

Ruth West (RW)	The Carer Energy Support Team
Angela McMahon (AM)	Commissioning Manager – Localities Sefton/Primary Care Estates

Apologies received

Sharifa Begum- Miah (SB)	The Life Rooms
Gemma Collins (GC)	Community Development Inclusion
Louise Heritage (LH)	Sefton CVS Community Connector
Danika Fyles (DF)	7 Day GP Access Service Manager
Sarah Proctor (SP)	Woodvale & Ainsdale Community Association

1. Introductions & Housekeeping

BC welcomed all members to the November 2023 Southport & Formby Community Champion meeting being held on the zoom platform. Introductions were made by all attendees. The themes for the November meeting are the Maternal Mental Health, Carer Energy Support.

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 welcomed RM to the meeting

3. Rachael McGrath- Silver Birch Hub Cheshire & Merseyside Maternal Mental Health Service

RM introduced herself and explained that Silver Birch Hub Cheshire & Merseyside Maternal Mental Health Service offers a range of psychological and emotional support working with women, birthing people and families.

The service has therapists, psychologists and assistant psychologists, specialist midwives and peer support workers. It is a multi-faceted tool working to support trauma, loss and fear around pregnancy and the maternity setting.

The service offers 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.

It covers women and birthing people who live in Cheshire, Halton, Knowsley, Liverpool, Sefton, St Helens, Warrington and Wirral, who have experienced distress, loss or trauma during pregnancy and birth and has a specific referral criteria which includes:

- Person is asking for help for post-traumatic stress / significant psychological distress clearly arising directly from maternity or birthing experiences.
- At least 4-6 weeks from traumatic experience (in line with NICE Guidelines) but it doesn't matter how long ago the experience of trauma was.
- Experiencing moderate-severe/complex mental health difficulties (or difficulties which are at a level that mean day to day life and / or the new parenting relationship is significantly affected)
- Distress does not require specialist mental health care that goes beyond the remit of MMHS i.e. requires Specialist Perinatal Mental Health service.
- Person's distress has not been sufficiently improved through available midwifery or health visitor intervention or Primary Care and IAPT

RM explained that people can be referred to the service by a health professional such as midwives, GP's, health visitors, social workers, therapist or counsellors, or through a third sector service. A choice of appointments and settings will be offered, such as virtual, in person at home or in a community setting or by telephone. Confidentiality is always adhered to. A range of support appointments will be offered.

People can access information on the service and health professionals can download the referral form at the website below.

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

RW asked for network members support and input on the co- productions advisory group. Members can email SilverBirch.Hubs@merseycare.nhs.uk if they would like to become involved. RW would also like to further promote the service in communities.

Below is the maternal mental health service presentation.



Action: MD shared the maternal mental health service presentation/ websites and email addresses in the group email following the meeting.

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

Q. LW commented it is a comprehensive service and relatively new. How will the service develop? Do the professionals have other roles?

A. RW stated that professionals work solely for Silver Birch. The service supports people along the way. Triage happens really quickly within 72 hours and peer support is available whilst people wait for the 4-5 weeks for psychological service. The service is continually developing.

Q. LW asked where are the hubs? and asked about the support for complex needs people?

A. RW answered that peer support is available in each area and the support offered is very versatile, and that the service is out in the community/ holding engagement events/ talking and signposting people to spread the word.

Q. KL commented that it is a fantastic service and asked if the Silver Birch is working with hospital maternity services which need improvements. For example, a stressed mum who has just given birth, how do we get her help?

A. RW suggested talking to the Health Care Professionals involved such as the health visitor, and people can be signposted to the service, but they can't force people to access support.

Q. AM asked is the service works with the Maternity Voice Partnership?

A. RW replied that the service tries to involve all maternity voice partnerships in their work, and that working with the MVP in Liverpool and Sefton will be a priority in the New Year.

Q. AM asked if grandparents and family members get support?

A. RW answered yes, and that there is no time limit on trauma.

Q. BW from the Samaritans explained that women get in touch with historic trauma around birth. Is there support for historic trauma?

A. RW answered yes that support is available and there is a historic birth charity.

Q. AM asked if there is support for miscarriages, loss of children, support for fathers?

A. RW explained that support for miscarriages, loss of children and support for fathers are all available. There is a Dad's Matters and men's care focus worker.

