

**South & Central Community Champion Network Meeting****Wednesday 27<sup>th</sup> November 2024****Zoom meeting themed:****Community Services – Mersey Care NHS Foundation Trust****Chair**

Barbara Rouse (BR)      Healthwatch Sefton Bootle Locality Rep

**Attendees**

Lesley Curran (LC)	People First Merseyside
Nicola Hall (NH)	People First Merseyside
Paul Bullen (PB)	People First Merseyside
Support worker (SW)	People First Merseyside
Maurice Byrne (MB)	Healthwatch Sefton Maghull Locality Rep
Amy McMillan (AMc)	Sefton CVS Community Connector
Debbie Kelly (DK)	May Logan Health Centre
Kate Pope (KP)	Salvation Army
Sandra Bell (SB)	The Reach Mens Centre
Charlotte Rostron (CR)	Galloways Society
Sarah Davidson (SD)	Kindfulness Coffee Club
Mary Sinclair (MS)	Parent Mentor / Respiratory Health Parent Champion Parenting 2000

**Healthwatch staff member(s)**

Wendy Andersen (WA)      Engagement &amp; Participation Manager

**Guest Speaker (s)**

Karen Robinson (KR)	Mersey Care NHS Foundation Trust
Joanne Rogers (JR)	Mersey Care NHS Foundation Trust
Jane Elliott (JE)	Localities Manager NHS Cheshire & Merseyside
Linda Hodge (LH)	North Liverpool & South Sefton Methodist Circuit

## **Apologies**

Linda Munro (LM)	Healthwatch Sefton Hightown Locality Rep
Bob Wilkinson (BW)	The Samaritans
Alison Rose (AR)	Maryfield, Anchor Housing
Jerryann Blaney (JB)	Expect Ltd (Bowersdale Resource Centre)
Caroline Hesketh (CH)	Sefton Carers
Mandy Williams (MW)	Healthwatch Sefton Signposting & Information Officer
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:

- Mersey Care NHS Foundation Trust – update on Community Services
- NHS Cheshire & Mersey – to provide updates on primary care and answer questions from members.
- North Liverpool & South Sefton Methodist Circuit – to tell us about their services

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

- Cheshire & Merseyside PCN (Primary Care Network) – information on services supporting GP practices.

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 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.

### **3. Primary Care services – NHS Cheshire & Merseyside**

JE shared a presentation on the Locality Quality Contract evaluation.

It was shared that 202,000 patients benefited from different services provided.

JE talked through the evaluation of the Locality Quality Contract and will share the presentation with members.

**Question / Comment:** BR commented that this was very good to hear and share with members.

**Question / Comment:** BR asked, point no. 7 on the presentation is an update on Compression Hosiery. What does this mean?

**Answer:** Clinically not 100% sure, but it is when a patient requires stockings to support flow of blood in legs. We have invested in practice staff so this can now all be done at the practice and no need to go to the hospital or chemist for it.

JE stated this evaluation will be produced again next year.

On a different subject, JE stated that they are hearing rumours – patients are being advised to de-register at their GP practice so they can register at a new practice. Practices are trying to keep safe levels. They have to manage their lists, if you have a GP in your area, they ask you to stay where you are, unless something has happened and you need to move. We are hearing that patients are being told de-register and re-register where they want to go. This is dangerous as patients can end up with no GP. GP practices have to manage the demand, including the demand where new housing is being built.

We have had a few instances in Sefton where patients are being told 'I was advised to de-register'. It is not the right advice to give patients. We do not know where the information is coming from.

**Question / Comment:** BR, thanked JE for sharing this information with us all.

**Question / Comment:** LH, I am aware of someone who has had to change their GP when moving to Sefton last year. The person has moved to North Park Health Centre, and I want to say what an amazing surgery they have been. It was tough to move her, but there is a team that supports her and they are amazing. JE stated this is the Acute Visiting Team.

**Question / Comment:** MB, what is the process for patients to find out what GP has spaces for new patients? There are new houses being built, but also some patients are dissatisfied with their GP. I am hearing this from residents in Melling.

**Answer:** Melling is outside of our area. We are seeing a particular problem in Crosby, but there are issues elsewhere. When patients are dissatisfied, e.g. not getting what they want: for example, antibiotics. All practices follow guidelines, so a patient will find that they don't get the medication they want at their surgery, they will also not be prescribed it at the new surgery. It causes a lot of administration for patients to move around GP practices.

Patients can look at the NHS website to see what GP practice has good feedback. When patients see good feedback, they want to join that practice, this impacts on the surgery list closing as they become full.

