



Healthwatch Sefton Annual Report 2016/17



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Message from our Chair



It is a great honour to be appointed for a second term of office as Chair of Healthwatch Sefton.

At my interview one of the questions was “why do you want to do another three years?” I was quick to say “I want to finish what I have started!”

Healthwatch Sefton is in its fourth year and the first three years were really about getting the organisation established and fit for purpose. I feel we have done that and now we need to really reach out to the people of Sefton to ensure that their opinions and views about Sefton health and social care services are heard by the commissioners and providers of those services. This was the reason Healthwatch was set up to gather the views of the public and make them heard!

The biggest challenge we have is to get the brand name of Healthwatch Sefton known. There has never been a time when it has been more important for the public voice to be heard as we face unprecedented changes in the way health and social care services are configured.

Our staff and volunteers are proactively going out and about meeting the public, young and old, in a variety of settings, for example: hospitals, residential care, GP surgeries, schools, and community events.

Our work plan is based on what the public is telling us is important to them.

This Annual Report sets out the work that we have focussed on over the last 12 months and our priorities for the next 12 months.

I am proud to be part of this work and recommend this report to you.

“Sefton council continues to enjoy a positive working relationship with Healthwatch.”

.....
Dwayne Johnson, Director Social Care and Health. Sefton Metropolitan Borough Council.



Highlights from our year

This year we've reached 3,119 people on social media



We have 61 local organisations signed up as community champions



We've visited 23 local services



Our reports have tackled issues ranging from offender health to car parking



We've recorded 3,003 local experiences



We've met hundreds of local people at our community events





Who we are

We know that you want services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England. Both Healthwatch England and Healthwatch Sefton have statutory powers to ensure that the voice of people who want to have a say about health and social care services are strengthened and heard by those who commission, deliver and regulate health and care services.

Healthwatch Sefton

Healthwatch Sefton is set up as a company limited by guarantee, a subsidiary company of Sefton Council for Voluntary Service (Sefton CVS). We have a small team of staff who support us and a large team of volunteers.

Sefton

Sefton is a metropolitan borough of Merseyside, England and its local authority is Sefton Council. It is an area which stretches from Southport in the north to Bootle in the south. To the east lies the town of Maghull and the west is bordered by an award-winning coastline from Crosby through to Formby and Ainsdale.

Our vision

Our vision is to ensure that every resident of Sefton has the opportunity to share their experiences and shape health and social care services.

Our Priorities

Statutory Duties

- a) Gathering the views and understanding the experiences of patients and the public.
- b) Making peoples views known.
- c) Promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinised.
- d) Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC).
- e) Providing advice and information (signposting) about access to services and support for making informed choices.
- f) Making the views and experiences of people known to Healthwatch England (and to other Healthwatch organisations) and providing a steer to carry out its role as national champion.
- g) Supporting NHS Complaints Advocacy provided by Merseyside and Cheshire Healthwatch Advocacy Service.

We can
help you...

Are you struggling
with social care
or social care
Are you...

*Your views on
health and care*

Listening to local people's views.

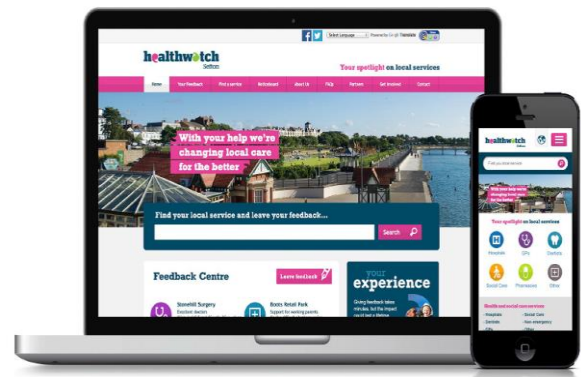
This year our Board of Directors agreed to review how we collect, analyse and report local people's views to ensure they are listened to by local providers and commissioners. A new feedback centre was purchased to help support this work. The Feedback Centre created by LHM (a web solutions provider that creates technology, products and software). It is utilised nationally by the NHS, Health and Social care providers and local Healthwatch network to collect, respond and manage public feedback. The Informatics system helps us to share feedback with stakeholders, which tells them what key issues we have received independent feedback on, what's working well and not so well and key themes. Anyone can access the feedback centre and leave their feedback on any service anonymously, www.healthwatchsefton.co.uk

"I am so pleased at the overall experience rating of 4 out of 5 and delighted with the positive comments from patients who had visited the Health Centre"

Judith Malkin, Associate Director - Sefton, Liverpool Community Health NHS Trust.



During September we launched the Feedback Centre to commissioners, local providers and key stakeholders. Ian Hughes Business Development Director and founder of digital agency LHM, spoke about the new information system and encouraged commissioners and providers to have the Healthwatch Sefton Feedback Centre widget on their websites.



Making sure the system works for everyone.

