but that some of the jargon is confusing.

A. EM acknowledged this and shared a kings fund link in the chat box which shared a simple Integrated Care System diagram and further explained verbally. **Action: MD shared the kings fund information link after the meeting via group email. See below.**

Below is the kings fund link that further explains integrated care systems.

<https://www.kingsfund.org.uk/publications/integrated-care-systems-explained>

Q. GC asked how integration of the National Health Service (NHS) and Integrated Care Board (ICB) works?

A. EM answered that Sefton Partnership works closely with several partnership organisations and individuals across Sefton CVS including Angela White OBE Sefton CVS Chief Executive and Rachel Jones Head of Performance and Operations, and Living Well Sefton, and also with Public Health and on a neighbourhood level to raise awareness and provide an equal voice.

EM shared her email address with network members in the zoom chat box and thanked members for their questions and invitation to the meeting.

BC thanked EM for the presentation.

BC handed over to AM.

4. Angela McMahon- Commissioning Manager – Localities Sefton Primary Care Estates

AM introduced herself and thanked members for the opportunity to join the meeting.

AM explained that her role as Commissioning Manager covers Southport and Formby. AM said that Primary Care is very busy and is facing a number of challenges such as GP Practice's lack of workforce and staff retention problems leading to difficulties answering patients telephone calls. This problem is being tackled in a number of ways. An event recently took place for Primary Care staff to boost staff morale and focus on staff health and well-being. There has been further customer service training for GP Practice staff, all of which has had a positive impact on GP Practices.

AM stated that it has been difficult to recruit administration and nursing staff and they have been using an agency reserve (HCA) based in St. Helens.

Commissioners regularly speak to GP's and community services and have a seat at GP meetings. They are working to get more community care beds.

Referral problems are being addressed by NHS Informatics to ensure patients are referred to the correct service. AM is involved in Primary Care estates and estate needs.

Network members then raised comments and questions about Primary Care with AM.

Q. BC commented that Patient Participation Group's seem to be working quite well in South Sefton but doesn't seem to be working as well in Southport & Formby.

A. AM talked about the Primary Care Team's involvement with the Patient Participation Group Network and how the patients voice is really important. The Practice Managers Forum is also being further developed. Primary Care Networks are further supporting with Patient Participation Groups (PPG's).

Q. AD said that Ainsdale Medical Centre Patient Participation Group (PPG) is running well, is proactive and has good leadership. Successful PPG's have been sharing how this is done at the PPG network meetings. AD said the problem is if people do not attend.

A. AM acknowledged these comments and MD added about the PPG support packs that have been developed for PPG's for patients and GP Practice Managers and staff to help in establishing and setting the terms of reference, role of the Chair etc for PPG's.

Q. AW asked AM if people are not happy with their GP Practice, can patients change to another GP Practice in Southport & Formby?

A. AM explained this is not straightforward and depends on the GP Practice. If a GP Practice is overwhelmed and cannot operate then Sefton Place can contact NHS England and ask for a closed list until the GP Practice is stabilised. This issue has been discussed with GP Practices who have a managed patient list in place. AM said there is a project in place to find a solution and that Southport & Formby has a huge population of older people. If a patient is dissatisfied with their GP Practice the GP Practice can say they already have healthcare in place.

Q. AW said there are a number of issues that may influence people wanting to move to a different GP Practice, including the zero-tolerance policy, patients losing their temper and feeling frustrated with reception staff, and best practice not being followed by GP Practice staff.

A. AM explained that the Primary Care team are trying to support receptionists greatly and that the situation became worse post Covid with people waiting with health concerns and that needs have become more urgent. AM said that people can make official complaints on the Sefton Place website anonymously. **See below for further complaints information.**

Q. TN asked if people are allocated GP Practices according to boundaries? Do patients have a choice?

A. AM said there are historic boundaries. Boundaries can be changed but NHS England have to agree.

Q. TN asked what is the directive about trying to book an appointment in advance? As apposed to 8am?

A. AM explained that new GP contracts will come in place officially from April 2023 that will change and improve patients GP access experience including 8 am booking and access for older people and people with disabilities. The new GP contracts will be a change for the better. AM said she will update further at the May meeting.

