

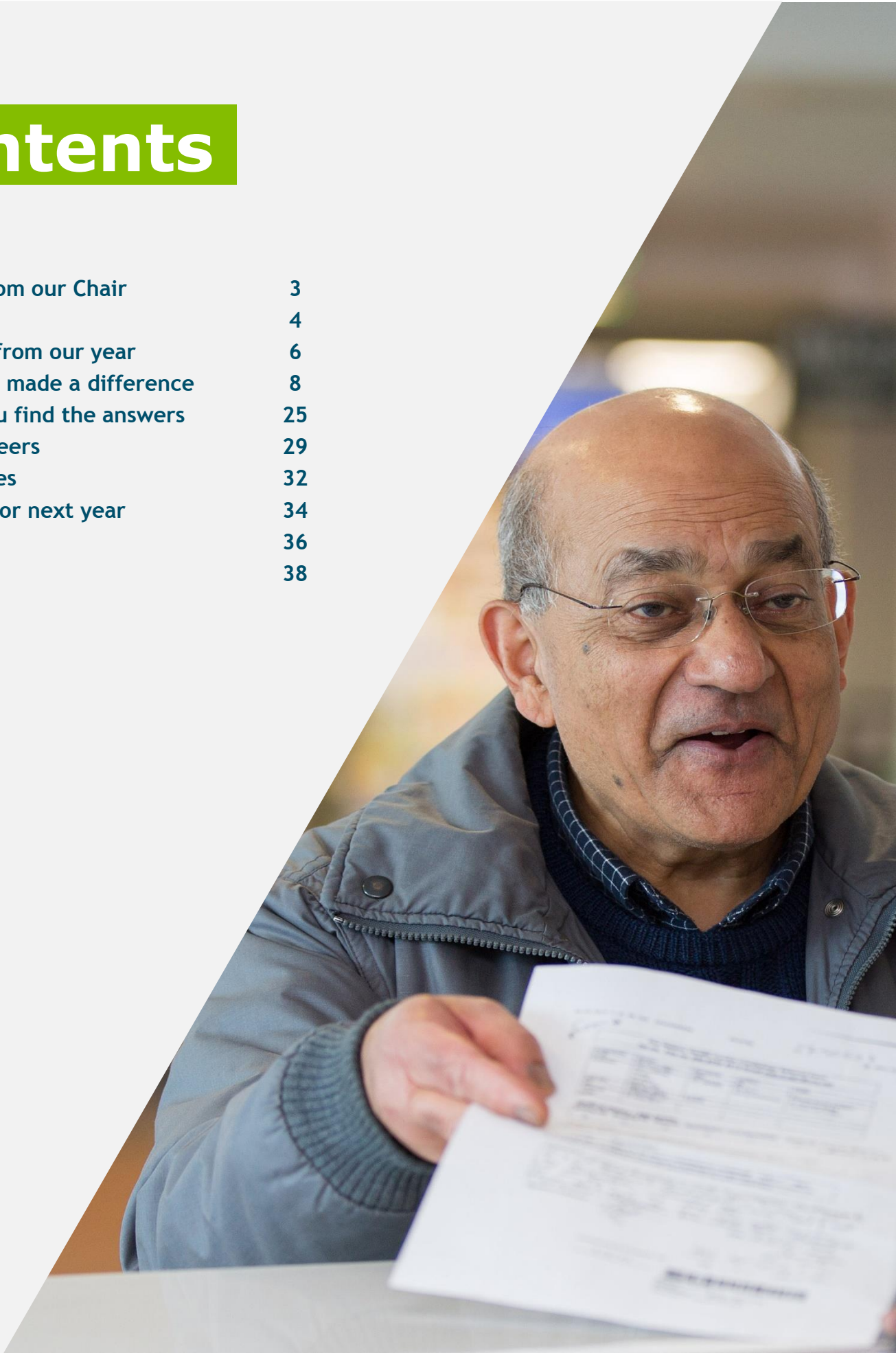


A review of our work

Annual Report 2018-19

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Message from our Chair

It has been a significant year for Healthwatch Sefton as we have taken on a further service as well as carrying out substantial public engagement which means we are making a difference.

The Independent Complaints Advocacy service launched in April 2018 and this means Sefton residents now have access to advice and support to navigate the process of making a complaint about their NHS treatment or care.

Our Engagement team, Wendy and Betty, have done a lot of partnership work with both NHS Clinical Commissioning Groups (CCGs) in Sefton.

They have supported the CCGs Urgent Care review and are helping to develop Patient Participation Groups (PPGs) in the borough's GP surgeries - and all with the aim of giving the public a 'say' in how local services are commissioned and run.

As you will read in this report, outreach engagement has been ongoing in a variety of settings throughout Sefton but I would like to draw attention to a specific piece of work to find out local peoples experiences of getting to see their GP.

Surveys were completed with patients from practices in Bootle and a series of Enter & View visits were made to GP practices in central Southport.

Patient experiences were fed back to the commissioners and providers of those services and changes have and are still being made to

improve access to those services as a result of the information received.

Our work plan reflects concerns and queries raised by the people of Sefton and our role is to give the public a voice about health and social care services available to them in Sefton.

I would like to thank staff and volunteers of Healthwatch Sefton (HWS) for all their dedicated work throughout the year to ensure the voices of the people of Sefton are heard!



Maureen Kelly
Healthwatch Sefton Chair

Who we are

Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch Sefton, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



A handwritten signature in blue ink, which appears to read 'Robert Francis'.

Sir Robert Francis QC
Healthwatch England Chair

Our approach



You need services that work for you, your friends and family. That's why we use your experiences of using health and care - both good and bad - to encourage those who run and commission services to act on what matters to you.

Who we are



We are a company limited by guarantee and a subsidiary company of Sefton Council for Voluntary Service (CVS). We have a small team of staff who support us and a large team of volunteers.

Our purpose



People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.

People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work.
- Conducting surveys and focus groups.
- Going out in the community and working with other organisations.
- Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the borough. The evidence we gather also helps us recommend how policy and practice can change for the better.





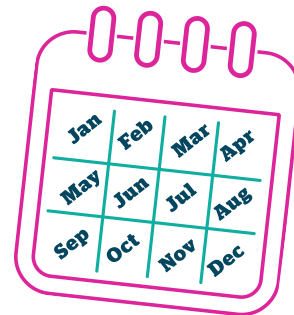
Highlights from

our year

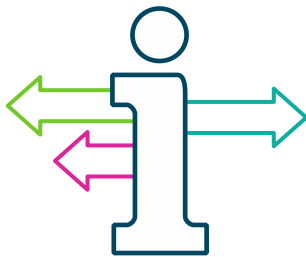
Find out about our resources and the way we have engaged and supported more people in 2018-19. Our resources:



1311 people shared their health and social care story with us by leaving feedback on our Feedback Centre



33 local people gave up their time to volunteer with us and support our work



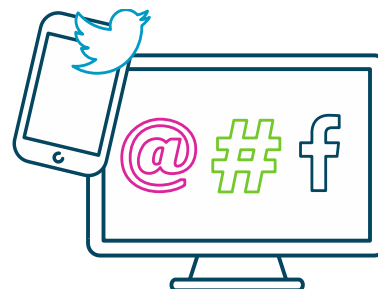
Through our signposting service, we have helped 496 people find the support and information they need



We completed 17 reports which included Enter & View visits, hospital listening events and feedback reports on GP access



4 newsletters published which reached 278 stakeholders, 453 members with email plus those via engagement and social media



We gained 109 new followers on Twitter and shared 122 posts with 231 people who like our facebook page



How we've made

a difference



Listening to people

During this reporting period Healthwatch Sefton has carried out various listening and feedback events as well as Enter & View visits and engagement days with the aim of hearing what people have to say about the health and care services they use.

