

South & Central Community Champion Network Meeting

Wednesday 28th January 2026

Zoom meeting themed:

NHS Cheshire & Merseyside Primary Care – ‘Digital Front Door’

Sefton Council – Adult Social Care

Chair

Wendy Andersen (WA) Healthwatch Sefton Engagement Manager

Attendees

Deborah Gallagher (DG)	Primary Care 24 (PC24)
Carol Hayes (CH)	Healthwatch Sefton Netherton Locality Rep
Maurice Byrne (MB)	Healthwatch Sefton Maghull Locality Rep
Debbie Kelly (DK)	May Logan Centre
Charlotte Rostron (CR)	Galloways, support through sight loss
Bob Wilkinson (BW)	Samaritans
Amy Hughes (AH)	Sefton CVS Community Connector
Jan Comer (JC)	People First Merseyside
Nicola Hall (NH)	People First Merseyside
Joan Cumming (JC)	Linacre Mission Methodist Church
Rosie Norman (RN)	Alzheimer’s Society Sefton

Healthwatch staff member(s)

Mandy Williams (MW) Healthwatch Sefton Signposting & Information Officer

Guest Speaker (s)

Jane Elliott (JE)	Localities Manager NHS Cheshire & Merseyside
Jen Mason (JM)	NHS Cheshire & Merseyside
Luke Britton (LB)	Sefton Adult Social Care & Health

Apologies

Barbara Rouse (BR)	Healthwatch Sefton Bootle Locality Rep
Mei	Life’s for Living
Kate Pope (KP)	Salvation Army – Employment Plus
Peter Davies (PD)	Liverpool & Sefton Age Concern
Angela Delea (AD)	Cheshire & Merseyside Cancer Alliance

Linda Munro (LM)	Healthwatch Sefton Hightown Locality Rep
Caroline Hesketh (CH)	Sefton Carers
Jerryann Blayney (JB)	Bowersdale Resource Centre
Hannah Richardson (HR)	Kindfulness Coffee Club

1. Introductions & Housekeeping

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

The last south and central Community Champion network meeting was held November 2025.

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 of the policies the network abides by including:

- 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.

WA asked if there were any declarations of interest.

No declarations of interest were declared.

3. NHS Cheshire & Merseyside Primary Care 'Digital Front Door – Jane Elliott (JE) and Jen Mason (JM)

JE introduce herself and her colleague JM.

JM explained her role as Digital Inclusion Lead for Cheshire & Merseyside. JM works very closely with JE but also across the 9 Places. The role is not just about digital but also making sure that none digital formats are available for patients. JM explained research has shown there is a cohort of patients who cannot or will not be able to use digital and they have to be able to provide accessible services for all'.

A presentation was delivered 'The Digital Front Door' and included information on:

- ✓ What is an app?
- ✓ What is the NHS app and how does it help you?
- ✓ Getting started with the NHS app – Hints and Tips for using the app
- ✓ Communication and Notifications – messages in the NHS app
- ✓ Other digital health tools – similar products and alternatives
- ✓ Accessing Health Advice in the NHS app
- ✓ Free Market Place Roadshows – Sefton Roadshow is at Crosby Library
- ✓ What you can find on GP practice websites
- ✓ On-line consultations – easy ways to get health advice from your doctor
- ✓ Summary of benefits to patients using technology
- ✓ Summary of benefits to practices using technology
- ✓ Assurance for patients who do not use technology
- ✓ Private appointments (explained)

The full presentation will be circulated with the notes to Community Champion Network members.

Question / Comment: AH asked 'I have a number of housebound clients unable to get through to their GP and have struggled with their prescriptions. Is there help to support educating housebound in using the app?'

Answer: JE told us about the Digital Champions at each surgery who should be able to offer support over the phone. Also, if the patient has a carer, they can use proxy-access. This means they can access the app on their behalf. **Action:** DB said she would take this forward via the Primary Care Forum that she is attending in the afternoon. WA to share contact details between JE and AH for further information to be shared.

Question / Comment: WA asked if JE could explain how patients can access the Digital Champions at their GP practice?

Answer: JE stated that patients can simply ask at reception and say you need to some help. The Digital Champion is one of the receptionists who gets dedicated training for this. Ask when you can speak to them.

Question / Comment: MB stated that whilst the presentation was being delivered, he looked at the NHS app and GP websites and they don't entirely match up. There are things on the GP website that don't match the app. MB also stated he did a quick survey on GP surgeries in Maghull to see what they offered on their websites. MB reported three of the surgeries were easy to use and two of them were not. They

possibly need looking at to make them all the same. Patients need to know that they can access the same information.

Answer: JE stated that PC24 practices purchase their own support so their websites may look differently. On-line consultations - there are four different companies being used, therefore they will not look the same once accessed. The NHS app, it may depend on what version you are on. JE stated that they had used the national promotional pictures, so it was not guaranteed it would look identical. JM also added that pictures / information can look different depending on your phone, for example pictures viewed on the iPhone may look different on an Android phone.

MB further noted not all GP surgeries are doing on-line booking for all types of appointments. JE explained the practices are not doing it as appointments were not being booked appropriately. The triage system is to get patients seen by the right person at the right time. You wouldn't get other appointments either via the on-line website or the NHS app.

Question / Comment: RN asked 'Can this presentation be shared with us so that we can share the information wider'?

Answer: Yes, WA will share the presentation with network members.

Question / Comment: DG, PC24 informed members 'PC24 have created a step-by-step guide on how to access Primary Care 24 on-line system Blinx. This is available on all PC24 practice websites.