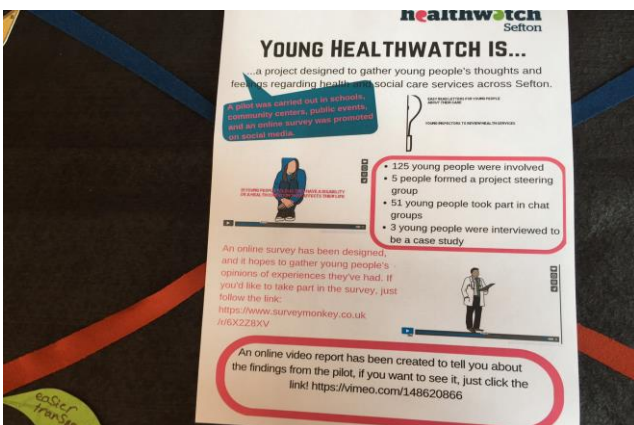
Healthwatch Sefton has continued to work with People First Merseyside (individuals with learning disabilities) and members are now represented on both Healthwatch Community Champion networks. People First were consulted on the new Feedback Centre and asked for comments on the accessibility of the site and how easy it was to use. People First member's trialled the website and fed back their comments on how improvements could be made for people with learning disabilities.

Young people (under 21) and older people (over 65).

Over the past year, 'Young' Healthwatch Sefton has been engaging with young people to encourage them to think about their experiences of accessing health and social care services. One of the main issues Young Healthwatch has been interested in has been emotional health and wellbeing and has met with over **100** young people who have told us about how services have worked and not worked for them.

This feedback has informed Sefton's Emotional Health and Wellbeing Strategy as well as new projects designed to increase knowledge and confidence of teachers to better support their students but also projects that build resilience in young people directly.

Working with other groups and services, Young Healthwatch has also been working on promoting the opportunity to feed back to young people through school nurses, online forums and the bespoke Sefton Youth website.



Young Healthwatch poster used to encourage engagement.

CQC Care for older people

During 2016, the Care Quality Commission (CQC) launched a campaign to encourage older people and their loved ones to feed back about the quality of health and social care they have received.

Healthwatch Sefton worked in partnership with Sefton Pensioners Advocacy Centre - Older Persons Forums throughout Sefton - involving **165** older people from five Forums: Southport, Bootle, Crosby, Maghull & Formby.

Forum members shared that they had a better understanding of Healthwatch Sefton.

A key message shared that feedback to Healthwatch Sefton can be anonymous led forum members to report that they would have more confidence to report an experience in the future without fearing repercussions from service providers.

Some forum members highlighted issues around accessing appointments for Podiatry services. Healthwatch Sefton will carry out further consultation at Podiatry clinics with patients, visitors and staff.

Feedback from the forums stated that hearing the changes that Healthwatch Sefton had achieved in Sefton has given forum members a very positive impression and they were now more likely to engage with Healthwatch in the future.

Healthwatch Sefton continues to work closely with Sefton Pensioners' Advocacy Centre encouraging people to share health & social care experiences.



Members from the Older Peoples Forums who took part in our CQC engagement sessions.

Disadvantaged/Vulnerable people.

Healthwatch Sefton supports the South Sefton Foodbank by regularly attending centres across South Sefton to give local people a voice in the health and social care services they receive. In addition the Healthwatch Sefton Signposting & Information Service is promoted via leaflets along with chatting to local people who attend the centres. Information is provided to the volunteers who work at the centres to raise awareness. Centres attended during 2016 - 2017 have included:

- + Caradoc Mission.
- + Litherland Youth and Community Centre.
- + St. Oswald's Church Centre.
- + St. Leonard's Youth and Community Centre.
- + Linacre Mission.

Healthwatch Sefton has continued to work with People First Merseyside (individuals with learning disabilities) and members are now represented on both the Healthwatch

Sefton South & Central Community Champion network and the Southport & Formby Community Champion network.

What we've learnt from visiting services.

Healthwatch Sefton volunteers have carried out audits of local services as part of Patient-Led Assessment of the Care Environment (PLACE), an assessment programme run by the Health & Social Care Information Centre (HSCIC) on behalf of the Department of Health.

PLACE assesses non clinical aspects of the inpatient environment from a patient perspective and covers: condition and appearance; cleanliness; food and hydration; privacy and dignity; disability and dementia.

During 2016-17 Healthwatch Sefton volunteers supported **12** audits for Mersey Care NHS Foundation Trust and one for The Walton Centre NHS Foundation Trust.

This year we agreed to get involved in planning and supporting open Listening Events during which we talked to patients, visitors and staff to gather a clear picture of the service's activities.

Many of our hospitals serve people in neighbouring areas and we work closely with our partners in Healthwatch Knowsley and Healthwatch Liverpool and have worked with them on hospital listening events.

During this year we carried out **five** Listening Events which included the following services:

- Aintree University Hospital NHS Foundation Trust.
- Liverpool Women's NHS Foundation Trust.
- The Walton Centre NHS Foundation Trust (satellite clinic at Southport & Formby District General Hospital).
- Southport & Formby District General Hospital.
- Mersey Care NHS Foundation Trust - Clock View.

As well as talking to patients in waiting or entrance areas, we visited wards and clinic areas to talk to as wide a range of patients their families and staff about their experiences.

During these events we used carefully considered questionnaires to give people a chance to freely share their experiences and to provide patient insights into key areas.

Feedback from events is analysed, shared with the service and the public.