Making life easier for those who are disabled

Disabled and older people in Maghull told us of the difficulty they faced getting in and out of their local health centre, so we took up this issue and now they are enjoying easy access thanks to automatic doors being fitted.

At a number of Enter & View visits to Maghull Health Centre, disability access was mentioned as a problem. One person told us: “Having recently become disabled I have found the difficulty in accessing Maghull Health Centre an added distress to my situation.”

We highlighted this with Mersey Care NHS Foundation Trust, which provides services at the centre. Even though the Trust tried to remedy the situation by installing an electronic intercom outside, disabled and older patients were still struggling to navigate the heavy double doors.

Our continued dialogue with various NHS agencies over solutions to the situation resulted in four double sets of automatic doors being fitted at the centre in January 2019. Local resident and Healthwatch Sefton member, Jonathan Desmond, who is also a wheelchair user, said: “The automatic doors are great and mean it is easier to use the centre.”

We also campaigned for equal access to another Mersey Care health clinic. After working in partnership with social housing provider One Vision Housing in September, we were told by tenants of the difficulty accessing Prince Street clinic in Waterloo. Wendy Andersen, our



Jonathan Desmond with Maurice Byrne, HWS Locality Representative for Maghull

Engagement Manager, says: “We were told the clinic was inaccessible to someone attending in a wheelchair and an escort had to be arranged by the patient to access community services. They felt this took away their independence.”

After checking on clinic access, we contacted Mersey Care to highlight the difficulty people were having, not only opening the double set of doors but stepping up from the pavement to the entrance. This was causing problems for disabled patients, parents with buggies, as well as older people with limited mobility.

Initially, we were told that any immediate actions to assist patients and visitors, e.g. a buzzer, would be looked into before improvement work began in the new year. But a further site visit showed that had not happened.

OUTCOME - We escalated the issue to the Equality and Diversity Service of Merseyside CCGs due to a lack of response from Mersey Care and we have since been informed the refurbishment works, which began in March 2019, will include automatic doors and accessible toilets.

We're making a difference to families of children with special educational needs

At the Southport and Formby Community Champion Network meeting in May 2018, members shared their current concerns around special educational needs (SEN) after first raising it with us in October 2017.



Peter Wong (centre) next to Betty at the joint Community Champion Network meeting in September 2018

**young
healthwatch
sefton**

Members of Young Healthwatch planned, developed and produced their own logo so it had its own identity. The team consulted Healthwatch Sefton Communications Sub Group on which logo was preferred and, after asking local young people, the final logo (above) was then used to set up social media accounts.

Young Healthwatch has also been embarking on recruiting new members to be Young Ambassadors. They have given presentations to high schools and colleges which resulted in a lot of young people expressing interest in joining.

“Parents of children and young people with SEN have been reaching out to Healthwatch Sefton for support in dealing with many of the challenges they are facing,” says Betty Boner, Engagement Officer.

To ensure the voices of families were heard by commissioners on this complex situation, we invited Peter Wong, Children, Young People and Maternity Commissioning Lead for both of Sefton’s NHS Clinical Commissioning groups, to the September meeting.

Two Alder Hey NHS Foundation Trust representatives also listened to parents concerns, which centred on parents of newly-diagnosed young people not being signposted to the correct services, as well as assessment waiting times.

A report is now being compiled to be shared with parent carer groups to ensure all concerns have been recorded. The report will then be forwarded to Sefton Council and the CCG for a response.

Betty adds: “It has been quite heart breaking to hear their issues and I hope we receive a positive response to our forthcoming report.”

I just wanted to thank you for all your hard work and support from Healthwatch. The forum has appreciated the commitment to our young people and families.

Building links with Healthwatch is really starting to make a difference. I wanted to let you know that the issues we collated and shared with you are still ongoing.

I'm hoping that with input from Healthwatch things might take a turn for the better

**- Helen Hopkin,
Sefton Parent Carer Forum**

Everyone's voice counts

Our engagement team has good links with a number of local hospital trusts and regularly arrange stands to talk with patients, visitors and staff about their experiences. Some of these patients and visitors have come from outside of Sefton.

In some instances, they can travel from as far afield as the Isle of Man, South of England or Manchester because the level of care provided at The Walton Centre, for instance, is what they require because their needs are so complex and specialist.

In this reporting year, we have had 40 outreach engagement stands and listened to what people had to say about the services they accessed.

We have been at:

Walton Centre NHS Foundation Trust including the Sid Watkins site

Aintree University Hospital NHS Foundation Trust including the Elective Care site

Southport and Ormskirk Hospital NHS Trust at the Southport and Formby District General Hospital

Healthwatch Sefton has also followed where our Sefton patients go to access the health services they need and, in this reporting year, our engagement team has expanded the area from where we gather feedback.

Outcomes

Southport and Formby District General Hospital is reviewing car park spaces and letters sent out to patients clearly outline clinic locations on site.

Healthwatch Sefton has set up a proactive system with the Patient Advice and Complaints Team (PACT) at Aintree and when engaging with patients, their families and visitors, if issues are shared which can be resolved by PACT, we signpost the person to the team.



Anne Major, HWS Locality Representative for Central Southport ready to collect feedback

2037 people engaged via 97 different engagement or activities at local hospitals, supported living accommodation, supermarkets and community groups

We have listened to people at:

Liverpool Heart and Chest Hospital NHS Foundation Trust

Southport and Ormskirk Hospital NHS Trust at the Ormskirk District General Hospital

Reports from all these engagement opportunities have been presented to the Trusts.

Recommendations within the reports have included:

Improving communications with patients
Improving car parking on site (Aintree and Southport)

Improving Health and Social Care

Healthwatch Sefton has led positive changes to health and social care services. In this section, we show that when people speak up about what's important, and services listen, care is improved for all.



Dignity and dementia

The dignity of residents in Sefton's care homes, especially those living with dementia, are now a priority after people shared their experiences with us. We have been working in close partnership for some time with the Sefton Dementia Provider Forum to gather feedback on care home residents using dental and continence services in the borough.

Concerns were raised with us by care home managers and representatives regarding the continence service provided by Lancashire Care NHS Foundation Trust and a lack of access to dental services.

Continence Service issues

Waiting times to access the service.

The ordering process.

Patient assessments.

Product quantity per patient.

Quality of product.

Dental Service issues

No provision for home visits to house-bound residents.

Difficulty accessing dental services for residents living with dementia.

Un-registered residents struggling to find an NHS dentist with which to register.

We have been told to restrict resident's drinks by the continence service

- care home staff



The Dementia Provider Forum - chaired and co-ordinated by Sefton Council's Commissioning Support Team - is attended by residential, nursing and domiciliary care providers plus representatives from health and safeguarding teams. Guest speakers regularly attend the quarterly forums.

"We had also gathered views from individual members living independently in Sefton raising similar issues.

"So, from this feedback, we decided to carry out wider surveys to see what worked well and what improvements could be made," explains Wendy Andersen, Healthwatch Sefton Engagement Manager.