BC thanked RW and handed over to the TH and RW.

4. Tim Hodgson and Ruth West- The Carers Energy Support Team

TH and RW introduced themselves and explained that The Carers Energy Support Team is a new project that is based at Sefton Carers Centre, the project started slowly and has got busier over the past few months. The purpose of the project is to be a first point of contact, providing triage support and signposting to unpaid family carers who would benefit from assistance with their home energy support needs.

TH informed network members about the government definition of fuel poverty, and the Low-Income Low Energy Efficiency (LILEE) indicator which defines household fuel poverty.

TH explained that the effects of fuel poverty often mean that a family cuts back on essentials and the use of heating in the home which can lead to further physical and mental health problems, respiratory and circulation problems. People may only heat one room or not heat up the home at all, and not cook or invite family and friends to visit. Cold homes also prevent children from thriving. TH reiterated the challenges of fuel poverty and how we can help to reduce fuel poverty, and the support available locally in Sefton. These include:

Sefton Carers Energy Support Service provides:

- Energy and Efficiency Advice
- Small Energy Saving Products
- Advice with Energy Companies
- Referrals to key energy organisations for help with energy debt, heating, insulation and more.

The service is available for unpaid family/ relatives/ friends of carers. People can be directed to Sefton Carers Centre to register. Telephone number 0151 288 6060

See website address below:

<https://www.sefton-carers.org.uk/>

Further energy partners include:

Affordable Warmth Team - Sefton

- Sefton Councils Energy Team can give help and advice on making your home warmer and more energy efficient.
- Repair/replace broken boilers/heating systems
- Insulate homes
- Install small energy saving measures (LED bulbs, thermostats etc)
- Emergency Credit for Pre-Payment Meters (subject to availability)
- Become more energy Efficient
- Access other advice agencies

Energy Project Plus

- Energy Debt Support
- Energy Advice

RW talked about further help and support available including; items to keep people warm being given out in the community and at home visits including blankets, heaters, help with central heating systems, meter card top up's, help with talking to energy suppliers, signposting, energy ombudsman support, energy debt advice, advice re fuel consumption.

See below for the carers energy support team presentation.



Action: MD shared the carers energy support service presentation in the group email following the meeting.

No further comments or questions were asked by network members.

BC thanked Sefton Carers Centre- Carers Energy Support Team and handed over to AM

5. Angela McMahon- Primary Care Update

AM explained that there has been a lot of work completed around GP access, and this continues to be a priority. Steps have been and continue to be taken to try and improve GP practice telephone systems as some are out of date and they are trying to transition to have new telephone systems in place by the end of March 2024.

New online digital online consultations systems are being put in place with different names such as e-consult, patches and blinx, and reminded network members not to be confused as they are just different names for services. Digital champions are now in each GP Practice. Receptionists are now called Care Navigators with a change of role and excellent training, they are still not expected to give medical advice but are now able to give patients more options and refer/ signpost patients. Additional roles are also available in GP Practices. All this should help to reduce the 8 am telephone rush for patients. The NHS app can also support patients to order repeat prescriptions, feedback so far from patients and carers had reflected that this is working well for people. Primary Care/ Localities are working alongside Primary Care Networks and with the promotion of additional roles and communications. AM advised that covid and flu vaccines are available if people are eligible they should go and get them.

A question/ comment and answer session then took place:

Q. AM said that she used patches (online consultation) recently and it was excellent, and asked how all the information will be shared in the community?

A. AM said that there is a digital champion in each GP practice and if patients have problems they can ask for help, information will be shared in the community. AM said that Healthwatch can pass on any concerns and feedback to help improve support for patients.

Q. AM stated that she has seen 20 to 30 patients waiting outside a GP practice to book appointments.

A. AM said they are working very hard to improve each individual practice as a business and it is difficult and it will take time. AM said she is happy to be contacted by network members through Healthwatch and that members can pass on concerns/ issues anonymously if they wish through MD.

Q. AW said that although she has received feedback that online consultations work well, feedback has also been that patients are told to ring the next day in the morning for an appointment and they are then left back to square one and often just give up. Online consultations are also not viable for patients who do not use IT (digitally excluded).

