

South & Central Community Champion Network Meeting

Wednesday 29th January 2025

Zoom meeting themed:

NHS Primary Care & Alzheimer's Society

Chair

Barbara Rouse (BR) Healthwatch Sefton Bootle Locality Rep

Attendees

Linda Munro (LM)	Healthwatch Sefton Hightown Locality Rep
Maurice Byrne (MB)	Healthwatch Sefton Maghull Locality Rep
Bob Wilkinson (BW)	The Samaritans
Simon Walker (SW)	People First Merseyside
Nicola Hall (NH)	People First Merseyside
Paul Bullen (PB)	People First Merseyside
Jan Comer (JC)	People First Merseyside
Caroline Hesketh (CH)	Sefton Carers
Amy McMillan (AMc)	Sefton CVS Community Connector
Sandra Bell (SB)	The Reach Mens Centre
Hannah Richardson (HR)	Kindfulness Coffee Club
Helen Shortall (HS)	Reenage
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
Clare Blasbery (CB)	Healthwatch Sefton Digital Communications Officer

Guest Speaker (s)

Jane Elliott (JE)	Localities Manager NHS Cheshire & Merseyside
Rosie Norman (RN)	Alzheimer's Society
Caroline Louisa Hall (CLH)	Alzheimer's Society

Apologies

Sara Westall (SW)	Anchor Housing
Jenny White (JW)	Galloways Society for the Blind
Tony Nolan (TN)	Strand By Me
Peter Davies (PD)	Age Concern Liverpool & Sefton
Debbie Kelly (DK)	May Logan Health Centre
Kate Pope (KP)	Salvation Army
Linda Hodge (LH)	North Liverpool & South Sefton Methodist Circuit
Jerryann Blaney (JB)	Expect Ltd (Bowersdale Resource Centre)

1. Introductions & Housekeeping

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

Topics planned for today's meeting:

BR informed members that today's meeting would be for 1 hour.

- NHS Cheshire & Mersey – to provide updates on primary care and answer questions from members.
- Alzheimer's Society – to tell us about their services across Sefton.

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

- 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.

Housekeeping was covered and BR introduced the guest speakers.

2. Code of Conduct / Declarations of Interest

BR reminded everyone that the 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

If any members have not received the above email with documents to contact WA.

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 Jane Elliott

JE informed members that there had been a lot of money invested in GP practices over the winter months.

Park Street surgery had been short-listed for an award – Practice of the Year Award 2024.

The south Sefton Primary Care Network (PCN) won an award – PCN of the Year 2024. This was a big achievement.

Question/ Comment: People First Merseyside asked 'Do patients still have to ring at 8 am to get an appointment?'

Answer: JE replied that this should not be the case, but that demand is high. On-line technology is being used and more resources are available but that it is still not reaching the demand. People First Merseyside went on to say that they had made a test call to a south Sefton GP at 8 am. On calling, they were 21st in the queue. JE responded to say that unfortunately there is nothing practices can do about the influx in calls at 8 am.

JE went on to share that all practices in Sefton (bar 1) use cloud-based technology. There is an option for a patient call back. Some patients can panic as it may take a while for the call back, then the patient will ring again. This causes the patient to lose their place in the queue, we advise patients not to be tempted to ring back and to wait for the call back.

Question /Comment: MB shared that he can call his surgery around noon if he needs a none urgent appointment, and they can usually accommodate.

Answer: JE responded to say that most practices should be able to offer appointments up to 2 weeks in advance.

Question / Comment: HR from Kindfulness Coffee Club explained that they have a lot of residents who are older and find the GP on-line system Patches confusing and they need someone to show them how to use it. Having to phone at 8 am when you have been poorly through the night and not slept is difficult. Can patients ring around 12 noon for an afternoon appointment?

Answer: JE stated that there are no restrictions on times in Sefton. JE offered for someone to visit Kindfulness Coffee Club to support in the use of on-line services. JE said that every practice also had a Digital Champion. WA asked if the offer of a support session could be extended to other Community Champion groups?

Action: WA to share contact details between JE and any groups who request a digital support session.

Question / Comment: WA updated on Seaforth Village Practice remaining closed and the issues this presented for patients, in particular for repeat prescriptions. There is no direct public transport for patients to get to the practice.

Answer: JE stated telephone prescriptions is not something that can be allowed and that this was in the guidance. JE stated that they need to give patients solutions, including being able to use on-line systems.

Question / Comment: Alzheimer's Society asked JE if she could support them to have their services promoted on GP screens in the patient waiting areas?

Answer: JE said she was unsure about the TV screens but could see about it being promoted on the GP websites. Alzheimer's Society said they would also like the TV screens as this would then reach people who were not able to use on-line services.

Action: WA to share contact details between Alzheimer's Society and NHS Cheshire and Mersey.

Question / Comment: BR asked JE if the work of Dr Unwin is known at other surgeries across south Sefton?

Answer: JE stated she was aware of Dr Unwin's work with diabetes. There is also the National Prevention of Diabetes. Any patient diagnosed with high glucose is given advice and referred to the Diabetic National Prevention service. This is available at all Sefton practices. MB stated he found the work of Dr Unwin impressive but was aware not all GP's agreed.