#### **4. North Liverpool & South Sefton Methodist Circuit - Linda Hodge**

LH is a new member of the Community Champion Network. LH has attended today to tell us about her services to support local residents in accessing Technology.

LH is promoting the digital skills project. LH works with 3 churches in the Methodist circuit, Fazakerley, Linacre Mission and Old Roan.

LH has shared her leaflet which has been previously circulated to members. The service includes help with:

- Create a CV
- Print tickets, example: travel tickets.

- Print labels
- General access to the internet
- Property pool applications
- Booking GP appointments

As the Government is making more and more services on-line, people need support. It can be tricky on a phone. WIFI might not be good at home. LH stated they have Vola funding that has paid for laptops and tablets in each area. LH can offer support to people who are partially sighted, not at mental capacity to use IT, or elderly people who have a fear of technology. LH stated she would never patronise anyone, and said she knows what people need to learn and can coach people.

No confidential details are saved to the memory on the laptops or tablets.

LH contact details are on the leaflet and people can make contact to book in. **Action: WA to share leaflet again with members.**

**Question / Comment:** BR, asked can you print items?

**Answer:** Yes, 5p for black and white copy and 10p colour copy.

**Question / Comment:** WA, can you help people learn how to use on-line GP services?

**Answer:** Yes, I can do that and I am happy to be with them side by side to show them how to do it.

**Question / Comment:** JE asked, do you promote the NHS app?

**Answer:** Yes.

JE further asked, would you be interested in becoming an NHS app champion?

**Answer:** Yes.

**Action: Details to be shared between Linda and Jane**

## **5. Community Services, Phlebotomy – NHS Mersey Care Foundation Trust**

KR thanked everyone for inviting her to the meeting and introduced herself as the Clinical Service Manager at Mersey Care NHS Foundation Trust.

A presentation was delivered on phlebotomy services offered across Sefton.

The presentation covered the following areas:

- An introduction to Phlebotomy services
- Current position – how the service is currently working
- Staffing – how this is managed
- Improving patient experience
- Any questions

**Question / Comment:** BR if I need a blood test I get a form from the doctors and go the health centre. I can go anytime in the opening hours in the morning or the opening hours in the afternoon. Is this standard across all the health centres?

**Answer:** It would not be the same across all of the clinics, it would depend what your GP had requested. If it was an urgent blood, you would be advised to go to the booking system, which is simply book. This is a live system, if someone cancels it will show straight away to speed up availability. We are looking at how to develop our clinics and will run a pilot in Sefton in one clinic as a drop in. We are choosing one clinic so that we look at how this works before it is rolled out.

**Question / Comment:** MB stated, we are regular users of phlebotomy. Sefton has longer waiting times using the IT system, but in Knowsley and Liverpool you can get appointments earlier. I am not sure that residents know they can go outside Sefton?

Also, it used to be that doctors would do a referral for you, you did not get a form, it was sent electronically to the phlebotomy service. Has it gone back to paper? No, it works both ways and we are looking at how we streamline this using one system going forward.

The delays in Sefton – we are now starting to see an improvement in 4 of our clinics and we are formulating a plan so there are no delays. We have to look at sickness and vacancies and also prioritise urgent bloods. We are looking at this as we want to deliver a good service and we have to look at the demand.

**Question / Comment:** DK told us about using the phlebotomy service drive through at Aintree hospital and how this worked really well. Why can you not book this on-line. Why do you have to book via telephone?

Answer: This is not our service, this is Aintree hospital service.

**Question / Comment:** WA updated that Healthwatch did a report on Community Services and it included phlebotomy services. We spoke to residents attending clinics and we also visited People First Merseyside to ask for their experiences.

Issues included not being able a blood test in person. Some People First Merseyside members for varying reasons could not / or did not know how to access IT and some reported issue they had communicating via the telephone.

During visiting a clinic in south Sefton: An example of one gentleman I spoke to when attending one of the south Sefton clinics: I spoke to an elderly gentleman who did not use / access IT and he had hearing difficulties including tinnitus and could not use the telephone. He arrived at the clinic needing to book a blood test and wasn't able to do it in person.

The survey that is currently running, is for people on-line.

**Answer:** Not all our clinics have a receptionist. We are looking to try and capture all patients needs. A high % of people who took part in last year's survey wanted an on-line booking system. We are trying to capture every patient journey.

No more questions were raised. BR thanked KR for attending today and presenting information on Phlebotomy services. KR stated she was happy for network members to contact her direct if they have any further questions. Also, KR highlighted that they are currently running a survey, and would appreciate it if anyone can complete it.

The full NHS Mersey Care Foundation trust presentation on phlebotomy will be attached to the notes.

