

South & Central Community Champion Network Meeting

Wednesday 26th March 2025

Zoom meeting themed:

Sefton Adult Social Care & NHS Primary Care

Chair

Wendy Andersen (WA) Healthwatch Sefton

Attendees

| | |
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| Linda Munro (LM) | Healthwatch Sefton Hightown Locality Rep |
| Maurice Byrne (MB) | Healthwatch Sefton Maghull Locality Rep |
| Bob Wilkinson (BW) | The Samaritans |
| Caroline Hesketh (CH) | Sefton Carers |
| Sandra Bell (SB) | The Reach Mens Centre |
| Hannah Richardson (HR) | Kindfulness Coffee Club |
| Debbie Kelly (DK) | May Logan Health Centre |
| Peter Davies (PD) | Age Concern Liverpool & Sefton |
| Angela Delea (AD) | Cheshire & Merseyside Cancer Alliance |
| Linda Hodge (LH) | North Liverpool & South Sefton Methodist Circuit |
| Rhiannon Briscoe (RB) | Reengage |
| Mary Sinclair (MS) | Parent Mentor / Respiratory Health Parent Champion |
| | Parenting 2000 |

Healthwatch staff member(s)

Mandy Williams (MW) Healthwatch Sefton Signposting & Information Officer

Guest Speaker (s)

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|-------------------|--|
| Sarah Alldis (SA) | Sefton Adult Social Care |
| Jane Elliott (JE) | Localities Manager NHS Cheshire & Merseyside |

Apologies

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|---------------------|---|
| Barbara Rouse (BR) | Healthwatch Sefton Bootle Locality Rep |
| Clare Blasbery (CB) | Healthwatch Sefton Digital Communications Officer |
| Simon Walker (SW) | People First Merseyside |
| Nicola Hall (NH) | People First Merseyside |
| Paul Bullen (PB) | People First Merseyside |
| Jan Comer (JC) | People First Merseyside |

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| Amy McMillan (AMc) | Sefton CVS Community Connector |
| Helen Shortall (HS) | Reenage |
| Sara Westall (SW) | Anchor Housing |
| Tony Nolan (TN) | Strand By Me |
| Kate Pope (KP) | Salvation Army |
| Caroline Louisa Hall (CH) | Alzheimer's Society |
| Jerryann Blaney (JB) | Expect Ltd (Bowersdale Resource Centre) |

1. Introductions & Housekeeping

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

WA informed members that today's meeting would be for 1.5 hours and this would be the length of meetings moving forward.

Topics planned for today's meeting:

- Sefton Adult Social Care – an overview of services.
- NHS Cheshire & Mersey – to provide updates on primary care and answer questions from members.

The last south and central Community Champion network meeting was held January 2025. At this meeting we heard from:

- 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.

Housekeeping was covered and WA introduced the guest speakers and asked members to say who they were and what organisation they were representing.

2. Code of Conduct / Declarations of Interest

WA 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.

WA asked if there were any declarations of interest.

No declarations of interest were declared.

3. Sefton Adult Social Care – Sarah Alldis (SA) Assistant Director of Adult Social Care and Health.

SA introduced herself to members and shared a presentation on Adult Social Care.

The presentation included:

- **CQC (Care Quality Commission) framework**

AS informed us that CQC are assessing every local authority.

SA stated 2 years ago it was introduced that CQC would lead on inspections and the new framework put the people at the centre of the assessment.

- ✓ Theme 1 – working with people
- ✓ Theme 2 – Providing support
- ✓ Theme 3 – Ensuring safety
- ✓ Theme 4 – Leadership

Areas covered include:

- What does it feel like for people contacting the service?
- What is the level of service?
- How good is the quality of the services?
- How we work in partnership?
- Wider community services
- How safe are the services?
- How well do Adult Social Care services work together?
- Safeguarding systems – how well does this work?
- Governance / Management – is it well led?
- How well do we learn?

- How well is co-production and engagement embedded?
- Leadership

CQC Timeline

The CQC inspection has been completed, Sefton Council have been fully engaged with partners and are awaiting the results from the full report.

CQC spoke to front line staff, to numerous partners, people with lived experience, and spoke to the director and managers so they could triangulate what they were being told.

How CQC ratings are worked out

Once the report is received it is ratified and there is a CQC rating system. SA stated they are awaiting to hear the rating.

So far, some positive feedback has been received including:

- The work of the community and voluntary sector
- Sefton Carers centre
- Relationships with partners

Areas identified for further work include:

- To strengthen the transition between services
- Improve waiting times
- Access through the front door (first contact).

Question / Comment: MB asked – How can Healthwatch assist Sefton Adult Social Care to evaluate the care that is provided to residents. In the past Healthwatch has completed inspections in care homes, but unfortunately Covid ceased the visits. CQC carry out inspections. Do you think Healthwatch continuing with Enter & View visits on care homes would be helpful?

