

Meeting

Southport & Formby Community Champion Network Meeting
10am on 16th May 2024 held on zoom.

Themes: Primary Care updates, Shaping Care Together Programme update, Stepping Stones Group

Chair

Marguerite Dawson (MD)
Officer

Healthwatch Sefton Engagement & Participation

Attendees

Ken Lowe (KL)	Ainsdale Medical Centre PPG
Linda Wright (LW)	Locality Representative Ainsdale & Birkdale
Helen Stanbury (HS)	Ainsdale Lunch and Leisure
Terry Nicholson (TN)	Asperger's Support Group
Lesley Curran (LC)	People First Merseyside
Simon Walker (SW)	People First Merseyside
Paul Bullen (PB)	People First Merseyside
Jan Comer (JC)	People First Merseyside
Caroline Hesketh (CH)	Sefton Carers Centre
Michael Swift (MW)	Stepping Stones Group
Daniker Flyes (DF)	7 Day GP Service-Admin Support Team

Healthwatch staff member(s)

Amanda Williams (AW)

Healthwatch Signposting & Information Officer

Guest Speakers

Angela McMahon (AM)
Chris Knights (CK)
Michael Swift (MS)

Primary Care Manager
Shaping Care Together Programme
Stepping Stones Group

Apologies received

Anne Major (AM)	Locality Representative Southport Central
Bob Wilkinson (BC)	Southport Samaritans
Andrea De Cort (AD)	PPG representative for Ainsdale Medical Centre
Brian Clark OBE (BC)	Locality Representative North Southport
Julia Fahey (JF)	Southport Macmillan Centre
Louise Heritage (LH)	Sefton CVS Community Connector
Tony Wright (TW)	Southport Centre for the Deaf

1. Introductions & Housekeeping

MD welcomed all members to the May 2024 Southport & Formby Community Champion meeting being held on the zoom platform. Introductions were made by all attendees. The themes for the May meeting are Primary Care updates, Shaping Care Together Programme, Stepping Stones Group.

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

MD 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.

MD welcomed AM to the meeting

3. Angela McMahon- Primary Care Update

AM shared a short update with members about the Primary Care recovery plan and what is being done to improve GP practice services for Southport & Formby residents. New telephone systems are being implemented to help resolve the issues of booking appointments and triage, care navigators and additional roles are helping to improve access to more health professionals for patients, patients are generally seeing some improvements. Call back services have been introduced to save patients waiting in the queue on the telephone. Patients should also be directed to alternative options such as Pharmacy First or the 7 Day GP Service. AM informed members that they can contact her directly or through Healthwatch with any questions or issues regarding primary care.

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

Q. LW explained that some patients have said that when they are seeing the additional roles health professionals they are not being told in advance who their appointment is with for example a physician associate, nurse, advanced practitioner, healthcare assistant, and this is causing confusion for patients.

A. AM acknowledged this concern and said she would raise this with GP practices.

Q. TN asked AM if patients should be offered an appointment within two weeks?

A. AM answered that yes patients should be offered an appointment to see the correct person appropriate to the patients needs.

Q. KL commented that GP patient appointment slots are complex systems that patients find difficult to navigate.

A. AM said that primary care improvements will continue and that patients should not be told 'call back tomorrow we are full' as alternatives should be offered to patients and that patients should question this.

MD thanked AM and handed over to CK.

4. Chris Knights- Shaping Care Together - programme update

CK told members that the Shaping Care Together programme has had a hiatus over the past few months and they are now looking at the next round of engagement.

What is Shaping Care Together? CK shared an overview of the programme and explained that Shaping Care Together covers Southport & Formby and West Lancashire, it started in 2021 to help the local NHS services facing some key challenges. The programme is looking for long term solutions and focused on seven service areas originally and is now looking at urgent and emergency care first and will be back out to engage with the local residents and communities in the Southport & Formby and West Lancashire areas.

The initial engagement involved more than 30 stakeholders (including public meetings, workshops, forums, focus groups) the programme received 2,500 responses, and over 500 comments cards were completed, NHS staff were also involved and consulted with, over 350 staff responses were received. The programme has aims, ambitions and principles and it now starting with Urgent and Emergency Care (UEC) as it affects so many other service areas and with a focus of looking at patient journey's across UEC. The next phase of engagement will focus of more public, patient, staff and stakeholder engagement to make a case for change and how to make change happen?

CK said there will be a big conversation to develop ideas, and deciding which ideas could work best, whilst making a detailed plan and getting decisions made. The programme is looking to engage as much as possible with focus advisory groups and by co-producing with health and social care.

Next steps for engagement include:

- Engagement- subject to Integrated Care Board approval
- Approval of a technical document and user-friendly version
- An updated website and refreshed questionnaire
- Accessible documents
- Engagement events including online and in person
- Staff sessions
- Engagement process Advisory Group to be re-established made up of community members

Action: CK to share engagement events invites with MD/ Healthwatch to share and promote with network members and local communities.

Questions and comments were then shared with CK regarding the programme;

Q. LW shared that she worked for the NHS for 30 years and is excited to be part of the programme engagement. LW asked if there is a timeline to the programme? And how will the programme be judged as successful? How will the outcomes be measured?

A. CK answered that timelines are difficult to answer and it is difficult to give a time frame. The programme commenced 4 years ago but has not gone as planned so there is now a real impetus for ideas and to see change taking place and there is a case for change, and by the end of 2024 there will be a formal consultation business case and engagement process for consultation next year.