Q. BC asked if GP receptionists have training on triage

A. AM answered yes, they have in house GP Practice training on triage.

AM then talked to the group about Primary Care Network's (PCN's)

- PCN's were developed in 2018
- They are based on geographical areas
- This was easier due to previous localities
- There is a South Sefton PCN and a Southport & Formby PCN
- These sit within 4 neighbourhood localities
- There are different demographics and deprivation rates across the PCN's
- There are additional roles and reimbursement schemes and wider roles being created within PCN's
- PCN's and GP Federations all work closely together across Sefton

AM added that the Sefton Partnership is working well.

BC thanked AM.

Following the meeting AM shared a basic slide for the group to show the new structure for Sefton Place and Primary Care Networks. **Action MD shared the slide and complaints information with members via the group email. See below.**



Basic Local
Structure.pptx

Here is the complaints process if patients wish to put in a complaint via Sefton Place:

Contact – southseftonccg.complaints@nhs.net – this is for both North & South Sefton

Telephone – 0151 317 8456

In writing:

Cheshire & Merseyside ICB

NHS Sefton Place

1st Floor

Magdalen House

30 Trinity Road

Bootle

Liverpool L20 3NJ

5. Community Champion updates and themes

TN asked for the number of psychiatrists per population and in the Sefton Region?

Action: MD to follow this up.

GC shared that people are struggling with interpreters of a foreign language and shared her contact email address in the chat box as she has a contact list for interpreters available. AD asked if these interpreters were vetted and GC said she would find out. Action: MD shared the interpreters information with network members using the group email that GC had shared following the meeting with MD. GC confirmed all interpreters are DBS checked.

Access and a shortage of counselling services was also shared by group members as a theme as there are long waiting lists for counselling services such as Talking Matters Sefton. VA shared that local VCF- voluntary and community faith sector counselling services are very good and social prescribers are referring people to them. VA said that the Social Prescribers are trying to put together a list of services for Southport & Formby and will share it with MD when ready. Action: MD shared the counselling link shared by GC in the group email following the meeting.

PS shared information on Multiple Sclerosis Society counselling services and that they also provide benefits advice and support. PS would like to come back to the group to share an overview of the support available. **Action: MD to invite PS to a future community champions meeting.**

AD talked about updates and questions regarding a number of services. Mental Health services in Southport & Formby, Urgent Community Response (UCR) falls team. **Action: MD to look into any further future updates for the group, and share any relevant sessions available using the group email.**

AD updated on Ainsdale Medical Centre themes- there is a focus on carers in the region, and an issue with DNA's (did not attend) appointments at the practice. AD also talked about IT access, equipment and training for GP Practice staff and general access to IT equipment for people in the community. Also, digital access to GP services. AW shared that volunteers will help people in most libraries to book online services. **Action: following the meeting MD shared AD's email address with VA with permission to introduce AD to include IT Mersey.**

GC - Community Development Inclusion Officer updated on training available. **Action: Members can contact GC for further information.**

TN is trying to re-establish their autism/ Asperger's support group meeting and the group will share the dates with MD when available.

6. Healthwatch Sefton Updates- Marguerite Dawson

March 2023-

Southport and Ormskirk Hospital NHS Trust.

MD continues to attend monthly Healthwatch stands at Southport Hospital to talk to staff and patients and listen to feedback. MD inputs these on the Healthwatch feedback centre and they are shared with the Trust. MD continues to attend the Trust's patient experience group meetings.

Feedback from the February Healthwatch stand was generally positive for staff attitude, waiting times at appointments, treatment and care, communication and good explanation of treatment. Issues were raised again about difficulty traveling from Southport to Ormskirk (in between hospital sites) for appointments and the distance between hospital sites, with lack of public transport and taxis being expensive. A patient said that appointment letters can be confusing to a patient

with numerous health conditions as they do not know which appointment is for which health condition. MD shared this issue at the patient experience group.