A number of areas of positive working practices were highlighted as well as areas identified for improvements. An example of one service change made as a result of the event at Aintree Hospital follows.

Staff at Aintree University Hospital NHS Foundation Trust told Healthwatch Sefton representatives that drop off bays were needed outside Clinic G. Family members and carers were receiving car park fines in the short time it took to safely drop off their relatives and staff felt that it was an unfair system. This was reported to the Trust who responded by installing two drop off bays outside the clinic entrance.



From left to right; Bridget O'Toole, Sarah Thwaites (Healthwatch Liverpool) and Wendy Andersen at Liverpool Women's NHS Foundation Trust.

Our engagement plan also includes planned visits on a monthly/ bi-monthly basis to services to engage with users but there are times when we decide to carry out more formal Enter & View visits. During this period **six** Enter and View visits were authorised by the steering group (two being part of a programme of visits to Aintree University Hospital NHS Foundation Trust).

As part of our pilot work to visit local residential and care homes we undertook unannounced visits to the following providers:

- + Northern Counties Eventide home, Southport (July).
- + Hawthorne Lodge Care Home, Bootle (August).
- + Leyland Rest Home, Southport (September).

The aim of this programme of work was to observe services provided by Sefton based residential, nursing and care homes; consider how services may be improved; and share good practice. The team of trained Enter and View authorised representatives recorded their observations along with feedback from residents, staff and, where possible, residents families and friends. The visits helped to review the observations and questions we will use in the future and from the visit to Hawthorne Lodge we raised a safeguarding issue with Sefton MBC and alerted Care Quality Commission (CQC) that the provider did not respond to the report and recommendations.

During the past year we have worked with partners from the Community Champion Network - Ainsdale Community Care and Sefton Older Persons Forums. This led to our involvement and attendance at many of the Flu Clinics which are held across Southport & Formby, speaking to people and gathering feedback from them.

It was during our attendance at the Flu Clinics that we received feedback about St Marks Medical Centre which supported a

theme which was already emerging about access and appointments.

During November we undertook an Enter and View visit to St Marks Medical Centre in Southport. We visited the practice to speak with patients about their experiences of accessing services. The above service had been selected as part of the Healthwatch Sefton work plan to look at feedback relating to GP access, with experiences being shared by patients about issues in contacting the medical centre to make an appointment and access appointments.

17 patients were spoken with and **6** recommendations were made, one being to review the appointments system.

“We are constantly looking at ways of improving the appointment system. We have started this week to open the appointments for the whole day and make our triage system even more effective.”

.....
Annette Cooper, Practice Manager
St Marks Medical Centre.

Two announced Enter & View visits were undertaken at Aintree University Hospital NHS Foundation Trust (7th June /6th July 2016).

The team spoke to **33** patients / family and visitors. A questionnaire was used covering six themes (cleanliness, care & treatment, nutrition & hydration, safety, environment and kindness, dignity & respect). This was designed to gather patient, family and visitors overall experience of patient care and comfort whilst at Aintree hospital.

The wards chosen were rehabilitation wards and frailty wards at the Trust (wards 30 - 34).

Findings included:

- + Patient bedside chairs - 20 of the 33 respondents told us they were not aware they had a choice of patient bedside chair.
- + Patient bedside chairs - Comments were received from both respondents and staff relating to the new high back chairs being un-comfortable, not being able to adjust the chairs for patient height and pillows being used to aid comfort.
- + Cleanliness - All respondents stated wards were clean with 25 stating the patient toilet areas were clean. Respondents who stated they did not know if the patient toilet area was clean were visitors or did not use the patient toilet.
- + Staff attitude - A high number of comments related to staff being approachable and being able to answer patient /visitor questions well.
- + Day rooms - Although each ward had a day room, findings showed patients were mainly either unaware of the day room or had been unable to use it.
- + Access to TV - Each bay was fitted with one TV therefore not accessible by all patients and none of the TVs displayed subtitles.
- + Hospital patient information folder - There were differing findings between the ward bays.

- + Ward 32 - It was reported that three patients did not have dentures or experienced problems with dentures with two respondents stating the hospital had lost them. This caused problems at meal times.

During 2016-17 the following members (and members of staff) were authorised to undertake Enter and View visits:

Betty Boner	Brenda Cookson
Brian Clark OBE	Bridget O'Toole
David Skelton	Derek Thomas
Diane Foulston	Fred Roberts
Jim Conalty	John Black
Ken Lowe	Leslie Carlile
Libby Kitt	Margaret Quayle
Maureen Thomas	Maurice Byrne
Nigel Smith	Stuart Morgan Sime
Valerie Thomas	Wendy Andersen
Wendy Aspin	

“Thank you, it is always so helpful to receive your Enter and View reports”

.....
Claire Lee, Care Quality Commission.



*Helping
you find the
answers*

How we have helped the community access the care they need.

Healthwatch Sefton's Signposting and Information Service support's people to make informed choices; it provides them with a range of options on local services.

We supported **570** people between April 2016 and March 2017. Contact with the service varied; from information about social care and funding, to which local dentists and GPs were open to patients.

Access to NHS Dental services in Southport.