BR thanked JE for attending today and her offer of supporting residents in the community to access GP services on-line.

4. Alzheimer's Society - Rosie Norman and Caroline Louisa Hall

RN introduced herself to members and said she worked as a Dementia Advisor. They have a team of 6 in Sefton working with people diagnosed and providing information and support to help people understand their diagnosis.

Most of the staff across the country are Dementia Advisors with a smaller proportion of staff working as fund raisers and promoting awareness.

It is important for people to get diagnosed early and we do research to improve and provide hope for the future. Research is ground-breaking with new treatments.

The Dementia support service in Sefton has been running for 15 years. It is designed for people with Dementia and what they would want to know about.

The service is person centred:

- How someone is feeling?
- What are they scared about?
- We are with people on their journey
- We listen and hear them
- Dementia affects people in different ways

The referrals into the service mainly come from the Memory Clinic. We also get referrals via mental health teams and self-referrals.

We can help with lots of practical things and we can signpost to other services. We are here always and ready to provide support.

CLH introduced herself to members and told us about what groups Alzheimer's offered including:

- Singing for the brain (Based Aintree once a month and Southport once a month)
- Young onset dementia for 65 years and younger (based Maghull & Southport)
- Pop up Memory Cafes every other month (Bootle Asda café & Botanic Gardens)

If anyone has any concerns they can come along and have a chat. We also run a Carers Information Programme – run over 4-weeks and delivered on-line during the evening.

The website provides lots of information:

<https://www.alzheimers.org.uk/support-services/Sefton%20Local%20Services/Dementia%20Support%20Sefton/regional>

- There is a Dementia Forum on-line.
- E-news run by Linda Lawson which provides regular updates.
- Dementia dilemma – people can contact us with their concerns, we find out other people's experiences and an information sheet is produced.
- Dementia drop-in service at Strand By Me.

Question /Comment: MW stated that she was supporting a resident yesterday and found the Alzheimer's website very useful with valuable information. MW asked how long it takes to be assigned a Dementia Advice support worker?

Answer: The person is contacted straight away, there is no waiting list.

Further information on their services will be shared with WA for circulation to network members.

BR thanked both RN and CLH for their update on Alzheimer's Society. Both are now members of the south Sefton Community Champion Network.

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 said the Strand By Me will host its official launch on Friday 31st January 2025.

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.

Healthwatch Sefton Maghull Locality Rep – MB informed us about the recent Healthwatch England survey and said that people are more accepting of difficulties within NHS services.

Kindfulness Coffee Club – HR told us that she was a Wellbeing Assistant at the centre. On the Kindfulness Coffee Club website is a timetable of events and residents are offered free tea and coffee. There is a mental health first aider available for people to chat to.

People First Merseyside – updated that they are working on the Red Flag project. They have also been recently interviewed by the Care Quality Commission (CQC) re: advocacy services in Sefton.

Reach Mens Centre – SB informed us they have now moved to the Indie Pantry, Balliol Road. We will be there on a Monday offering a drop-in for neurodiverse friends. Counselling and a mental health discussion group.

Emerging issues – There are a number of people awaiting ADHD and Autism diagnosis. There is no or little support and people are struggling.

Sefton Carers – CH reported that they now have a new website that is mobile friendly to use. Sefton Carers offer a number of activities including swimming sessions for unpaid carers. CH will share information with WA to be shared with network members.

Parent Mentor / Respiratory Health Parent Champion Parenting 2000 – MS informed members that she delivers respiratory health support south Sefton. Now based at Strand By Me on a Friday afternoon.

Healthwatch Sefton Hightown Rep – LM introduced herself as the Hightown Representative and told us about the recent engagement sessions held in Hightown speaking to residents about their experiences on accessing the Hightown Village surgery.

Healthwatch Sefton Comms Officer – CB reported that she is working on a printed Healthwatch Sefton newsletter.

6. Healthwatch Sefton updates

- GP Access survey, please share with your members. I will re-send the link via email.
- Hightown surgery – we have been holding planned outreach at the Alt Centre in Hightown to gather patient feedback re: Hightown Village surgery. A thank you to Linda Munro for organising the venue and supporting the sessions.
- Seaforth Village surgery remains closed. We are raising the issues with the commissioner and provider. A report has been produced and shared.
- NHS Mersey Care Foundation trust – we have completed our engagement at Litherland Urgent Treatment Centre and produced and submitted a report to the provider and commissioner. We have had a positive response from NHS Mersey Care and we will work to co-produce an action plan to ensure improvements are put into place for patients.
- 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
- March 2025 south Sefton Community Champion Network meeting will be themed on Sefton Adult Social Care.

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

Identified during this meeting:

- **There are a number of people awaiting ADHD and Autism diagnosis. There is no or little support and people are struggling.**

8. Community Champion network notes for approval

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

9. Information exchange/ Any Other Business

None to record

Date and Time of Next Meeting:

10.00 am Wednesday 26th March 2025.

Via Zoom