Q. KL reinforced what LW said and stated that what the NHS needs now is leadership and decisions. KL also reinforced the needs for consideration for the major issue of lack of public transport routes and services across the Liverpool City Region (LCR) and how this needs to be taken into consideration in the programme.

A. CK acknowledged KL's points and said that the appropriate organisations will be invited to consultations to assess the impact of public transport services on NHS services.

Q. TN said that older citizens struggle using public transport and often can't use buses if they are frail. TN asked CK who commissioned you?

A. CK explained that Freshwater is a communications and engagement consultation agency that is employed to work with NHS systems to support in service delivery.

Action: MD/ Healthwatch to further share updates for the SCT programme when available.

MD thanked CK and handed over to MS.

5. Michael Swift- Stepping Stones Group overview

MS introduced himself as a community champion network member and talked about The Stepping Stone Group. MS told members that Stepping Stones is a group that he started up from scratch 12 years ago with his own money. The group currently has 15- 20 members and members have all sorts of disabilities and the group support each other. MS said that they have guest speakers and that MD from Healthwatch has attended the group a number of times to talk to members and gather health and social care feedback. They also hold arts and crafts sessions and social activities and outings. The group meet up weekly on a Tuesday at The Temperance Hall Southport. MS told members that the group are making scarecrows at the moment and are hoping to display them in the hall.

MS said that the group needs volunteers to help out with arts and crafts, and to drive a minibus, and to generally support the group with social activities, trips and outings. They have a Facebook page for members.

Network members offered support and promotion of the group. JC asked if they have a flyer to share with the new social work team, MS said they don't have promotional materials and HS kindly offered to help create a flyer for the group. TN suggested it is a priority to get more volunteers before promoting the group.

Action: MD sent introduction emails between MS and HS/ JC following the meeting with verbal permission from the meeting. MD also shared further information in the group email following the meeting about stepping stones and contacted Volunteer Centre Sefton and the Sefton CVS Group Development Worker who meets regularly with MS.

MS also shared with network members some key themes he is concerned about including GP access, lack of NHS dentists, care in the community isn't happening, changes are needed in health and social care services.

MD thanked MS and asked community champions for updates and themes they are hearing in the community and within the groups/ organisations they represent.

6. Community Champion updates and key themes

KL shared information on Pharmacy First and explained that he will be organising an online session on behalf of Ainsdale Medical Centre Patient Participation Group to explain the new role of pharmacies and how this impact on patients and the GP Practices.

Action: MD shared the online session invite and link with both community champion networks following the meeting.

KL talked about NIHR- National Institute for Health and Social Care Research and how network members can volunteer and become involved.

Action: MD shared the link in the group email following the meeting.

People First Merseyside- shared information on the DAVID Project Conference and that members are invite.

Action: MD shared the DAVID Project Conference flyer in the group email following the meeting.

Sefton Carers Centre- CH shared an update on the Carers Leave Act that has come to affect on the 1st April 2024 and also shared news about Carers week in June and the flyer and Carers Roadshow.

Action: MD shared the Carers Week Roadshow flyer in the group email following the meeting.

The group also talked about the impact Carers face and the need for support in GP Practices and looking for hidden carers and how carers can register as a carer with their GP practice.

7. Healthwatch Sefton Updates

HWS updates for champions May 2024 meeting MD

Outreach visits update-

May – Ainsdale lunch and leisure, Stepping Stones group Southport, Chatty café Formby.

Locality representatives visited Macmillan for outreach an session

Key outreach themes-

GP access- long wait to answer telephone, long wait for appointments, repeat prescription problems

Some improvements- call back service working, good staff attitude generally, good treatment & care

Lack of NHS dentists, lack of continuity of care, not seeing the same health professional, medication shortages,

Palliative care queens court hospice- excellent support

Digital exclusion.

Southport A & E - uncomfortable, long waits, often in corridors, no resources.

Macmillan- shared concerns over mobile breast screening unit at Dunes, Southport, that was not accessible for people, Healthwatch have taken this to Sefton Public Health. Now looking at moving to a more central Southport venue. NHS England are reviewing all mobile screening unit sites.

Healthwatch are planning an observational visit to Southport hospital urgent care before the Shaping Care Together relaunches to do a review of accident and emergency and hand out Healthwatch feedback forms.

Shaping Care Together Programme- Healthwatch Sefton have had influence over the draft questionnaire to be used to ensure it is accessible.

Healthwatch are updating a new workplan-

There will be an exercise around GP practices and the online services they use- (e-consult, blinx etc) a short anonymous survey is to be used- with a report produced following the survey.

There will be a Healthwatch Sefton briefing on NHS app's and continuity/ ordering repeat prescriptions/ and how to register for apps.

Healthwatch Sefton continue with accessible information work in partnership organisations/ Sefton Council/ NHS, to look at GP practices, hospital's accessibility and reasonable adjustments for patients.

MD asked members who they would to invite along to future network meetings? And any suggestions for services/ groups/ organisations?

8. Community Champion network notes for approval

The notes from the meeting held on Thursday 25th January 2024 were previously circulated to all members for comments or amendments. Members today agreed them as accurate.

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

None. No new emerging themes noted.

10. Information exchange/ any other business

LC would like it noting in the meeting minutes that she would prefer in person meetings.

TN told the group about a trial opening at the M & S in Southport for the side door opening which helps with disability or access problems.

All Community Champion members were thanked for attending.

Close of meeting.

Next Meeting:

Thursday 18th July May 2024 at 10am

on zoom