Two on-line surveys were conducted gathering feedback from care home representatives and the results were included in two separate reports sent to stakeholders including the providers and commissioners of the services.

Continence Service recommendations

Wendy highlights: "Care home representatives felt residents did not receive enough continence products to meet their individual needs and two thirds felt residents experience a lack of dignity and respect in relation to receiving continence products."

Recommendation

Review the continence service to specifically improve the following:

Communications with care homes.

Patient assessments.

Engage with the Dementia Provider Forum for regular opportunities to hear direct feedback.

Actions

Lancashire Care NHS Foundation Trust moved to a new provider of continence products following the report in 2018.

Donna Lynch, Deputy Head of Operations, said: “We apologise that respondents felt residents experienced a lack of dignity and respect in relation to receiving continence products and we will continue to work with care homes and other users of our services to ensure that we provide a timely, responsive, patient-centre service.

“We are grateful for the feedback provided by Healthwatch and this will enable us to focus aspects of our transformation plans to address - assessment tools used in care homes; delivery cycles; accessing and contacting the service; provide training and support to care homes; building closer relationships with third sector providers and advocacy groups.”



Dental care and mouth care are very important - not just as part of dignified care, but to reduce the risk of dental and mouth pain and infection, including chest infection, and to enable people to maintain as wide-ranging a diet as possible. It is good that Healthwatch has given prominence to this important issue

**- Helen Armitage,
Consultant in Public Health,
Sefton Council**

Dental service recommendations

NHS England to:

Share information on current dementia-friendly dental practices and any future plans for these in Sefton.

Share protocol for home visits and details of NHS dentists located in Sefton with accessible facilities including disability hoists.

Actions

NHS England conducted its own data-mapping exercise to find out if dental practices had disability access, hoists and were dementia friendly.

It said: “Both NHS England and Public Health England would welcome the opportunity to engage with Healthwatch Sefton and the Dementia Provider Forum to advise and support where required the improvements and recommendations highlighted in the report.”

The issues Healthwatch Sefton raised around dental provision for those in care homes was also picked up by the local Care Quality Commission inspector.

CQC will publish a report in June 2019 following visits to 100 care homes for adults. This follows concerns expressed by a number of key stakeholders, including Healthwatch. This area of work concentrates on how the primary care system fails to work together to deliver accessible care for this vulnerable group of people

**- Donna Plested, Inspector,
Care Quality Commission (CQC)**



Our Enter & View representatives conducted a variety of visits to see how health and care services are being run while engagement days captured the experiences of those who use services at the point of delivery. On the next few pages, read how recommendations made in our reports and the actions that followed have helped improve services.

Maghull Health Centre

Blood tests and podiatry appointments at a time that suits patients, who are also enjoying a better patient experience at Maghull Health Centre, are thanks to the recommendations made by Healthwatch Sefton following our series of Enter & View visits.

We worked in partnership with the service providers and the visits and follow-up engagement resulted in large pieces of work due to the nature of feedback from the people with whom we spoke. It was clear patients, carers, visitors and staff had concerns around: phlebotomy, podiatry, and the centre itself but there was also positive feedback too.

A full review of both services has now been undertaken by providers to benefit patients and staff within the clinics.

On the next few pages is a summary of what happened in each service area, using the criteria of **You Said, We Listened, They Act.**

Phlebotomy

People told us they felt having only one nurse at the phlebotomy clinic on a Thursday resulted in much longer waiting times, they didn't know how to book appointments, and that GP surgeries had different referral systems into the phlebotomy services.

We listened

Our report to provider Mersey Care NHS Foundation Trust recommended the following: **The Trust to look at improving communications to GP surgeries on how to refer into phlebotomy drop-in service and also to patients on how to book appointments.** The Trust to advise Healthwatch on the possibility of increasing staffing levels for the phlebotomy service.

I thought I had made an appointment for a blood test but when I got here I had to get a ticket, then I had to wait an hour to be seen
- patient for phlebotomy clinic

The Trust to adapt the phlebotomy service to include early morning appointments to accommodate working age people. Keep Healthwatch informed of additional reception staff recruited.

The Trust did

Used patient feedback as part of its service review.

Recruited two new admin staff.

Worked with North West Boroughs Healthcare NHS Foundation Trust (sub contracted to provide phlebotomy services in south Sefton) to improve patient and GP communications.

As a result of the report North West Boroughs (NWBH) invited Healthwatch to conduct a further series of Listening Events during November 2018 to understand what people thought of the pilot phlebotomy drop-in clinic.

You said

Overall, patients and visitors told us they were happy with the drop-in clinic but feedback also highlighted patient concern over clinic capacity leading to a congested waiting area and the knock-on effect this had on waiting time.

We listened

Our pilot clinic report recommended the following actions:

Provide a drop-in phlebotomy clinic at other south Sefton community service centres.

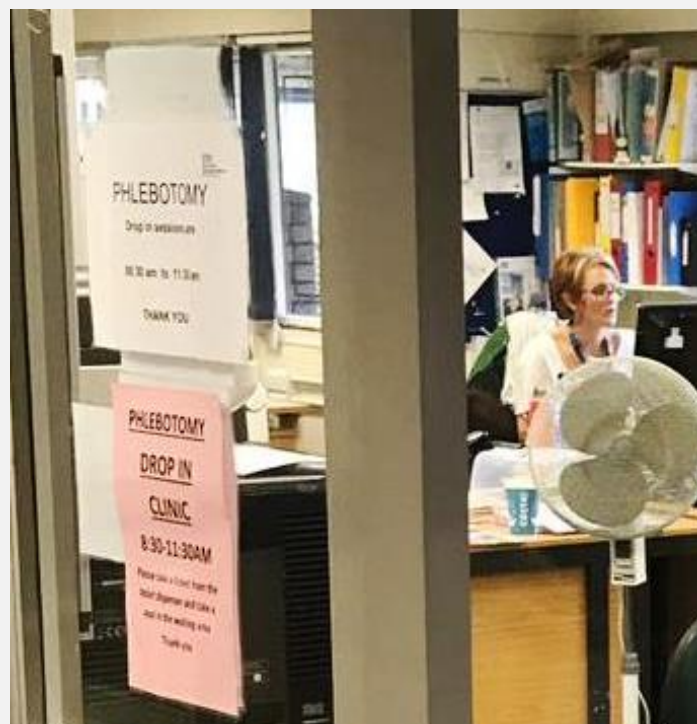
Consider introducing a system for working people/fasting blood appointments early mornings.

Redecorate/paint the waiting area.

They did

“A joint options appraisal has been developed by Mersey Care and NWBH to consider the suitability and feasibility of rolling out drop ins. This will be presented to the south Sefton Transformation Steering Group that is chaired by Mersey Care NHS FT, for decision in June 2019.

“In recognition of the feedback included in the review, NWBH is working with Mersey Care to consider extended opening hours at some clinics, i.e. to have a clinic open from 7am and



between 4.00-7.00 pm to accommodate working people and provide increased choice and flexibility,” John Heritage, Chief Operating Officer, North West Boroughs.

A feasibility study for this will also be discussed at the Transformation group in June 2019.

A schedule of works will be shared with Healthwatch once both Trusts have obtained redecoration quotes with an action date set of December 2019.

It is apparent from your report that the drop-in pilot at Maghull has been a success and there is an appetite for this provision to be rolled out across south Sefton. Plans are in the process of being drafted to explore the capacity within the teams to extend the offer at Maghull to five days a week.