Answer: SA stated yes, very much, and the independence is welcomed. People feel comfortable talking to their local Healthwatch. SA stated discussions had taken place with Healthwatch and the Enter & View service will start up again. SA also stated they are working with Healthwatch do more targeted work on social care services.

Transformation programme - Sefton Adult Social Care better at home

This transformation programme is aimed to support people able to live in their community rather than going into residential care.

The programme includes:

- ✓ Prevention and early help
- ✓ Right support, right place, right time
- ✓ A supported, skilled and flexible workforce
- ✓ Future focussed

An aim is for the front-line staff to be able to resolve your enquiry.

SA stated it was a challenge for people waiting for things such as equipment. There is now a mobile van that can go out and give equipment there and then to residents. This will be progressed.

- Prevention & Early intervention Strategy 2025 – 2028

The Prevention & Early intervention strategy 2025 – 2028 is still in the development stage.

SA stated a number of surveys fed in to ensure a cohesive approach.

- ✓ The Adult Social Care client survey for 2023/24
- ✓ Public Health, Ageing Well report 2022
- ✓ The Carers Trust annual survey 2024
- ✓ The Adult Social Care Carer survey
- ✓ The Adults at Risk Strategic Needs Assessment 2023

- Prevention & Early Intervention Priority Areas

The 3 main priority areas identified were:

- ✓ Priority 1 – Reducing social isolation and loneliness
- ✓ Priority 2 – innovate opportunities for carers to take a chance for a break
- ✓ Priority 3 – Community led development

Question / Comment: – MB asked about reducing social isolation and loneliness – something he stated he dealt with recently were someone with a serious Learning Disability became completely isolated and unable to find services (not in Sefton). He did a college course until he was 25 years old then hit a cliff with no services available

to him. MB stated that he hoped the strategy would include all ages and not just the elderly.

Answer: SA stated yes, the strategy is for all ages. It is very much an all age approach and this is key.

All age Carers Strategy 2025 – 2028

The strategy was released in January 2025. There are 6 priority areas identified that have informed the redesign of the service specification for the carer services in Sefton.

- ✓ Priority 1 – Early identification, Recognition & Appreciation of Carers
- ✓ Priority 2 – Information & Advice
- ✓ Priority 3 – Young Carers
- ✓ Priority 4 – Empowering Carers
- ✓ Priority 5 – Health & Wellbeing
- ✓ Priority 6 – Carers Assessments

- The Three Conversations

- ✓ Conversation 1 – Listen & Connect
- ✓ Conversation 2 – Work intensively with people in crisis
- ✓ Conversation 3 Build a good life

This programme has been running approx. 1 year now. The feedback so far is really good. This is fundamental piece of work.

Question / Comment: MW stated that this was really good to hear about communication. A lot of callers we hear from struggle with that first connection. This has been reassuring to hear about the Conversation - Listen and Connect. MW also commented on the idea of the mobile clinic, stating this would be a good service for residents.

Question / Comment: WA asked if the presentation could be shared with network members. Answer: Yes

SA told members to get in touch if any further questions or if support was needed to find the right service. SA offered to attend a future meeting to provide updates.

WA thanked SA for attending and presenting today at the network meeting.

4. Primary Care services – NHS Cheshire & Merseyside Jane Elliott

JE shared information about the screens in GP practice reception / waiting rooms and stated that the funding has now ended for this. At the moment they are still in place, but once broken they will not be replaced.

JE stated they are still able to advertise on GP websites.

Question / Comment: MW asked if this included the patient check-in screens? MW stated how important she felt the screens were for patients, in particular for patients with hearing difficulties.

Answer: JE stated, Yes, and unfortunately it is all down to funding and GP practices having to prioritise.

Question / Comment: BW said he had good news to share about GP surgeries. The Freshfield surgery, there was an enquiry about the pneumonia injection. The receptionist informed the patient that they did not do them at that site but booked the patient in at the other site (surgery). This was done immediately and the appointment was on time. BW stated, we need to remember that staff at the surgeries work hard.

Answer / Comment: JE said it is nice to share good stories.

Question / Comment: MB shared that his impression is that complaints about GP surgeries has dropped. There seems to be not complete satisfaction but improvements across GP surgeries in Maghull. The phone back / call back system is making a difference. The training of staff seems to support reception to be able to deal with patients.

Answer: JE stated lots of work has gone on, in particular over the past year. Improvements will be on-going. All GP surgeries should be on cloud-based telephony, which is a huge improvement. There are more clinicians for patients to be referred to.

Question / Comment: CH shared that she agreed with MB, that there was less negative feedback, although still some issues with access. CH stated she felt there seems to be improvements.