Facemasks- a patient told MD that they were confused with the guidance on wearing face masks in Southport hospital. Posters are in the waiting room telling patients to wear face masks but not many patients or relatives or staff are wearing them. Lynne Barnes- Director of Nursing for the Trust said at the Patient Experience meeting that the hospital is looking in to this, especially due to the rise in covid cases in the community and hospital covid ward.

Anne Marie Stretch Managing Director at Southport & Ormskirk Hospital NHS Trust and Nicola Bunce Director of Corporate Services at St. Helens and Knowsley Teaching Hospitals NHS Trust attended the Healthwatch Steering Group on the 28th February to talk about the legal transaction process to become a joint Trust. They are keen to ensure communication is kept up to date and to reassure patients of the benefits of the continued positive outcomes of the joint partnership for patients and staff. A question was also asked about the possibility of a shuttle bus running in between Southport & Ormskirk sites which apparently is being considered.

General themes/ issues raised with Healthwatch-

Difficultly getting through to book phlebotomy appointments over the telephone in Southport and Formby.

Accessibility issues for people with hearing impairments using NHS services in general. Telephone appointments not accessible. Patient names being called at some appointments in the waiting room and patients cannot hear. Visual prompts/ signs needed.

IT issues to access GP/NHS services or online consultations which a lot of older people have said they have no access to and feel left behind.

Engagement in person –

MD has completed a number of listening events at community clinics throughout Southport and Formby- Southport health and well-being centre, Ainsdale health and well-being centre, Formby clinic and Churchtown clinic to gather patient feedback on Mersey Care services, with some more repeat visits still to be undertaken. Volunteer Locality Representatives Jan Stirling and Anne Major have supported with some of these sessions. South and central community clinic outreach has also taken place to produce a report on Mersey Care services.

MD attended the Southport Macmillan support Centre to talk to the staff team about Healthwatch and MD has booked a stall at the Health and well-being event on the 13th April 2-4pm at Southport College.

MD recently gave a talk at the Breath Easy Group in Birkdale- GP access issues were discussed and some of the group talked about difficulty accessing digital health care services and GP appointments.

MD has also been in contact with the Chair for Maternity Voices Partnership who have a café style listening event (being held jointly with Ormskirk maternity services) on the 20th April at Linaker Family well-being centre Southport to listen to service users' experiences of maternity services. MD and AM to attend.

MD reminded community champions to share any news or information they would like to be shared in the group email.

MD has shared the 2023 meeting dates again to save. For the May meeting MD has invited Michelle Creed, Chair for the Sefton Safeguarding Adults Board, and Sefton CVS Community Connectors. MD asked for further suggestions for guest speakers to be emailed to her.

The September Southport & Formby will be a joint meeting with the South and central community champions and will be held as a networking event in person at Sefton Carers Centre.

Action: MD to share further updates/ outcomes at the next meeting.

9. Community Champion network notes for approval

The notes from the meeting held on Thursday 19th January 2023 were previously circulated to all members for comments or amendments. Members today agreed them as accurate.

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

No further issues raised.

11. Information exchange/ any other business

BW from the Southport Samaritans shared information on the Samaritans campaign for meaningful contributions and posters that members of the group may wish to use, circulate etc. They are:

1. New Samaritan Poster
2. Small Talk Saves Lives – suggestion of starting conversation
3. Listening Tips - SHUSH - a simple guide to assist listening to others (also part of the Small Talk Saves Lives initiative with the rail industry). BW to email them to MD.

Action: MD shared these posters by group email following the meeting. See below.



BW also reminded the group that the Southport Samaritans can come and talk at staff team meetings/ groups.

Close of meeting.

All Community Champion members were thanked for attending.

Date and Time of Next Meeting:

Thursday 18th May 2023 at 10am

Venue: ZOOM