“The teams from both trusts are working with colleagues in south Sefton CCG to progress this work as part of our transforming programme to make sure the system provides more flexibility and increased patient choice.

- Joe Rafferty, Chief Executive, Mersey Care NHS Foundation Trust

Podiatry

Patients also told us of the difficulty booking into the podiatry service which they thought was excellent.

You said

“I have been trying to book my chiropody appointment since before Christmas. I have called in about five times and every time the book is full. I am fed up trying to call on the phone to get through.”

Patients reported difficulties in getting through on the phone to Maghull Health Centre and confusion with the answer service.

We listened

Generally the feedback we received about the podiatry service delivered by Mersey Care was positive with people specifically mentioning the caring staff. However, people did tell us they would prefer to re-book their appointment as they left the clinic.

Recommendations

Improve patient communications around booking podiatry appointments.

Trust to advise if patients will be able to book appointments when leaving clinic.

Engagement Manager, Wendy Andersen, explains: “We included a further recommendation to recruit additional podiatrists because people said there were too many patients and not enough podiatrists.

“However, from our report the commissioners identified there wasn’t a need for additional staff because patients with low-level podiatry needs, such as nail cutting, were being treated when the service was not commissioned to offer that type of treatment.

“This is now an on-going piece of work between Healthwatch, commissioners and providers. They are also looking to align and standardise the podiatry service across Sefton.”

The feedback also identifies the difficulties our patients are having with regards to booking routine podiatry appointments.

As a provider we have considered offering routine appointments for patients who attend routine nail care clinics. We would like to work with Healthwatch to continue to develop increased access for our patients.

**- Judith Malkin, Associate Director,
south Sefton Community Services Division,
Mersey Care NHS Foundation Trust**



People told us they preferred to book appointments at reception



Healthwatch Sefton at community group Sefton OPERA with their members completing the survey

Getting to see your GP

Getting to see a GP, and one that people have seen before, were among the main concerns we heard during our investigation into GP access in Bootle and central Southport.

“Phoning is worthless as they are engaged constantly from 8am and, if you are fortunate enough to get through, you are ‘triaged’ by a receptionist. The only way is to queue outside before 8am and hope, by the time you reach the counter, all appointments are not taken.”

Between September and November 2018, we collected the views of more than **226** patients who told us that booking GP appointments was problematic, as was ensuring continuity of care for those with long-term conditions.

A questionnaire was designed which was approved by both of Sefton’s NHS Clinical Commissioning Groups along with NHS England and this was used for our investigation. In central Southport our authorised Enter and View representatives visited: Christiana Hartley Medical Practice, Kew Surgery and Cumberland

House Surgery, St Marks Medical Centre and Trinity Practice while, in Bootle, we held engagement days at outreach venues such as Asda, community groups plus news and social media to promote on-line engagement.

We heard from patients at the following Bootle GP practices: Bootle Village Surgery; Concept House Surgery; Moore Street Medical Centre; North Park Health Centre; Park Street Surgery; Strand Medical Centre and Sefton Road Surgery.

Our recommendations related to all 10 of the GP practices within the survey and included:

Sharing good practice

Improving patient communications

Promoting on-line appointments more clearly

Encouraging involvement with the practice’s Patient Participation Group (PPG) if not already doing so

Ensuring continuity of care for patients with long-term conditions

Moving forward Healthwatch Sefton would like to work with and support the GP practices and CCGs to ensure we are listening to and giving local residents a ‘say in the primary care services’ they receive.

OUTCOME: results from the Bootle GP practice surveys were fed into the CCGs Urgent Care Review.

Reception staff think they are nurses, the nurses think they are doctors, and the doctors are great.

- patient at a Bootle GP practice

Care Homes

Following our pre-arranged visits care home residents are now finding it easier to navigate the home and visitors are benefiting from improved access.

Maryland Care Home

Our authorised representatives carried out an announced visit to the Formby care home in August 2018. It was a positive visit overall with the manager addressing several issues we raised during the visit itself.

We further recommended that signage at the front of the home be improved along with the seating plan when residents were eating, as they told us they didn't like the current arrangements.

Residents also told us they wanted more vegetarian options included on the menu. However, despite repeated attempts, to date, there has been no response from the manager, Kelvin Bacon, to either the report or the recommendations we have made.

The Hollies Residential Care Home

This was also another positive visit made in September 2018 with our representatives noting there was a wide range of activities, and regular visits from opticians and dentists to the Southport home.

Our report included a number of recommendations ranging from: supporting residents to use the stairs more confidently by making the colour of the handrail more prominent, decluttering the noticeboard and making the entrance sign more visible for visitors.

These recommendations have been actioned and the manager was extremely helpful before, during and after our visit.

All the wards I have been on I would score 11 out of 10. They are excellent and their care goes above and beyond.

- patient of The Walton Centre



Wendy with The Walton Centre report

Your feedback is important

The Walton Centre NHS Foundation Trust

During much of 2018 Wendy Andersen, our Engagement Manager, held regular stands in both the main reception and Sid Watkins areas of the neuroscience hospital to hear the experiences of patients, visitors and staff.

The report highlighted mainly positive feedback on treatment and care as well as staff attitude. However, people told us of areas they thought could be improved and we also shared these with the Trust.

You said

Appointment letters to state what building the patient's appointment is in.

They did

The Trust has reviewed the process of patient letters and now include specific building location details and nearest places to park.

You said

More disabled parking by Sid Watkins building.

They did

Previously there were 5 disabled bays but work carried out during 2018 means there are now 15 bays suitable for patients with disabilities.

You said

On discharge there were long waiting times for medication.

They did

Trained pharmacists and some nurse practitioners can now prescribe medications for patients to take home and the Trust has seen improvements in waiting times.

You said

More signage to be available at wheelchair level.

They did

Low-level check-in pods have already been installed but Trust will now review signage throughout the Trust to make it easily visible for patients in wheelchairs.

Wendy said: “We work in partnership with the Head of Patient Experience at the Trust to ensure any areas identified for improvement are flagged up immediately so the Trust can respond in a timely and effective manner.”

We are very appreciative of the work you have carried out in coming to our hospital. This feedback is invaluable for us and we are extremely grateful for the strong relationship we have with Healthwatch Sefton.

**- Hayley Citrine, Chief Executive,
The Walton Centre NHS Foundation Trust**

Ainsdale Centre for Health and Wellbeing

Between August and September 2018 we talked with patients, volunteers and staff at the centre and our report reflected the positive experiences people told us about.

For instance, one patient said: “I always come to Ainsdale clinic because I think they take bloods really well and you can communicate easier with the staff here.”



Ken Lowe (l), HWS Locality Representative for Ainsdale and Birkdale gathering feedback from a patient at the Ainsdale centre

Although there were no recommendations in the report, we fed back issues raised with us so Lancashire Care NHS Foundation Trust, which provides health services within the Ainsdale centre, could consider making improvements.

You said

Accessing appointments can be difficult including those for podiatry.

They did

Introduced Single Point of Access to improve administrative processes and reduce delays for patients contacting services. This was reported as already starting to have a positive impact.

Reviewing podiatry service with commissioners to ensure capacity meets demand for appointments.

Julie Nowell, Deputy Head of Operations with Lancashire Care NHS Foundation Trust, said in response to our report: “I am keen to continue to collaborate with our partners and service users to improve the care we provide to patients in our care and have already implemented some improvements.”