One of the most frequent reasons for people contacting our Signposting and Information Service was patients in the Southport area who were unable to find an NHS dentist.

From late June to mid August 2016, no NHS dentists were available in Southport and residents were expected to travel to Ainsdale or Formby. Following a mapping exercise in early June we found that only one dentist was taking on NHS patients, and had no disabled access. Healthwatch Sefton is a voice for health and social care users in the borough and therefore highlighted the lack of dental services to NHS England.

NHS England found the same as Healthwatch Sefton, that there was a distinct lack of dentists in the Southport area.

Action: NHS England offered to allocate dental practices to those patients looking to register with a NHS dentist. With permission, Healthwatch Sefton passed patients details over to NHS England, who called people back with the offer of an appointment.

Changes to repeat prescription ordering.

Another theme emerging related to changes to repeat prescription ordering, introduced as a pilot by NHS Southport & Formby and NHS South Sefton Clinical Commissioning Groups. The Signposting and Information Service provided information to callers about why the changes had been made, and who to contact if they wanted to share their concerns. Healthwatch Sefton's Information and Signposting officer referred complaints to the relevant Patient Advice and Liaison Service, simultaneously gaining a picture of people's opinions. Many reported difficulties in requesting prescriptions in person from their GP due to various disabilities.

41 Individuals fed back, with experiences being uploaded anonymously onto the Feedback centre and fed back to commissioners via the 'Engagement and Patient Experience Group'.

Interpretation services at a local GP practice

An advocacy service contacted us to ask for support with one of their clients. The client was a patient registered with a Sefton based GP practice and required interpretation support as they were Deaf. The practice was unwilling to provide an interpreter and suggested that the client make an appointment with the GP at the practice trained in sign language (level two). The patient was not comfortable with this, but this was all the practice offered. After we raised the concern with NHS England, the practice was contacted directly by NHS England and they were instructed to book an independent, qualified interpreter through Action on Hearing Loss and to do this when requested for all patients who were registered as Deaf at the practice.

“Thanks again. My colleague is indebted to you for the information and currently seeking out an assessment. I will forward this additional information onto them”

NHS England, (Cheshire and Merseyside).

“Thank you so much for your helpful email I have passed it all on to my sister in law. I am sure she will find it useful.”

Sefton Resident.



Wendy Andersen, holding an engagement stand to promote the Signposting and Information Service.

In early 2017 calls continued to the Signposting and Information line relating to; dental access, welfare support services, GP access and hospital complaint procedures.

“I would like to thank you for your help in locating a dentist for my son so quickly and getting an appointment.”

Sefton Resident.



*Making a
difference
together*



How your experiences are helping influence change.

This year we have published **16** themed feedback reports which have focused on issues which local people have told us need to be reviewed;

- + We listened, we shared and they heard- Aintree University Hospital NHS Foundation Trust, April 2016.
- + Experiences of car parking at Aintree University Hospital NHS Foundation Trust - June 2016.
- + Aintree University Hospital NHS Foundation Trust - Enter and View report, July 2016.
- + HMP Kennet - Offender access to Health & Social care services, July 2016.
- + We listened, we shared, and they heard- Mersey Care NHS Foundation Trust. (Clock View), July 2016.
- + Northern Counties Eventide Home - Enter and View, July 2016.
- + Hawthorne Lodge Enter and View Report, August 2016.
- + Healthwatch Sefton Experience Report. Liverpool Community Health NHS Trust, Litherland Town Hall Walk-In Centre, August - September 2016.
- + Leyland Rest Home. Enter and View, September 2016.
- + Complaints in Primary Care: A snapshot of how complaints procedures work in GP Practices across Sefton, September 2016.

- + Healthwatch Sefton Experience Report. Liverpool Community Health NHS Trust, Maghull Health Centre, October - November 2016.
- + St Marks Medical Centre Enter and View report, November 2016.
- + We listened, we shared, and they heard - The Walton Centre NHS Foundation Trust Satellite Clinic, November 2016.
- + Report on Joint activity with Healthwatch Sefton and Older People's Forums. Care for older people. March 2017.
- + We listened, we shared, and they heard - Southport & Ormskirk Hospital NHS Trust, March 2017.
- + We listened, we shared, and they heard - Liverpool Women's NHS Foundation Trust, March 2017.

“This makes interesting reading and I will share this with colleagues in our Nursing and Quality team who manage complaints and ensure it is shared with the national work streams reviewing this.”

.....
Glenn Coleman, Head of Primary Care and Programme Director General Practice Forward View. North Region (Cheshire and Merseyside).

Why not download the reports from our website;
<http://healthwatchsefton.co.uk/experience-reports/>

Working with other organisations.

During this period, formal reports and feedback on local services has been shared with local commissioners and providers, the Care Quality Commission (CQC) and the NHS England Cheshire & Merseyside Quality Surveillance Group to support local monitoring, inspection and regulatory activity. We have worked with the contracts and commissioning team (Sefton MBC) as part of our planning work for Enter and View visits to residential/care homes.

