

South & Central Community Champion Network Meeting**Wednesday 25th September 2024****Zoom meeting themed:****Primary Care – GP Access****Chair****Barbara Rouse (BR)** **Healthwatch Sefton Bootle Locality Rep****Attendees**

| | |
|----------------------|--|
| Jerryann Blaney (JB) | The Bowersdale Resource Centre |
| Debbie Kelly (DK) | The May Logan Centre |
| Sandra Bell (SB) | The Reach Mens Centre |
| Debbie Shelley (DS) | St Leonards Youth & Community Centre |
| Liz Hopes (LH) | Merseyside Read Easy |
| Lesley Curran (LC) | People First Merseyside |
| Nicola Hall (NH) | People First Merseyside |
| Paul Bullen (PB) | People First Merseyside |
| Jan Comer (JC) | People First Merseyside |
| Maurice Byrne (MB) | Healthwatch Sefton Maghull Locality Rep |
| Bob Wilkinson (BW) | The Samaritans |
| Amy McMillan (AMc) | Sefton CVS Community Connector |
| Mary Sinclair (MS) | Parent Mentor / Respiratory Health Parent Champion Parenting 2000 |

Healthwatch staff member(s)

| | |
|---------------------|--|
| Wendy Andersen (WA) | Engagement & Participation Manager |
| Mandy Williams (MW) | Healthwatch Sefton Signposting & Information Officer |
| Diane Blair (DB) | Healthwatch Manager |

Guest Speaker (s)**Jane Elliott (JE)** Localities Manager NHS Cheshire & Merseyside along with South Sefton PCN and GP clinicians and staff

Apologies

| | |
|-----------------------|----------------------------------|
| Peter Davies (PD) | Liverpool and Sefton Age Concern |
| Alison Rose (AR) | Maryfield, Anchor Housing |
| Kate Pope (KP) | Salvation Army |
| Caroline Hesketh (CH) | Sefton Carers |
| Vikki Martlow (VM) | Sefton Opera |

1. Introductions & Housekeeping

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

Topics planned for today's meeting:

- Primary Care – GP Access

Housekeeping was covered and BR introduced the guest speakers.

2. Code of Conduct / Declarations of Interest

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. Introduction to Health Professionals in Primary Care – Jane Elliott (JE)

JE introduced herself as the Commissioning Manager Localities for NHS Cheshire & Merseyside.

JE delivered a presentation that included:

- Primary Care Network – who they are and what their role and services are
- What working collaboratively means
- The roles we would hear about today that work with GP practices
- Access to your doctor's surgery
- Receptionist to Care Navigator

- Questions and Answers (put forward by Community Champion Network members).

JE shared has shared the presentation during the meeting and it will be included and circulated with the notes.

Social Prescribers service – presented by Heidi Clark

Heidi Clark (HC) introduced herself and her role as a Social Prescriber for south Sefton.

HC delivered a presentation that included:

- What is Social Prescribing
- Who can be referred to Social Prescribing?
- Who can benefit the most from Social Prescribing?
- Person Centred with case studies

Question / Comment: MB asked 'how does someone refer to your service who has not been through the GP?'

Response: HC stated that referrals had to be through a registered GP in Sefton, individual referrals cannot be taken. HC stated if an individual contacted the Social Prescriber to say they could not get a GP appointment then the Social Prescriber can contact the GP direct. Social Prescribing works different in other boroughs.

The full presentation will be circulated with the notes.

ACES (Adverse Childhood Experiences Programme) presented by Jennifer Hurley

Jen Hurley (JH) introduced herself and said she works for the ACES team.

ACES is a 10-week trauma informed Psycho-educational programme that helps to promote positive relationships, resilience and recovery. Increasing positive health outcomes and decreasing health inequality and risks.

A presentation was delivered covering the below areas:

- What are ACES?
- The impact of ACES
- Aims of the ACES's programme
- The referral processes
- Health & Wellbeing coach
- Weekly topics
- What you can expect at your health check
- Links to other services
- Participant feedback and patient stories
- How to refer into the service
- Copy of the poster

Question / Comment: BR asked where the service is based?

Response: Based in Cambridge Family Wellbeing Centre Bootle but are delivered in other venues. Wherever there is a group of people that would like the service, we will go to.