Main reception at Aintree University Hospital

Aintree University Hospital NHS Foundation Trust

Feedback was gathered from engagement stands at Aintree hospital and this was passed on to the Trust through our report in 2018.

It referenced improvements in feedback relating to communication since our last feedback report in 2017.

Patients had specific praise for staff working in ophthalmology as well as the ear, nose and throat department due to the standard of care they provided.

You said

Staff are very busy and there are concerns this could impact on care.

Lack of access to food and drink while waiting to be treated in Accident & Emergency.

I am concerned at the number of negative comments around food and hydration and discharge and this is something that we will be addressing with the Divisional Directors of Nursing & Allied Health Professionals and Divisional Medical Directors.

**- Dianne Brown, Chief Nurse,
Aintree University Hospital**

In the main, a positive report which I will share with teams, thank you.

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

Southport and Formby District General Hospital

Over a 12-month period up to June 2018 we listened to the experiences of patients, staff and visitors to the Town Lane hospital.

Staff attitude, plus treatment and care were viewed positively by those using services at Southport hospital. The volunteers working on the reception desk also received a mention as patients appreciated the support they gave.

OUTCOMES

The Trust is reviewing how appointment letters are sent out and tracked.

Appointment letters to include location directions for attending specific clinics.

Trust reviewing lack of spaces on Southport car park site along with a Trust-wide review for patients and staff.

Working in partnership

Healthwatch Sefton is fortunate in having built up positive working relationships with a number of health and care service providers and commissioners. We also work in partnership with local organisations and groups within the public and voluntary, community and faith sectors. These partnerships mean what people tell us is raised with those who can do something about it.



Health and Social Care Forum

Both members of the public and a number of our volunteers informed us that they would like to find out more about Personal Health Budgets and how they can be accessed in Sefton.

Members from the Health and Social Care Forum within Sefton Council for Voluntary Service (CVS) had also raised this and we, therefore, agreed to work in partnership and hold a joint event so we could learn about the budgets and have our questions answered.

We worked with our NHS Clinical Commissioning Groups (CCGs) in Sefton to organise the event and Tracey Forshaw, Assistant Chief Nurse for both Sefton CCGs, attended the July event to talk to the 40+ attendees who came to take part in the discussion.



Tracey Forshaw talking at the Personal Health Budget event

Following the event, we continued to review how the budgets are used and how people are accessing them and will gain updates and share the feedback we receive over the coming year.

We again worked in partnership with the Health and Social Care Forum in arranging a consultation event in September to discuss and debate the Local Government Association's Green Paper on social care - 'The Lives We Want to Lead'.

More than 30 people engaged in a table-top discussion sharing their thoughts, experiences and aspirations in regard to the future of adult social care, health and wellbeing. The results of the event were fed into the national consultation.

I have been delighted to work closely with Healthwatch Sefton in organising events to raise awareness of the provision of Personal Health Budgets and providing feedback on the LGA Green Paper proposal for Adult Social Care. It has been a pleasure to work with Diane and her team and hope that this relationship will go from strength to strength as we strive to improve the experience of users of local health and care services.

**- Jan Campbell,
Localities Lead, Sefton Council for
Voluntary Service (CVS)**



Liz Dowd (far left) and Pauline Delaware (left), who worked in south Sefton Community Health Council, one of the forerunners of Healthwatch, with Maureen Kelly (far right), Chair of Healthwatch Sefton and Diane Blair, manager of Healthwatch Sefton

NHS 70: Past, Present and Future event

To mark the 70th anniversary of the NHS in 2018 we held a special event in November to which we invited our stakeholders and special guests.

Around 40 people took part in the event which had the following theme:

NHS 70: Past - a video was shown that we had compiled of people looking back at the different platforms (similar to Healthwatch) that have run alongside the NHS and given the public and patients a voice on the NHS and care services they use.

NHS 70: Present - the event was a great opportunity to showcase how Healthwatch Sefton looks today and we officially launched our Independent Complaints Advocacy service.

This is a great piece of work with some really helpful insights that we can feed into our Aintree and Royal Liverpool merger programme.

- Kelly Jones,
Partnership Engagement Programme
Manager, Project Management Office

NHS 70: Future - those who attended also participated in Healthwatch England's national conversation to find out what people want and expect from hospitals, GPs and care services in the next 30 years. As part of this, people were asked to comment on how important they thought technology would become, including the use of robots in surgery. Their views were included in a report to our stakeholders.

Flu Fairs

Betty Boner, Engagement Officer for north Sefton, works in partnership with organisations during the flu vaccination season in order to capture the views of vulnerable people.

For several years Betty has had a stand at Ainsdale Lunch and Leisure which hosts the flu vaccinations for Ainsdale Medical Centre. This is

brought about through Ken Lowe, our Locality Representative for Ainsdale and Birkdale who said: "Thank you for taking part in today's Ainsdale Health Fair where the number of patients attending was about 350. The community got much from the event."

Betty also linked in with Churchtown Surgery's flu fair, at Leyland Road Methodist Church in Southport, to reach as many people as possible.

Community Champion Networks

Healthwatch Sefton has set up and continues to develop two Community Champion Networks working across Sefton. One covers south and central Sefton, and the other covering north Sefton, including Southport and Formby.

Both networks are made up of local voluntary, community and faith sector groups (VCF) along with health centres, schools and libraries. The organisations and groups who are members of the networks play a vital role in the health and wellbeing of local people because they are well placed to support and promote Healthwatch Sefton's goal of building relationships with communities and collecting their experiences of local health and social care services.

The network members also open up their venues and events to Healthwatch Sefton, supporting our goal to engage with local people and groups.

Members have attended monthly community champion network meetings to bring forward any emerging health and social care issues and to hear from guest speakers including providers and commissioners of health and social care services.

I really appreciate the great links we have with Healthwatch.

- Justine Shenton,
Sefton Older Persons Forum Co-ordinator,
Sefton Advocacy

Initially, the main aim of the meetings was to enable network members to share information and best practice along with guest speakers talking about developments in health and social care service.

However, it became clear that there were several recurring issues that were causing concern for community champion members and, during late 2018, the network focussed on finding out more about GP practice Patient Participation Groups (PPGs).

We had already been working closely with both of Sefton's NHS Clinical Commissioning Groups (CCGs) to map the number of PPGs in the borough and ensure patients are given the chance to have their voices heard.



Wendy and Betty (far right) with the Community Champions at one of the network meetings



Janet Spallen, NHS CCG Senior Manager, Commissioning and Redesign, talking at the Urgent Care Review themed meeting in January 2019 with Barbara Rouse, community champion, taking notes

So it was agreed that a themed community champion meeting on PPGs should be arranged to give members the time and opportunity to hear about these groups and to ask questions. The first themed champion network meeting was a success with members requesting future meetings to be themed on topics.

Healthwatch Sefton has continued to develop the community champion networks and have now clearly established themed network meetings on a bi-monthly basis. These have included:

GP Patient Participation Group meeting (south Sefton)
 South Sefton Urgent Care Review (south Sefton and Southport and Formby)
 7 day GP Access (Southport and Formby)
 GP Extra (south Sefton)

Feedback from network members has been extremely positive moving forward into 2019 with a joint community champion meeting being planned on podiatry services. Matters arising from any of these meetings are fed in to the Healthwatch Steering Group.