Question / Comment: MW stated today's presentation was a really good introduction for people to use the app. She felt it would be great if the surgery Digital Champions could show the presentation in the surgeries to support patients to use the NHS app. MW asked about the on-line triage forms – if you go to fill it in and the system is switched off, it puts people off. It would be a good idea if it could remain switched on and triage forms go into a holding area.

Answer: JE stated the reason it happens after the 8am rush, they have to operate safely. The reason they don't hold in a holding bay, there are still patients who will fill it in with an urgent issue. They cannot be responsible for a significant risk. It is in the contract that the on-line system should stay open during working hours, but it is not always possible.

JM talked us through ORCHA (Organisation for the Review and Care of Health apps). To support people who want to use digital options, to help them overcome barriers. This then impacts on access to services for people who cannot / do not want to use digital and improves their experience. One of the systems being used is ORCHA, this is a library of health and wellbeing apps that have been tested and approved. There are folders on the home page for patients to access e.g. if you

want to stop smoking or if you want to lose weight. The apps are there to help people. Nurses are going to start using this and they can support patients to access the apps. This is a great platform for patients who can use digital.

<https://cheshireandmerseyside.orchahealth.com/en-GB>

4. Sefton Adult Social Care and Health – Luke Britton (LB)

LB introduced himself as one of the Service Managers at Sefton Adult Social Care. LB stated as part of his role he oversees the Integrated Neighbourhoods for south Sefton, The Review & Transformation team and Continuing Health Care. LB shared that he works closely with Integrated Care Board (ICB) team in Sefton.

LB informed us that Sefton had recently been identified as a key pilot area along with 42 other neighbourhoods as part of the Integrated Neighbourhood programme. This will look at bringing care closer to home and working with the local health services. This has recently started with 10 million pounds being allocated across the 43 neighbourhoods. Area teams have been allocated to work across Sefton localities linked with GP surgeries and PCN's.

Each neighbourhood / locality will have bespoke teams to work closely with NHS Mersey Care and ensure they are providing joined up care. LB reported that this is on-going work with the pilot only starting in December. LB will provide updates on this at future network meetings.

Adult Social Care is currently under high demand. There are waiting lists. Last year a new programme was set up called the Waiting Well Service. This is run by Sefton CVS. People on the waiting list can be referred to the Waiting Well Service so that they can access other service and information to support them.

Occupational Therapy Support – There are new vans called the REACT vans. This stands for Rapid Equipment Assessment Community Team. There are 2 vans based north and south Sefton. The vans are fully stocked with aids and adaptations. The team are able to respond much quicker to needs.

In Sefton we have a higher number of people living in residential and nursing homes. Looking at ways at how people can be supported at home for longer to reduce the number of people living in residential and nursing homes.

LB shared some links in the chat with members so that they can leave feedback re: services.

There is a focus for the department to become more data literate. Exploring using new systems different levels of data. Who is accessing the services, what are their needs, this is to support forward planning of services.

There were no questions put forward to LB. LB was thanked for his attendance and update he provided on Sefton Adult Social Services.

5. Community Champion updates

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

Healthwatch Sefton Signposting Officer – MW reported the call to the service are mainly re: dentist access and GP access.

Healthwatch Sefton Maghull Locality Rep – MB said he felt there was a more positive attitude across Maghull about GP surgeries and less complaints. Dentistry remains an issue. News is there will be a new dentist in Maghull. MW asked MB to send any residents across to her who are looking for a dentist.

Healthwatch Sefton Manager – DB informed members that the Healthwatch Sefton feedback centre was currently down due to the supplier ceasing to be able to support. The new feedback centre will be up and running in the coming weeks and WA will provide an update when it becomes available.

Sefton CVS Community Connector – AH asked for everyone to spread the word about the Community Connector services. Referrals accepted for people who are isolated and lonely. <https://www.livingwellsefton.org.uk/communityconnectors.html>

DG said she would be interested in meeting with AH to discuss adding the service to the PC24 patient newsletter. **Action:** WA to share contact details.

People First Merseyside (PFM) – have been working with Cancer Alliance. PFM have produced a short film about how important it is to go along to cancer screenings.

PC24 – This is an ask to Community Champion Network members – NAVAHO accreditation. There has not been a lot of engagement at the moment. PC24 would like to be able to share information on this with the wider network to provide an opportunity for residents to get involved. **Action:** DG to write up information to be shared with Network members.

Alzheimer's Society Sefton – Supporting residents with dementia. There has been an increase with referrals last few months. We have been partnering with the daily mail to promote the services, it's raising awareness. The BBC have approached young onset dementia nurses in Southport to make a programme to raise awareness.

Galloways – CR shared they are working across Sefton. They are providing face-to-face appointments at the Strand By Me.

May Logan Health Centre – Usual services. The Pie Club started last Friday. Thanks to AH for referring people over. WA is visiting the club on Friday.

6. Healthwatch Sefton updates

- NHS app survey – WA reminded network members that a survey was live to find out people's experiences of using the NHS app.
<https://www.healthwatchsefton.co.uk/news/nhs-app-are-you-ready-for-more-of-your-healthcare-to-be-online/>
- Community Champion Hubs – An opportunity for us to work together and share information on our services and activities with the wider public.
- General Outreach – thank you to everyone who has invited me along to chat with your residents and members.

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

- A Network member unable to attend today raised the issue of the lack of prescription reviews taking place which can potentially lead to harm if the condition has changed for better or worse
- Digital exclusion – Members are raising concerns for patients who cannot access digital systems.

8. Community Champion network notes for approval

The notes from the meeting held in November 2025 were previously circulated to all members for comments or amendments.

✓ Approved

9. Information exchange/ Any Other Business

None to record

**Date and Time of Next Meeting:
10.00 am Wednesday 25th March 2026
Zoom**