JE talked about the digital support sessions offered and stated it would probably be her delivering the training sessions out it in the community. JE said she would be in touch soon to organise. **Action: JE to organise digital support with Community Champion organisations.**

WA thanked JE for attending today's meeting.

5. Community Champion updates

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

Healthwatch Sefton Signposting & Information service – MW shared the dental update. Twice a year all dentists across Sefton are contacted and asked if they are taking NHS patients. This was last done in February. Unfortunately, there is currently no access for adults but there is limited availability for children. The website can be checked for updates.

Healthwatch Sefton Maghull Locality representative – MB stated that access to dentists is an issue in Maghull. MB stated that residents need to attend regular check-ups otherwise they can be taken off the list. MW added that residents also need to be mindful when cancelling appointments and leaving messages to do so.

Healthwatch Sefton Hightown representative – WA shared that LM had been supporting the Hightown engagement regarding the Hightown Village surgery. LM stated that residents were pleased to air their views. A recent issue is about mobile phone access. No mobile phone masts in the area. Concerns from residents with no signal. People having falls and having no access to ring to get help. This has been raised at the parish council meeting. We are hoping to get in touch with Age Concern for support and information. Can this be raised at the Healthwatch Operations group.
[Action: To raise at Healthwatch Sefton Operations Group.](#)

Parent Mentor / Respiratory Health Parent Champion Parenting 2000 - MS shared good news re: the pilot. Funding has been awarded for a further 2 years. There are a lot of families needing this support. MS will share an update via email due to losing signal on the meeting.

The Samaritans – BW shared that they had just finished the annual 'Small Talk Saves Lives'. It is sad to report that suicides are increasing, in particular for young males. BW stated he would share the posters 'Small Talk Saves Lives' with the link to the Samaritan website, this offers guidance on how to start difficult conversations.
[Action: To share with the Community Champion Network.](#)

Cheshire & Merseyside Cancer Alliance – AD expressed her wish to visit the Carers Centre, this will be organised with CH. AD stated that one of the projects they are working on is with Hugh Baird College. This is with students training in hairdressing and beauty. This is to encourage people to have conversations around cancer. Vouchers are available therefore AD is keen to work with community groups who work with residents who would benefit from this. [Action: WA asked AD to do a write up to share with the Community Champion network.](#)

Age Concern Liverpool & Sefton – PD stated they have their befriending service. In Sefton they have introduced combat isolation which is geared towards people with particular challenges with mental health. It requires different volunteers to support the service.

Reach Mens Centre – SB shared that they are enjoying being at the Indie based in Bootle. WA is visiting will be visiting soon. We still have a quiet drop-in for a cup of tea and chat. We have peer support discussion around mental health. We are just coming to the end for the grievance course. After Easter there will be a stress management course.

North Liverpool and South Sefton Methodist Circuit – LD updated to tell us that the digital skills support is available at Linacre Mission on a Thursday and Friday.

It is with thanks to Reenage we get to use their minibus. We can take 10 residents at a time out on trips. We are connecting people and taking them for days out.

We have mental health first aid training through Healthwatch Sefton connecting us with Select Training. LD offered her services to provide digital support to residents at Community Champion Network locations, this includes one off sessions or regular sessions. [Action: WA to share LD details with network members who have requested support.](#)

May Logan Health Centre – DK informed us about the menopause course starting on 29th April. A leaflet will be shared with information. The healthy eating course coming up and the healthy walks have continued. Information will be shared on activities and services at the May Logan.

Sefton Carers – CH stated she would send across the new programme of activities at the centre to WA to share with the network. Sefton Carers have partnered with NHS Mersey Care to put on mental health support groups for residents living in north and south Sefton. It is low level support for carers who are caring for someone or have developed mental health support needs. The centre also offers offering Spanish lessons.

CH stated if you know of anyone who does a caring role please get them to register with us.

6. Healthwatch Sefton updates

- Hightown surgery – we held 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 have co-produced an action plan to ensure improvements are put into place for patients.
- Community Champion Network meeting - September 2025. This meeting will be a joint meeting with the North Community Champion Network and will be an opportunity for networking
- Celebrating volunteers –We will be organising an event to celebrate all our volunteers in June 2025. This will include members of the Community Champion Network.
- Future speakers – If anyone has any suggestions please get in touch with WA.
- Future meetings – we discussed the reduction in hours of the network meetings to 1.5 hours. All members at today's meeting agreed this would be beneficial. WA updated that the Chair of the network also agreed this to be more amenable for all.
- 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 GP Practice Managers.

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

Identified during this meeting:

Hightown - A recent issue is about mobile phone access. There are no mobile phone masts in the area. Concerns raised from residents with no signal. People having falls and no access to ring to get help. This has been raised at the parish council meeting. (Raised by Linda Munro, Hightown Locality Representative).

8. Community Champion network notes for approval

The notes from the meeting held in January 2025 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 28th May 2025.

Via Zoom