Merseyside Safeguarding Adults Board

Ian Porter joined the Healthwatch Sefton team in October 2018 as the lead of Merseyside Safeguarding Adults Board's 'Voice of the Service User and Frontline Worker' project.

This initial 12-month project is looking to record views of people who have required support through a safeguarding incident along with family, friends or anyone else who have helped them.

The project is being delivered in partnership with four local Healthwatch - Knowsley, Liverpool, Sefton and Wirral - and Ian has utilised their local contacts to link in with a number of community groups and council officials to have exploratory discussions.



Telephone interviews with people who have experienced a safeguarding incident have taken place along with a series of focus groups capturing views of safeguarding teams and service users.

Ian has organised a community engagement event in June 2019 to further capture as many different views as possible.

The findings from the project will be included in a full report and this will be shared next year. The outcomes and recommendations of the report will be used to inform the work of the Merseyside Safeguarding Adults Board.

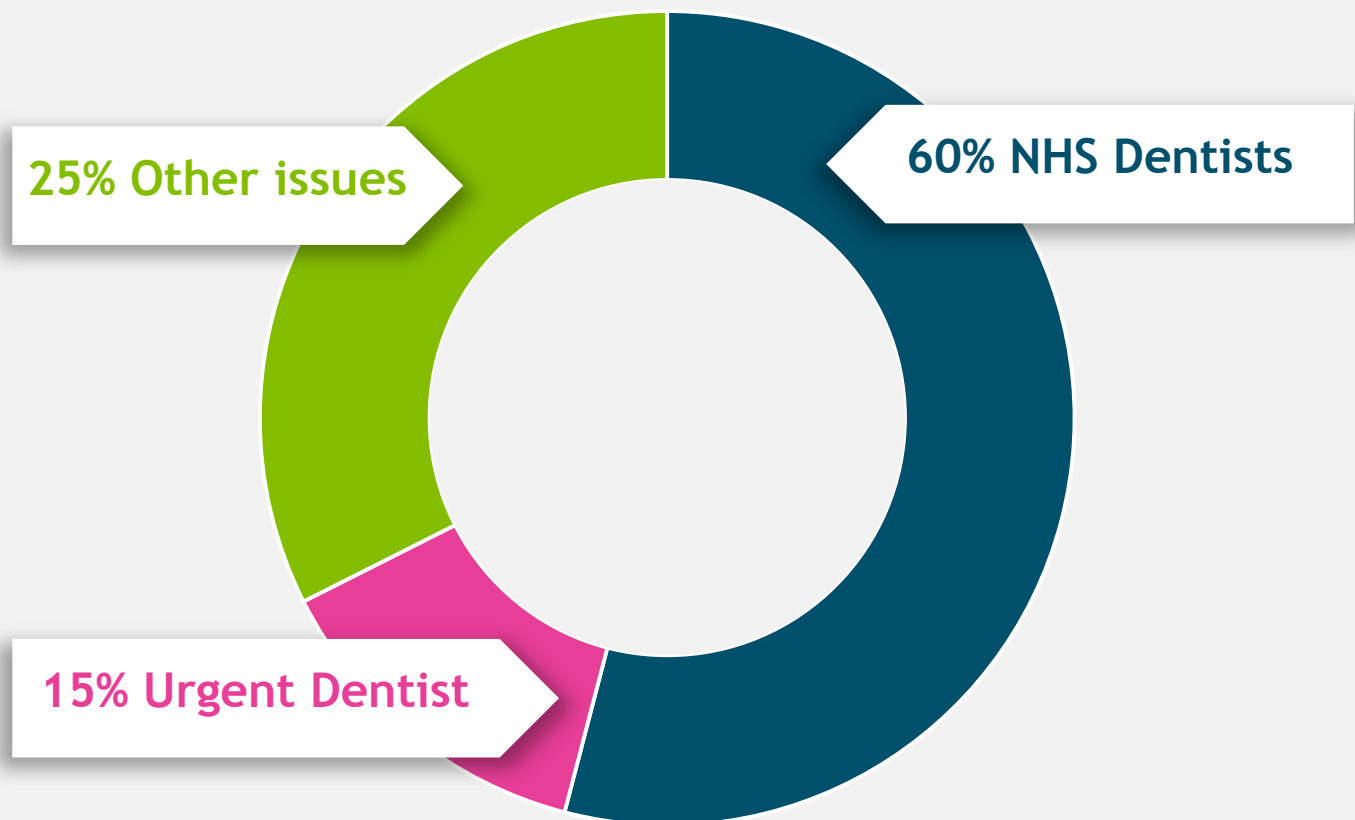


**Helping you find
the answers**

What services do people want to know about?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask us:



Providing extra service information

From listening to people's feedback on podiatry services throughout Sefton, it became apparent that there was confusion around providing routine nail clipping treatment as part of community services.

In November 2018 we were asked to conduct a mapping exercise as part of our Signposting and Information Service to source podiatry / foot care services for both south and north Sefton and shared this with Sefton's NHS commissioners.



This is a really helpful and comprehensive list. Mersey Care have assured us that they are now following the existing service specification and that if a referral is not appropriate and for routine nail care only they will decline.

The information your colleague has collated will help in signposting to alternative services. Many thanks for your support on this service issue.

- Janet Spallen, Senior Manager,
Commissioning and Redesign,
Community Services,
Planned and Unplanned Care,
NHS South Sefton CCG

How we provide people with advice and information

During this period our Signposting and Information service has received **496** enquiries from local people, signposting them to **871** local services.

To access the service people can ring our Freephone number, email us or text. As you can see from the chart before, many of the people who access this service have done so as they have not been able to register for NHS treatment with a local dentist or have required

urgent dental treatment. This has been mainly for those living in the Southport and Formby locality and we have been working with NHS England to address this gap.

Other issues which people contact us about relate to social care issues, support for older people, funding and finance, access to well being activities, support from generic advocacy services and issues relating to GPs.



Social care concern

John*, who contacted us via email, was looking for services that could help him with cooking, shopping and cleaning at his house.

Dawn, our Signposting and Information Officer, listened to his concerns and was able to refer John to Age Concern Liverpool and Sefton Homecare (Support, Cleaning, Care, Shopping) as well as Sefton Health and Social Care Customer Access Team.

Help with travel costs

Jane* was in receipt of Employment Support Allowance (ESA) and rang up for support towards travel costs as she had to make many journeys to treatment rooms for a leg injury.

Her appointments were in Litherland and Jane found it difficult to use public transport because she had to get two or three buses, so usually ended up getting a taxi. Dawn signposted Jane to the NHS Low Income Scheme which helps pay towards NHS prescription and dental treatment charges, as well as the cost of travelling to receive NHS treatment.

*Not their real names



Independent Complaints Advocacy service

We took on the Independent Complaints Advocacy service in April 2018 with David Evans joining as our Independent Complaints Advocate. This two-tier service is free, confidential and independent.

Tier one is provided by Dawn Thomas, our Signposting and Information Officer. Dawn provides the initial contact with clients offering information and support about making a complaint. She can then supply free self-help materials with details on the best method to make a complaint themselves and help them decide if advocate support is required.

Tier two is provided by David Evans, our Independent Complaints Advocate. As a fully experienced and independent advocate, David has been supporting people from Sefton to navigate the NHS complaints process, helping those who may otherwise struggle to voice their complaints. We support them with such tasks as letter writing, attending complaints meetings and ensuring at each stage clients are aware of the options available when making an NHS complaint.