During the year we have escalated **two** issues with the Care Quality Commission which were raised with us directly by NHS staff who didn't want to use their own whistleblowing policy. Whilst Healthwatch Sefton was carrying out outreach on community services delivered at Maghull Health Centre (October - November 2016), staff reported to Healthwatch that they felt staff shortages were having a detrimental impact on patient services and safety. This included patients being unable to get through on the phone lines to book and cancel appointments at the centre. Staff had also previously highlighted staffing issues to Healthwatch during April 2016 and the impact on patient care. On both occasions Healthwatch Sefton escalated this to the CQC and NHS South Sefton Clinical Commissioning group.

The provider recruited an extra staff member to work in the reception area until the end of the provider contract.

We work with our national body Healthwatch England ensuring they know about the issues which are being shared with us, sharing all of the reports we publish. We attended the 2016 national conference and we have attended North West Healthwatch network meetings. During July, we decided to use the Healthwatch England 'Social Care Toolkit' which helped us to find out to what extent delays in social care assessments, package arrangements and reviews are a concern for local people and fed this into the national work.

During this period, following an Enter and View visit, Hawthorne Lodge Care Home did not respond to the findings and recommendations within the report within the statutory response time. We are working with our commissioners to ensure we get a full response.

Working with Southport and Ormskirk Hospital NHS Trust.

We have worked with this trust to build on our working relationships and in March 2017 we held an event to help the Trust update members and share how they want to work with Healthwatch. Sheila Lloyd, Director of Nursing, Midwifery, Therapies and Governance, together with Rob Gillies, Executive Medical Director and Iain McInnes, Interim Chief Executive gave an overview of the Trusts progress following the Care Quality Commission (CQC) report.

Sheila began the presentation by saying that she wanted to re-engage with Healthwatch Sefton as well as evaluate how effectively the Trust was engaging with communities.



Executives from Southport & Ormskirk Hospital NHS Trust, at the Healthwatch Sefton Members event (March 2017).

Working with Healthy Liverpool and Liverpool Women's NHS Foundation Trust.

During August 2016, we independently held **two** events; a Coffee and Cake event in Southport and a Tea and Toast event in Bootle to support pre consultation work being undertaken on the future of Liverpool Women's NHS Foundation Trust. With the support of NHS Southport & Formby and NHS South Sefton Clinical Commissioning Groups we held the events with little notice to ensure local residents could engage at an early stage in discussions about potential changes to services.



Healthy Liverpool talking to members at the Tea and Toast Event (Bootle, 2016). Working with NHS England.

Just before the end of the year we were approached by NHS England to attend meetings of the task and finish group which was looking at the future options for how primary care medical services would be commissioned for patients at the Hightown Village Surgery and Freshfield Surgery.

We worked as an independent advisor on the group to ensure that patients at both practices were provided with the opportunity to have a say on the future of services, helping to advise on 'Listening Events' which were being organised. The outcome of this work will be featured in next year's annual report.

How we've worked with our community.

How we have promoted and supported the involvement of local people in the commissioning, provision and management of local health and care services.

As a Healthwatch one of the ways we gather local people experiences is via two networks, which we have set up and developed 'Community Champion networks'. Both networks are made up of local voluntary, community and faith sector groups along with health centres, libraries and schools. The networks have regular attendance from Sefton Clinical Commissioning Groups (CCGs).

Members meet up on a regular basis to hear up-to-date information regarding local health & social care services and the meetings are an opportunity for members to highlight any emerging themes from their localities. Providers of services are also invited along to the meetings to provide updates on their services.

Both networks are unique to Healthwatch Sefton and have in the past been acknowledged by Healthwatch England for being an effective model of engagement.



Network members at a Southport & Formby Community Champion Network meeting.



- + Ability and Access Sefton Forum.
- + Bootle YMCA.
- + British Lung Foundation.
- + Brunswick Youth and Community Centre.
- + Cambridge Children's Centre.
- + Crosby Library.
- + Keystone (caring for carers of and cared for with Dementia).
- + Expect Ltd @ Bowersdale Resource Centre, Seaforth.
- + Veterans in Sefton.
- + Galloway's Society for the Blind.
- + Linacre Methodist Mission.
- + Maghull Library.
- + Maghull Methodist Church.
- + N Directions (Bootle Resource Centre).
- + Netherton Library.
- + Netherton Feelgood Factory.
- + Netherton Park Neighbourhood Centre.
- + The Orrell Trust.
- + Oxford House, One Vision Housing.
- + Parkhaven Trust.
- + People First Merseyside.
- + Seaforth Children's Centre and All Saints Children's Centre.
- + Seaforth Residents Action Group.
- + Sefton Carers Centre.
- + Sefton OPERA.
- + Sing Plus Resource Centre.
- + St Leonards Youth and Community Centre.
- + SWACA.
- + SWAN Women's Centre.
- + The May Logan Health Centre.
- + The Venus Centre.

