

South & Central Community Champion Network Meeting

Wednesday 22nd May 2024

Zoom meeting themed:

Who is a carer and what we can offer – Sefton Carers

Primary Care – NHS Cheshire & Merseyside

Chair

Barbara Rouse (BR) Healthwatch Sefton Bootle Locality Rep

Attendees

Debbie Kelly (DK)	May Logan Health Centre
Lesley Curran (LC)	People First Merseyside
Simon Walker (SW)	People First Merseyside
Nicola Hall (NH)	People First Merseyside
Jerryann Blaney (JB)	Expect Ltd (Bowersdale Resource Centre)
Amy McMillan (AMc)	Sefton CVS Community Connector
Mandy Lewtas (ML)	Kindfulness Coffee Club
Sandra Bell (SB)	The Reach Mens Centre
Alison Rose (AR)	Maryfield, Anchor Housing
Sara Westall (SW)	Queen Elizabeth Court, Anchor Housing
Sharifa Begum-Miah (SBM)	Life Rooms, Bootle
Jade Draper (JD)	Life Rooms, Bootle

Healthwatch staff member(s)

Wendy Andersen (WA)	Engagement & Participation Manager
Mandy Williams (MW)	Healthwatch Sefton Signposting & Information Officer

Guest Speaker (s)

Caroline Hesketh (CH)	Sefton Carers
Jane Elliott (JE)	Localities Manager NHS Cheshire & Merseyside

Apologies

Maurice Byrne (MB)	Healthwatch Sefton Maghull Locality Rep
Bob Wilkinson (BW)	The Samaritans
Helen Shortall (HS)	Reengage
Peter Davies (PD)	Liverpool and Sefton Age Concern
Clare Blasberry (CB)	Healthwatch Sefton Digital Communications Officer

1. Introductions & Housekeeping

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

Topics planned for today's meeting:

- Sefton Carers will be telling us who is an unpaid carer and what support they can offer
- NHS Cheshire & Mersey – will provide us with updates on primary care and answer questions from members.

The last south and central Community Champion network meeting was held March 2024. At this meeting we heard from:

- Energy Carers team to talk about their services
- Healthwatch Sefton to talk about the Independent Complaints Advocacy Service
- NHS Cheshire & Merseyside to talk through any primary care updates and answer questions.

Housekeeping was covered and BR introduced the guest speakers.

2. Code of Conduct / Declarations of Interest

BR informed everyone that the revised policies had been circulated by WA and everyone should have received copies / links to the documents. This included:

- Healthwatch Sefton Code of Conduct
- The Role of the Community Champion Network member
- Kindness & Respect Charter

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.

BR asked members to ensure they provide apologies in advance of future meetings. It is becoming increasing for members to provide apologies on the day. It is important for members to let WA know if you are able to attend or not so that a decision can be made whether to proceed with a meeting.

3. Primary Care services – NHS Cheshire and Mersey

JE talked to members about her role as a patient within her own practice and how she had set up a Patient Participation Group (PPG). The first PPG meeting was held this week. JE stated that it had been difficult to recruit but that a few patients did attend and they had a talk about the additional roles now available in primary care.

JE followed onto say that she is working with WA and planning to bring information on all the different roles within primary care to the south Sefton Community Champion meeting being held September 2024.

Next steps – JE will be organising the next PPG meeting for approximately 4 weeks' time and will look to develop a newsletter.

Action: BR asked if she could attend a future PPG meeting with JE to tell patients about Healthwatch Sefton.

Question / Comment: BR raised an issue about chemists not offering ear checks for adults and it only being for children.

Answer: JE stated she was unaware if every pharmacy takes part and will speak to the pharmacy committee for advice and will ask for a list of which chemists take part in pharmacy first.

Action: JE stated she would request a representative to come along to a future Community Champion meeting to provide an update on Pharmacy First. LC asked if they could also visit People First Merseyside.

No further questions were asked. BR thanked JE for attending and sharing information on primary care services and her work setting up a Patient Participation Group (PPG).

4. Sefton Carers – who is an unpaid carer and what support is offered

CH offered to present at today's meeting following questions raised at a previous network meeting about unpaid carers and what services were available to support them.

CH told us about her role at Sefton Carers and how she had been a Healthwatch Sefton Community Champion for the past 4 years.

CH had a presentation which is attached to the notes to be circulated and covered the following areas:

- Who are we –
 - Sefton Carers Centre is part of a national charity called CARERS TRUST who support unpaid carers across the country.
 - Sefton Carers Centre itself is commissioned by Sefton Council and the NHS to support all unpaid carers within the borough of Sefton.
- Who is an unpaid carer?
- What do unpaid carers do?
- Pressures on unpaid carers
- How Sefton Carers Centre can help
- Sefton Carer Centre services
- Register with us – details provided

Question / Comment – WA asked on behalf of a resident: Most services end abruptly when your caring responsibility ends for example if the person you are caring for goes into care or passes away. Will you allow carers to continue to access your services?

Answer: CH stated yes, carers can access services for up to 2 years after no longer having carer responsibilities.

No further questions were asked and BR thanked CH for providing the information that was so valuable for network members to hear about.

5. Community Champion updates

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

Sefton CVS south Sefton Community Connector – AMc raised that she felt it was difficult to find groups for residents aged between 19 – 25 years to attend. BR stated that she was a member of Bootle Action Group and that they are always looking for volunteers to help with gardening.

Healthwatch Sefton Signposting & Information – MW reported that dental enquiries had increased to approximately 40% of received calls. A dental plan had been published by NHS Cheshire & Mersey and this will be made available on the Healthwatch Sefton website.

The Reach Mens Centre – SB told us about a member who had been trying to get an emergency dental appointment with his own dentist for 2 weeks.

SB informed us that the centre had lost a lot of funding and they were losing the art group. Funding for peer support and counselling was only in place until the end of the year. The centre is still accepting referrals for counselling and that they accept referrals for complex issues.

May Logan Centre – DK shared posters and information on services at the May Logan. WA has circulated this to all members.

Life Rooms, Bootle – SBM informed members that up and coming enrolment days were being held in Southport and Bootle. Information will be sent to WA to be shared with members.

People First Merseyside – LC invited everyone to their David Conference being held on 13th June at the Holiday Inn hotel in Liverpool.

6. Healthwatch Sefton updates

- Outreach – thank you to everyone who has invited me along for outreach. I share with you all the themes that are raised following each visit and we ensure we raise issues with the local NHS commissioners and providers.
- Recent examples include: Seaforth Village surgery on-going closure due to roof repairs, GP access across surgeries. We have been invited to a sheltered accommodation in Seaforth to hear from residents about this issue.
- Litherland Urgent Treatment Centre – we are planning outreach at the centre to gather patient feedback. We will promote this with yourselves nearer the time.
- Healthwatch website www.healthwatchsefton.co.uk – access to keep up with local and national NHS and social care news.

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

Identified during this meeting:

- Lack of local community services for residents aged 19 – 25 years.
- Difficulties for residents to access their own NHS dentist for emergency treatment.

8. Community Champion network notes for approval

The notes from the meeting held in March 2024 were previously circulated to all members for comments or amendments. No amendments were received.

9. Information exchange/ Any Other Business

None recorded.

Date and Time of Next Meeting:

10.00 am Tuesday 23rd July 2024.

Via Zoom