In the last year, we have worked on **53** Tier 2 individual complaint cases. As of March we had

Thank you for all you have done. The meeting has gone well. You have been so very kind.



David Evans, Independent Complaints Advocate

12 cases that are still ongoing. Complaints have been supported on a range of issues including: levels of nursing care; multiple aspects of clinical treatment; failure to diagnose/misdiagnosis and complaints relating to medication.

In addition to the Tier 2 complaints we have supported, we have also given help to **29** clients requiring Tier 1 support.

Tier 1 support has, in the main, been in relation to clients who have been thinking about making a complaint about Hospital Trusts or GP practices.

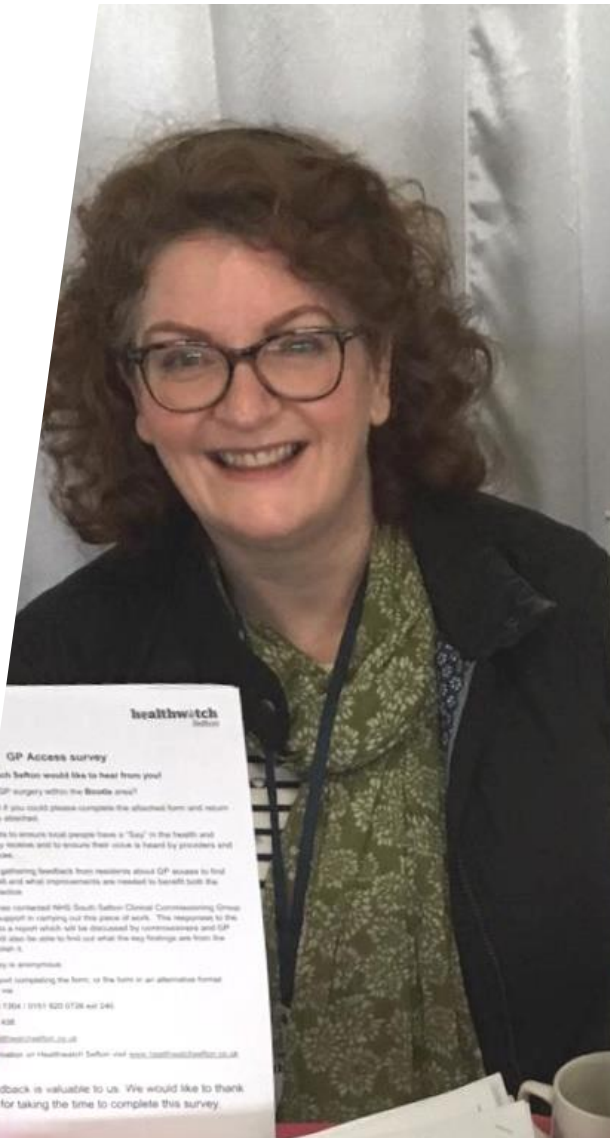
During the first month of us delivering this service in Sefton, we were approached by Warrington MBC to provide the advocacy service for Warrington residents. The new provider for the Healthwatch contract for Warrington was not due to start until August and there would be a gap in provision.

Our Independent Complaints Advocate took on this role in Warrington for a three month period (1st May 2018 - 31st July 2018) supporting clients one day per week. Case files for six clients were transferred to us from Warrington.

**CAN I
HELP?**

Complaints breakdown

| | |
|-------------------------------|-----|
| Hospital/ Ambulance NHS Trust | 59% |
| Mental Health provider | 10% |
| Community services | 7% |
| GP practices | 5% |
| Commissioners of services | 19% |



healthwatch
Sefton

GP Access survey
Healthwatch Sefton would like to hear from you!
If you are a GP surgery within the Basella area?
If you would please complete the attached form and return
it to us.
We would like to ensure local people have a "Say" in the health and
social care services and to ensure their voice is heard by providers and
services.
We are gathering feedback from residents about GP access to find
out what and what improvements are needed to benefit both the
GP practice.
When we completed NHS South Sefton Clinical Commissioning Group
their support in carrying out this piece of work. The responses to the
survey will be a report which will be discussed by commissioners and GP
if you will also be able to find out what the key findings are from the
survey is completed.
We suggest completing the form, or the form in an alternative format
if you prefer.
Tel: 0800 1304 / 0151 620 0738 ext 240
Fax: 0151 620 0738
Email: info@healthwatchsefton.co.uk
Website: www.healthwatchsefton.co.uk
or Healthwatch Sefton via app: healthwatchsefton.co.uk

Your feedback is valuable to us. We would like to thank
you for taking the time to complete this survey.

healthwatch
Sefton

Find the right local health and social care services for you!

Healthwatch Sefton is **independent** to the health and social care services you use...

...so our helpful **Signpost Information Service** can help you find:
dentists, residential care, GP practices and more

FREEPHONE 0800 206 0738
TEXT 07434 81 0738
EMAIL info@healthwatchsefton.co.uk

@HWa @HW!
Heal

Our volunteers



How do our volunteers help us?

At Healthwatch Sefton our volunteers support us in a number of ways, whether that is conducting Enter & View visits or helping us carry outreach engagement to capture people's feedback.



Interested in volunteering with us?
Or want to join Healthwatch Sefton?
Call Freephone 0800 206 1304 for
more information.



Some of the Locality Representatives at our Volunteer Thank You event in September 2018

Volunteers support our work

There are currently **7** Healthwatch Sefton Locality Representatives across Sefton with vacancies in Formby as well as Hightown, Seaforth and Litherland localities.

Their responsibilities include: acting as a point of contact for residents living in their local area; letting Healthwatch Sefton know of any issues local residents have when using health and social care services; and supporting Healthwatch Sefton with engagement activities.

Among other specific duties, the representatives are also expected to attend steering group and community champion network meetings, promote Healthwatch Sefton's aims and objectives, and help build effective relationships with their CCG locality counterpart to streamline communications between the two organisations.

Every other month the Locality Representatives meet up with the Healthwatch Sefton engagement team to talk through what they have been working on, identify training or support needs and any emerging themes.

Our volunteers represent Healthwatch Sefton on various external boards such as the Adult Social Care and Health Overview and Scrutiny Committee (OSC) as well as being on the Mersey Care Southport New Build project, and the new mental health hospital - Hartley Hospital - is due to open later in 2019. Pictured left.





At the social media masterclass in November 2018 arranged by our volunteers for our volunteers

Our volunteers

Transgender Equality Training



In March 2019, Healthwatch Sefton staff and volunteers attended awareness training around transgender equality.

It was delivered by Anthony Griffin, Chair of Navajo Merseyside & Cheshire LGBTI Chartermark Consultative Partnership Board. The training has led to a review in our Enter & View procedures so that we will now be aware of dignity for trans people in social care.

Social Media Masterclass

At the May 2018 meeting of the Communications Sub Group, two members - Emma Grange, from People First Merseyside, and Sarah Oldnall, Bootle Locality Rep - volunteered to run a masterclass for Healthwatch Sefton members on how to use social media more confidently and appropriately when representing Healthwatch.

The masterclass was delivered in November 2018 and was successful in that people knew how best to use Twitter and facebook which was down to Emma and Sarah's planning and engaging delivery.

Volunteer Development Day

In order to engage more meaningfully with our volunteers, we organise a series of events which help them to better understand how health, community and social care operate within the borough.