- + 121 in the Community.
- + Access Sefton.
- + Addaction.
- + Age Concern Liverpool and Sefton.
- + Ainsdale Community Care.
- + Alzheimer’s Society.
- + Breathe Easy (North).
- + Brighter Living Partnership.
- + Crossens Community Centre.
- + Diabetes Society.
- + Formby and Ainsdale Library.
- + Freshfield Children’s Centre.
- + Galloways Society for the Blind.
- + Lakeside Church.
- + Lord Street West Church.
- + Marshside Road Methodist Church.
- + Pain Matters.
- + Parenting 2000.
- + People First Merseyside.
- + Sefton Cancer Support Group.
- + Sefton Carers Centre.
- + Sefton Equalities Partnership.
- + Sefton Pensioners Advocacy Centre: Sefton Older Persons Forums.
- + Southport Centre for the Deaf.
- + Southport Library.
- + Southport Macmillan Cancer Information and Support Centre.
- + The Stroke Association.
- + Stroke UK.
- + VENUS.
- + Woodvale & Ainsdale Community Association.

“Sefton Older Persons’ Forums have been delighted to be able to work in partnership with Healthwatch on an awareness raising campaign which aimed to encourage older people to feel confident to report on their experiences of services registered with the CQC. This piece of work enabled us to give a clear message to all our members that their opinions and experiences are valued and respected. We were also able to promote the valuable work of Healthwatch Sefton with our forum members and to encourage them to engage with their local health services to improve quality.”

.....

Justine Shenton, Sefton Pensioners Advocacy Centre.

How we have supported our representative on the Health and Well Being Board.

Maureen Kelly, Chair of Healthwatch Sefton, has represented community issues on the Health & Well Being Board. Maureen has attended both formal and informal meetings of the board, and has presented formal updates on Healthwatch Sefton's work plan.

How volunteers have been involved in specific roles to carry out our statutory activities.

Healthwatch Sefton has a number of volunteer roles and one of the roles we introduced this year was 'Healthwatch Representative'. Volunteers in this role attend meetings to represent Healthwatch Sefton and the community it serves.

During the year Healthwatch Sefton was represented at **27** different boards/committees/meetings.

Throughout the year, Healthwatch Sefton has represented community views on the following:

- + NHS Southport and Formby CCG Governing Body.
- + NHS South Sefton CCG Governing Body.
- + NHS Southport and Formby and South Sefton CCG Engagement and Patient

Experience Group.

- + Southport and Formby CCG and NHS England Joint Commissioning Committee.
- + NHS England (Cheshire & Merseyside) Quality Surveillance Group.
- + NHS England GP Forward View Programme Group.
- + Sefton Health & Wellbeing Board (formal and informal).
- + Overview and Scrutiny Committee (Health and Social Care).
 - + Care home working group.
- + Overview and Scrutiny Committee (Children's Services).
 - + Children & Adolescent Mental Health Services working group.
- + Sefton MBC Health Protection Forum.
- + Sefton MBC Public Engagement and Consultation Panel.
 - + Improving Information Forum.
- + Sefton MBC Pharmaceutical Needs Assessment Group.
- + Sefton Safeguarding Adults Board.
- + Well Sefton - Early Intervention & Prevention Group.



Provider forums and Committees

Aintree University Hospital NHS Foundation Trust.

- + Patient Experience Executive-led Group.
- + Quarterly meeting.

Southport and Ormskirk Hospital NHS Trust.

- + Patient, Carer and Families Experience & Engagement Steering Group.

Liverpool Community Health NHS Trust

- + Patient Experience Group.
- + Quarterly meeting.

Mersey Care NHS Foundation Trust.

- + Quarterly meetings.

Alder Hey Children's NHS Foundation Trust.

- + Quarterly meeting.

The Walton Centre NHS Foundation Trust.

- + Patient Experience Group.
- + Quarterly meeting.

Royal Liverpool and Broadgreen University Hospitals NHS Trust

- + Quarterly meeting.

Quality Accounts.

Volunteers supported our work again this year in drafting and agreeing commentaries for inclusion in **seven** provider Quality Accounts.

“Southport and Ormskirk Hospital NHS Trust have been working in partnership with Healthwatch Sefton, to ensure patients carers and families get a good experience whilst in our care. Over the last few months Healthwatch have been on site in Southport asking patients about their experiences and giving feedback to the Trust to action and, in some cases, facilitate change.

Healthwatch has been pivotal in our ‘Developing the Experience of Care Strategy’, working alongside our teams to launch across the community and take part in our ‘pledge’ groups going forward.

Healthwatch plays a key role to ensure as a Trust we get things right for our patients, carers and families and advocate their ‘voices are being heard’.

We look forward to continuing to work in partnership with your teams.”

Gill Murphy, Deputy Director of Nursing, Midwifery Therapies and Governance. Southport and Ormskirk Hospital NHS Trust.

*It starts
with you*



Healthwatch Sefton had previously carried out outreach at Maghull Health Centre in relation to community services under a wider piece of work specifically relating to Podiatry services ‘access and treatment’ across **six** South Sefton clinics during 2014. Healthwatch Sefton continued to receive experiences regarding community services at Maghull Health Centre from both patients and staff and made the decision based on the evidence received to carry out further outreach during October - November 2016. During this time **81** completed experience forms were received.

Positive comments included:

- + Quality of treatment & care - 80%
- + Staff, in particular attitude of reception staff - 90%

Negative comments included:

- + Access via the telephone lines.
- + Disability access to building and car park.
- + Car parking issues in general.
- + Shared podiatry treatment room - impact on privacy, dignity & confidentiality.
- + Staff shortages.