## **6. Community Services, Treatment Rooms, NHS Mersey Care Foundation Trust**

JR thanked members for the invite and introduced herself as the Clinical Service Manager for Mersey Care NHS Foundation Trust.

A presentation was delivered on the Treatment Room service and included the following areas:

- An introduction – What the treatment rooms offer
- Clinic locations across Sefton and opening times
- Improving patient experience – how they are achieving this
- Questions

**Question / Comment:** WA asked, can South Sefton residents self-refer to treatment rooms?

**Answer:** No, it needs to be a referral from a healthcare professional. If a patient is known to the service e.g. a leg ulcer and they have recently been discharged but a problem has occurred they can be seen.

**Question / Comment:** WA stated that Healthwatch Sefton had recently done outreach at Litherland Urgent Treatment Centre and patients were being told to be seen at the centre due to no appointments available at the treatment rooms. There were a number of patients queueing up outside early morning due to this issue. A lot of patients are referred by healthcare professionals. Are you having conversations with the Place Commissioners about the lack of appointments available at the treatment rooms?

**Answer:** The new clinic we have put into place in Litherland is to support with this. We currently have patients referred that need to be seen within 2 days and we do not have the capacity, so we are looking at having slots available that are not released until a couple of days before.

WA stated, the Litherland Urgent Treatment Centre report has been submitted to Mersey Care and we are awaiting a response. As soon as we have the response, and it is agreed by the Healthwatch Operations Group we will share this with you all.

No more questions were raised. BR thanked JR for attending today and presenting information on Treatment Room services.

The full NHS Mersey Care Foundation trust presentation on Treatment Rooms will be attached to the notes.

## **7. Community Champion updates**

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

**People First Merseyside** – we recently did a stall at St Michael's, Crosby. We handed out booklets and information on different areas and let people know who we are.

**Reach Mens Centre – closing at strand this week.** moving into the Indie Pantry, Balliol Road. We will be there on a Monday and Tuesday. Had a meeting with Strand

By Me and we will also be putting on courses there. Lots of different courses and 2025 will be an exciting year for us.

**Sefton CVS South Sefton Community Connector** – Amc said the Strand By Me is now opened. Launch was last week. Another launch will be set for early next year. We are joining together with Healthwatch Sefton, Parenting 2000 and Salvation Army to offer our services and support at the Hub, Bootle library tomorrow, if you can promote to members.

**Galloways Society** – CR stated she is one of the sight loss advisors. Galloways have a lot of social events in Sefton. Recently members did a canoe ride down the canal.

**North Liverpool & South Sefton Methodist Circuit:** We do mini bus trips for residents. We do trips throughout the year. We get the minibus free from Reenage. We have been to lots of places this year. We are open to suggestions to help people with their mental health.

**Healthwatch Sefton Bootle Locality Rep** – Bootle YMCA is closed but is now with Safe Regeneration, by the Lock and Key pub. Lock and Key have the Cozy club on a Tuesday and Sunday and anyone can drop in. They also have a country and western group singing there. It is good food and socialising.

## **8. Healthwatch Sefton updates**

- WA informed members that Barbara (BR) had just celebrated a special birthday.
- Welcome to Jack Morgan, Healthwatch Sefton engagement officer for North Sefton. Unfortunately, Jack was unable to attend today's meeting but we will meet him at future meeting.
- GP Access survey, please share with your members.
- Outreach – thank you to everyone who has invited me along to chat with your residents and members. All feedback relating to GP surgeries is shared with JE and she shares this with the Practice Managers
- Seaforth Village surgery remains closed. We are raising the issues with the commissioners and provider. A report has been produced and shared.
- Hightown surgery – we are receiving feedback including no GP on site and no available appointments. We are planning targeted outreach in Hightown to chat to residents commencing January 2025.

- South Sefton Community Champion Network meetings have been set for next year and the dates have been shared with members.
- Are there any providers / commissioners you would like to hear from for 2025? Suggestions included:
  - Pharmacy – in the community (not PCN team)
  - Adult Social Care and also young people.
  - Care Homes
  - Sefton HUB – care leavers 16 – 25 years

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

Identified during this meeting:

- No issues identified

## **10. Community Champion network notes for approval**

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

## **11. Information exchange/ Any Other Business**

BR attended meeting about Diabetes Type 2 with Dr Unwin. BR stated: 'This man and what he has achieved to get Type 2 Diabetes patients off medication is phenomenal'. BR went to see her GP about this to say she had information to share.

**Date and Time of Next Meeting:**

**10.00 am Wednesday 29<sup>th</sup> January 2025.**

**Via Zoom**