A. AM explained that there is a matrix of different services available in each GP practice and additional roles to hopefully help make GP access inclusive. Sefton Place will continue to push this.

Q. KL told members about the new telephone system at Ainsdale Medical Centre to help those who may be digitally excluded and talked about landlines changes in 2024.

A. AM acknowledged KW's points and agreed that telephony improvements in GP practices is imperative and Sefton Place support this.

Q. TN asked is it voluntary for GP practices to be able to book appointments in advance? As it is not easy to book appointments in advance.

A. AM answered it is not voluntary and patients should be offered an appointment up to 2 weeks in advance. AM advised TN and network members forward any issues to Healthwatch so Sefton Place can make enquires and see if further staff training is needed for GP practice staff. AM reiterated care coordinators should be offering options to patients.

AD commented that is good to see links with Healthwatch Sefton, PPG's and Sefton Place.

BC thanked AM.

6. Community Champion updates and themes

A discussion took place in the meeting regarding the change in telephone landlines in 2024 and how this may affect carers/ emergency lines.

Action: MD to see if she can find out any further information.

Ainsdale Medical Centre PPG- supported at the Ainsdale Healthcare/ flu clinic and carried out their own survey to ask patients how satisfied they were with the practices care, treatment, quality and communication and 91 % of people agreed that it was excellent.

Sefton Carers Centre- it is Carers Rights Day on 23rd November, there will be a parent carer event held at the carers centre. Carers who attend need to be registered and book a place. There is information on the Carers Centre website/ flyer.

National Autistic Society- Support Group Sefton- have 2 new Chairs in place, who can support with social media, and they are looking to set up groups at new venues. A young person's with ASD group and adults with ASD group. The support group will continue on zoom for now.

Samaritans Southport- as Christmas approaches the Samaritans calls are getting busier from people with a range of issues from poverty to depression. They are open 24/7.

People First Merseyside- have been working with Cheshire and Merseyside Cancer Alliance/ red flag work in partnership to help provide disability awareness training to providers across the borough. JE also attended an NHS meeting recently to look at reasonable adjustments for NHS health appointments.

Locality representatives BC and AM shared news that there will be a patient transport service review in February 2024, and a North West Ambulance Service meeting regarding travel and IT communication systems.

Action: MD to share any further information received from community champion members in the group email/ Healthwatch communications.

7. Healthwatch Sefton Updates

The recently appointed Healthwatch England Chair David Croisdale-Appleby visited Healthwatch Sefton last week to find out more about Sefton and the health and social care issues that Sefton residents are facing.

Engagement updates-

MD has been in contact with a number of different groups/ organisations and has planned a number of outreach sessions in North Sefton- including-

The Salvation Army

Southport Community Centre

Compassionate Acts

Macmillan

Stepping Stones Group

Some examples of recent key themes/ issues collected from outreach in Southport & Formby include:

- GP access and staff attitude
- Southport and Ormskirk hospital general positive feedback for treatment and care and staff attitude/ but there are staff capacity issues
- Medication reviews needed for patients

- Adult social care poor communication

The themes/ issues that were shared at the July champions meeting including Hospital

-Patient Transport Services

-Lack of support for those with disabilities

-Accessible information – and the impact this has on understanding options, access to appointments and treatment

-Patients concerns re the merger of Southport and Ormskirk hospitals to Mersey and West Lancashire teaching hospitals NHS Trust- re patients travelling to different sites.

These were all shared at the Trust's Patient Experience Committee, with Sefton Place and the accessible information working group in Sefton/ Southport & Formby PCN.

MD will be planning the 2024 meeting dates and sharing them with network members to add to their diaries.

Action: MD to keep community champion members updated and share the 2024 meeting dates.

7. Community Champion network notes for approval

The notes from the meeting held on Thursday 6th July 2023 were previously circulated to all members for comments or amendments. Members today agreed them as accurate.

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

Action: MD to raise key themes from the meeting at the Healthwatch Steering Group/ with the Healthwatch team and relevant meetings/ forums.

9. Information exchange/ any other business

MD updated that the Manager of the 7-day GP service had asked her to share some information with the group for feedback. Action: MD shared with members following the meeting.

All Community Champion members were thanked for attending.

Close of meeting.

Date and Time of Next Meeting:

Thursday 25th January 2024 at 10am

on zoom