Working in partnership with the provider Liverpool Community Health NHS Trust (LCH), Healthwatch Sefton monitored the recommendations put forward for improvements and, where possible, changes were implemented by LCH including:

- + Additional staff member recruited in the reception area (until the end of the provider contract).

- + Changes to the phone service allowing patients to call other community services centres to make and cancel appointments at the Maghull Health Centre.
- + On-going Podiatry task and finish group meetings to ensure issues were being addressed. Healthwatch Sefton is a member of this group.
- + Disability access - this an on-going issue with NHS England. Healthwatch Sefton has continued to speak out on the patients’ behalf on this issue.

“When you have cancer your blood tests are vital. Having to wait 2 days extra because of telephone lines is not good”

Maghull Resident.



“Yesterday there were three different patients on tripods. One gentleman was helping his wife and said it was a struggle to get through doors. The parking was also terrible for them. One gentleman got upset yesterday; he said he finds it awful hard to get in here. There are three doors to get through.”

Staff Member, Maghull Health Centre.

*Our plans
for next
year*



What's next?

Sustainability and Transformation plan: ensuring Sefton residents

have a say. We are committed to making sure that those who are working to develop the plan listen to the views of local people. We are working with other local healthwatch across the Cheshire and Merseyside footprint to ensure that Sefton residents have a say in how local services will be planned and delivered in the future.

Supporting the improvements of local Special Educational Needs and Disability (SEND) services. We will be monitoring local progress with the statement of action and support families to share their feedback.

Developing Young Healthwatch.

We will continue to engage with young people across Sefton with the support of Sefton Young Advisors.

Reviewing access to services provided by Southport and Ormskirk Hospital NHS Trust using public transport. We have been asked to review this area as local residents across Southport & Formby are finding it difficult to travel to the Trusts two hospital sites using public transport.

Enter and View visits to residential and care homes.

Announced and unannounced visits will continue to be undertaken with more partnership work with key stakeholders including Sefton MBC commissioners, Clinical Commissioners and the Care Quality Commission (CQC).

Air Pollution (South Sefton).

This issue continues to be an important public health issue which residents across South Sefton want to prioritise. Work with the local public health team and Highways Agency will be undertaken.

Access to Podiatry appointments (Southport & Formby). Working with the new provider, Lancashire Care NHS Foundation Trust we will support the review of the appointment system and share feedback with the Trust from current users.

Feedback about Domiciliary Care services. We will continue to gather feedback on local services and work with commissioners at Sefton MBC to support their work to ensure services are effective.

Working Voice. Ensuring that local people who are of a working age know about Healthwatch and are able to share their feedback on services.

Review of Sexual Health Services (South Sefton). We will be working with Southport & Ormskirk Hospital NHS Trust to share feedback about how this service is running in centres across south Sefton.

Reviewing Social Care assessments and supporting the review of Sefton Carers Strategy. We will be supporting the review of Sefton Carers Strategy and looking at how social care assessments are working.

Supporting working groups of our Overview and Scrutiny Committees. We will continue to support working groups including those set up to review Children and Adolescent Mental Health Services and Care Homes.



Our people

Decision making.

Our Board of Directors.

We are set up as a company limited by guarantee, a subsidiary company of Sefton Council for Voluntary Service (Sefton CVS). The board meets every two months.

The board is responsible for corporate governance. There are eight directors appointed to the board and each director is a member of the company in accordance with the Companies Act 2006.

From April - November 2016, Directors were appointed but due to our locality representative elections (Nov 2016 - Feb 2017) new directors were sought.

- + Maureen Kelly. Chair
- + Nigel Bellamy. Deputy Chief Executive/Director of Development. Sefton CVS.
- + Will Melia. Director of Corporate Resources. Sefton CVS.
- + Val Elson. Trustee. Sefton CVS.
- + Libby Kitt. Locality Representative. South Sefton.
- + Lionel Johnson. Locality Representative. Southport & Formby.
- + David Skelton. Sefton Equalities Partnership.
- + Roger Hutchings. Organisational Representative. Valuing People Partnership Board. (April 2016 - September 2016).

Steering Group.

Responsibility for setting the direction of work and activities undertaken by Healthwatch Sefton has been delegated from the Board of Directors to the Steering Group. All members of the Steering Group undertake this work in a voluntary capacity. This group is community focused and has **18** seats. During this reporting period the group has met on a monthly basis alternating meetings between Southport (north Sefton) and Seaforth (south Sefton).

The group reviews emerging issues, ensures the work plan is progressed and authorises reports and Enter and View visits.

Membership of the Steering Group during this reporting period-

Chair

Maureen Kelly (April 2016 - present)
*Maureen was reappointed Chair following an interview process (November 2016).

Organisational representatives -

Health and Social Care Forum -
Sue Evans (January 2017 - present).

Every Child Matters Forum -
Ann Taylor (July 2016 - present).

Sefton Faith Network -
*seat not filled.

Sefton Equalities Partnership -
David Skelton (April 2016 - present).

Valuing People Partnership Board -
Roger Hutchings (April 2016 - September 2016) * Roger remains on the group as a co-opted member.

Sefton Partnership for Older Citizens -
Marion Hepworth (April 2016 - present).