In February 2019 Ian Willman, Service Manager, Neighbourhood & Partnerships at Sefton Council, came to talk to volunteers.

He outlined the council's new locality model which looks at a new geographical way of working and also how services will be delivered.

Outcome: One of our community champions is now working in partnership with Ian to devise a clear referral pathway to benefit members of the local community in Sefton.

Volunteer Thank You Event

As a way of thanking our many volunteers, we invited them to a special afternoon lunch during September 2018. There was a mix of locality representatives, community champions, enter & view representatives as well as board and steering group members.



Our finances



How we use our money

| Income | £ |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| Funding from local authority to deliver local Healthwatch statutory activities | 143,281 |
| Funding from local authority to deliver Healthwatch Independent Complaints Advocacy service | 19,350 |
| Additional income - funding from local authority (Warrington) to deliver Healthwatch Independent Complaints Advocacy service (May 1, 2018 - July 31, 2018) | 3,228 |
| Additional income - funding from Merseyside Safeguarding Adults Board to deliver 'Voice of the service user and staff' project | 22,753* |
| Additional income - funding from Healthwatch England for NHS 10 Year Plan Engagement work | 2,500 |
| TOTAL | 191,112 |

| Expenditure | £ |
|-------------------|----------------|
| Operational costs | 24,426 |
| Staffing costs | 144,699 |
| Office costs | 14,195 |
| TOTAL | 183,320 |

*The funding from the Merseyside Safeguarding Adults Board was received in November 2018 and covers the full amount for the delivery of the 12 month project (October 2018 - October 2019)



Our plans for

next year

Message from our Manager

Looking ahead

The next 12 months will be both exciting and challenging as we ensure local people are kept up-to-date and engaged in both the local and national plans which will shape the NHS over the next 10 years. We have already started our work engaging local people on what works well and what needs to be developed and will ensure the voices of Sefton residents are listened to by decision makers working on the Sefton five-year PLACE plan, 'Reshaping Sefton'. We will be publishing a report in the summer sharing initial feedback and will continue to engage local people on what matters to them.

Healthwatch Sefton has been asked to be involved in the refresh of the Sefton Health and Well Being Strategy which will also support Sefton to deliver the services needed locally for the next five years (2020 - 2025) and we aim to work with commissioners and providers by sharing your feedback.

Our work programme focusses on issues determined as important to local residents and we will continue to focus on the priorities which have been raised. Some examples include a review of home care (domiciliary care), and we are continuing to review the standard of care homes across the borough, including ensuring recommendations have been implemented. Impact reports will be produced to share with you the improvements made via your feedback.

This year we will also see the results from our work in supporting the Merseyside Adult Safeguarding Board to engage with local people and staff, with an event in June sharing the findings to date. We look forward to building on

this work and hope the report and the recommendations can strengthen safeguarding and support people to feel safe.

Better together

Finally, we want to hear your feedback about local health and care services so we can ensure those delivering and commissioning services in Sefton are meeting local need.

We can only do this by working together.



A handwritten signature in black ink, which appears to be 'Diane Blair'.

Diane Blair
Manager, Healthwatch Sefton

Thank You

To all our amazing volunteers who help make a difference to health and care.

Our authorised Enter & View Representatives

Anne Major
Betty Boner
Brenda Cookson
Brian Clark OBE
Derek Thomas
Diane Foulston
Jim Conalty
Joan Carton
Ken Lowe
Margaret Quayle
Maureen Thomas
Maurice Byrne
Nigel Smith
Patricia Hearne
Sarah Ann Blackman
Stuart Morgan Sime
Valerie Thomas
Wendy Andersen

Board group members

Maureen Kelly - Chair
Nigel Bellamy - Deputy Chief Executive, Sefton CVS
Anthony Deegan - Finance Manager, Sefton CVS
Val Elson - Trustee, Sefton CVS
Brian Clark OBE - Locality Representative, Southport & Formby
Maurice Byrne - Locality Representative, South and Central Sefton

Steering Group members

Locality representatives
Anne Major: Central Southport
Brian Clark OBE: North Southport
David Lloyd: Netherton (Oct 2018-present)
Diane Foulston: Crosby
Ken Lowe: Ainsdale and Birkdale
Maurice Byrne: Maghull
Sarah Oldnall: Bootle
Nigel Booth: Formby (Apr 2018-Feb 2019)

Steering Group members

Chair - Maureen Kelly
Organisational representatives
Roger Hutchings - co-opted (social care)
Health and Social Care Forum
Karen Christie
Every Child Matters Forum/ Sefton Parent Carer Forum
Ann Taylor (Apr 2018-May 2018)
Helen Hopkin (Apr 2018-July 2018)
Julie Mangon (July 2018-Sep 2018)
Yael Smith (October 2018-present)
Sefton Independent Carer Action Group
Tony Haigh (April 2018-Feb 2019)
Brian Causey (Mar 2019-present)
Clare Johnson, Carers Voice, Sefton Carers Centre (Sep 2018-present)
Transforming Care Partnership Board
Will Mullen and Joanne English (Feb 2019-present)
Sefton Partnership for Older Citizens - Marion Hepworth
Sefton Young Advisors
Jessica Holding (Apr 2018-Sep 2018)
Milo Dwyer (Sep 2018-present)





Addaction

Age Concern Liverpool and Sefton

Ainsdale Lunch & Leisure

Ainsdale Medical Centre Patient Participation
Group

Alzheimer's Society

Breatheasy Group

Brighter Living Partnership

Chronic Pain Support Group

Crossens Community Centre

Diabetics Society

Freshfield Children's Centre

Lakeside Church Foodbank

Lord Street West Church

Macmillan Cancer Support

Marshside Road Methodist Church

Sefton Visually Impaired Group

Sefton Cancer Support Group

Sefton Carers Autism Group, North Sefton

Southport Centre for the Deaf

Small Businesses (Chris Burgess)

Southport Library

The Stroke Association

Woodvale and Ainsdale Community Centre

Champions on both networks

Galloway's Society for the Blind

Parenting 2000

People First Merseyside

Sefton Carers Centre

Sefton Older Person's Forums

Age Concern Crosby

Bootle YMCA/Bootle Action group

Bosco House

British Lung Foundation

Brunswick Youth and Community Centre

Cambridge Children's Centre

Caradoc Kids

Crosby Library

Expect Ltd

Inspire 2 Independence

Keystone

Kids Konnect

L21 Community Network

Linacre Methodist Mission

MaghullLibrary

May Logan Healthy Living Centre

Netherton Feelgood Factory

Netherton Library

Netherton Park Neighbourhood Centre

One Vision Housing

Reach Men's Group

Seaforth and All Saints Children's Centre

Sefton Advocacy

Sefton Carers Centre

Sefton OPERA

SSAFA

St Leonard's Youth & Community Centre

SWACA

SWAN

The Orrell Trust

Venus

Veterans in Sefton



Contact us

Address and contact details of the organisation holding the local Healthwatch contract as of 31/03/2019.

Healthwatch Sefton Registered Office:
3rd Floor, Suite 3B, North Wing,
Burlington House, Crosby Road North,
Waterloo, L22 0LG

☎ 0800 206 1304

✉ info@healthwatchsefton.co.uk

🌐 www.healthwatchsefton.co.uk

📘 Healthwatch Sefton

🐦 @HWatchSefton

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 need this in an alternative format please contact us.

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Reg No: 8453782



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