Question / Comment: LC asked - How do you support someone with a learning disability?

Response: We meet the individual, we ask if they have a disability, we ask what can we do to make things easier for them, there are always 3 facilitators in the room so that there is extra support available. We will make things accessible for individuals.

The full presentation will be circulated with the notes.

Medicine Management Pharmacists presented by - James Creese

James Creese (JC) introduced his role as the Senior Pharmacist for NHS Cheshire & Merseyside.

It is a large team consisting of Clinical Pharmacists and Pharmacy technicians

- 35 Clinical Pharmacists
- 14 Pharmacy Technicians

The presentation included the following areas:

- What we do?
- Medicines Optimisation Hub
- Medication Review clinics
- Pharmacist led Menopause clinics
- Enhanced Health in Care Homes
- Enhanced Health at Home
- Quality Assurance in Care Homes
- Medicines Optimisation QIPP (Quality, Innovation, Productivity, Prevention)
- Technician led Health Checks for patients taking part in the ACE's programme
- Management of National Patient Safety alerts
- Statistics between April 2023 – March 2024 across the whole of Sefton

JE stated the statistics are amazing and this service has a massive impact in supporting our GP surgeries.

Question / Comment: MW asked - you mentioned if you want a medication review you present at reception. Is this at the reception of their own GP surgery?

Response: Yes, this is at their own GP surgery.

Question / Comment: BR how long has this service been working?

Response: We have had a Medicine Management service but been working since 2018 / 2019 at this scale.

The full presentation will be circulated with the notes.

Enhanced Health in own home presented by - Katie Brown

Katie Brown (KB) introduced herself as the Senior Coordinator for the Enhanced Health at Home Team.

Who we are:

- A non clinical team who works alongside the GP Practices in south Sefton.

Included in the team are:

- Clinical lead
- Senior Care Coordinator
- 4 Care Coordinators

- 2 Assistant Care Coordinators
- 2 Social Prescribing Link Workers
- Pharmacy Technicians

The presentation also included:

- What we do / Who we work with
- How we can help
- Examples of our work
- Our outcomes for 2023 / 2024
- Patient feedback

Question / Comment: MB asked how quickly can you intervene when someone leaves hospital? Are there any delays?

Response: We have to wait for the letters to come through and code them. We are not an emergency response service, we do not work weekends and we work alongside the GP service hours.

Question / Comment: Are you referred by your GP.

Response: Yes, we do get some professional referrals but generally we identify patients who have come out of hospital.

The full presentation will be circulated with the notes.

Associate Psychological Practitioners presented by - Shannon Kearney

Shannon Kearney (SK) introduced her role and came along to tell us about the Associate Psychological Practitioner Service.

The presentation included information on:

- What the service is
- The criteria for the service
- An overview of the sessions
- A patient story shared
- Data on the service
- Patient feedback received

There were no further questions from members.

The full presentation will be circulated with the notes.

Learning Disability (LD) Health Check presented by - Callum McCavish

Callum McCavish (CMc) introduced the team and the Learning Disability (LD) Health Check service. A presentation was delivered that included information:

- Locality Areas within the south Sefton Primary Care Network (PCN) – Bootle, Crosby, Maghull and Seaforth & Litherland
- Learning Disability Services – Enhanced Health in care homes
- Learning Disability Services – Learning Disability Annual Health Assessment

There were no questions from members.

The full presentation will be circulated with the notes.

Respiratory Hub and 7-day access – Jimmy Carter (Lead paramedic)

Jimmy Carter (JC) introduced himself and talked to us about South Sefton Access Service and Respiratory Hub.

Patients are referred into the Respiratory Hub via their GP.

The presentation included the following information:

- The Respiratory Hub scope
- South Sefton Access Service
- Additional work supporting Primary Care
- Extended Access Service

BR thanked everyone for presenting today and said she has learnt so much. BR said she speaks on behalf to everyone to say thank you. Also, a big thank you to Jane Elliott (JE) for organising the session and supporting the network.

JE stated GP practices know that patients are struggling at 8 am, as you can see from the roles presented today they are working hard to provide a service. Please be kind to your receptionist.

If you have any further questions please let Wendy know who will pass them on.

4. Community Champion network notes for approval

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

Date and Time of Next Meeting:

10.00 am Wednesday 27th November 2024.

Via Zoom