Carer's representative -
Diane Middleman - Sefton Carers Action Group (April 2016 - June 2016)
Tony Haigh (July 2016 - present).

Young Person's representative -
Jessie Taylor (Jan 2017 - present)
Amy Irwin (Jan 2017 - March 2017).

The three year term of office for the eight Locality representatives came to an end in November 2016. All community members were invited to apply to be a locality representative. All individual community members were eligible to vote for their representatives and in February 2017 the new volunteer representatives started in their roles.

Locality representatives -

Bootle -
Fred Roberts (April 2016 - November 2016).

Crosby -
April 2016 - February 2017 seat not filled
Diane Foulston (February 2017 - present).

Maghull -
Maurice Byrne (April 2016 - present)
*Maurice was re-elected February 17

Seaforth, Litherland and Netherton -
Libby Kitt (April 2016 - November 2016)
*seat not filled.

North Southport -
Brian Clark OBE (April 2016 - present)
*Brian was re-elected February 2017.

Central Southport -
Lionel Johnson (April 2016 - November 2016).
Anne Major (February 2017 - present).

Ainsdale and Birkdale -
Ken Lowe (April 2016 - present).
*Ken was re-elected February 2017.

Formby -
Derek Thomas (April 2016 - November 2016).
Nigel Booth (February 2017 - present).

Southport and Formby Community Champion Network -
John Black (April 2016 - present).



Steering group members with their thank you cake after serving their three year term of office, November 2016.

Steering Group Monitoring and Scrutiny Panel.

Following the establishment of the 'Monitoring and Scrutiny Panel' this panel has met on a monthly basis to ensure that recommendations from Healthwatch reports are implemented and information from external partners is monitored. The following volunteers and staff support us with this work:

- + Wendy Andersen
- + Nigel Booth (March - present)
- + John Black
- + Brian Clark OBE
- + Roger Hutchings
- + Maureen Kelly
- + Libby Kitt
- + Ken Lowe
- + Anne Major (March - present)
- + Diane Middleman (April - June 16)

Our Staff support structure.

There is a staff team in place to support and help Healthwatch Sefton deliver on its priorities. There are five members of the team (four whole time equivalent). The staff team providing this support have been seconded into Healthwatch Sefton from Sefton Council for Voluntary Service (Sefton CVS):

- + Diane Blair. Manager.
- + Wendy Andersen. Engagement and Participation Manager.
- + Betty Boner. Engagement and Participation Officer.
- + Bridget O’Toole. Signposting, Information and Intelligence Officer.
- + Louise Malone. Communications Support Officer.

Our Volunteers.

We thank everyone who volunteered their time, their gratitude and commitment to

working in partnership to help improve health & social care services for the local people of Sefton. As a thank you, lunch and drinks were provided for everyone to get together and celebrate. Over 20 volunteers and community champion network members attended.

We held an event during the summer in South Sefton and have more planned for the coming year.



Locality representatives and Community Champions at the Volunteer thank you event, June 2016



People First (Merseyside) at the Volunteer thank you event, June 2016

Using the Healthwatch England Quality Statements.

During June 2016 we used the self evaluation tool from Healthwatch England's quality statement toolkit. We sent out the self reflection survey to over **1000** community members. After analysing the responses, we held a session for members and asked Laura Goad (Sefton CVS) to independently facilitate the session.



Volunteers and staff at the development session, July 2016.

Following the session one of the main areas identified for review was the communications strategy and in January 2017 we held our first meeting with members to review how we address the issues which were raised. The following members have supported us in being members of the communications group;

- + Angela Keith
- + Maureen Kelly
- + Libby Kitt
- + David Petrie
- + Margaret Roberts
- + Justine Shenton
- + Nigel Smith

Engaging with Healthwatch Sefton.

To ensure stakeholders are aware of how they can effectively engage with Healthwatch Sefton, Diane Blair, Manager of Healthwatch Sefton, presented a report to Sefton Public Engagement and Consultation Panel to clarify the different levels by which stakeholders can connect with Healthwatch.

Members of the panel endorsed the process which received positive feedback when the panel met in November last year. A 12 month trial is now underway in order to track at what level stakeholders engage with Healthwatch Sefton and the outcomes from that engagement.

“This is a really good document and example of good practice.”

Councillor Paulette Lappin, chair of the Sefton Public Engagement and Consultation Panel.

“This year has been a busy year with Healthwatch contributing to many areas of scrutiny, in particular surrounding the joint OFSTED and CQC Inspection of special educational needs and disability services. Healthwatch continue to play an important part in Boards, in particular the Health and Wellbeing Board and the Overview and Scrutiny Committee (adults and health) and we hope to continue a positive working relationship in the future.”

Dwayne Johnson. Director Social Care and Health. Sefton Metropolitan Borough Council.



Our finances

Income		£
Funding received from local authority to deliver local Healthwatch statutory activities		143,281
Additional income		–
Total income		143,281
Expenditure		
Operational costs		6,361
Staffing costs		106,280
Office costs		22,885
Total expenditure		135,526
Balance brought forward		24,167

* Copies of the full accounts can be made available on request.



Contact us

Get in touch

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Address of contractors:

We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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