

Peterborough Health and Care Forum

Thursday 22nd April 2021

Meeting via Zoom 10-12

NOTES FROM MEETING

Attending	
Sue Allan- Chair	Michelle King
Debbie Drew	Rebwar Hussein
Caroline Tyrell- Jones	Belinda Child
Lynette Brennan	Peter Thompson
Margaret Robinson	Claire Layton
Laura Stent	Sue Mcleay SMC
Dennis Pinshon	Pauline Baird
Susan Mahmoud	Laura Tilley
Shariqua Ahmed (Sha)	Azra Ali
Harry Machin	Dominic Stenning
Mandie Rennie	Dawn Stilwell
Jason Merrill	Luke Squibb
Jemma Varela	Leonne Barlow
Apologies	
Corinne Armstrong	Roxanne Boughen
Sue Harris	Roger Dangerfield
Gillian Langley GLa	Louisa Bullivant

Welcome and apologies.

Sue welcomed all and introductions were made. The meeting would be recorded purely for the purpose of minutes.

Minutes from previous meeting and actions raised.

Minutes were approved.

85- Laura to report back- DD to email

86- Harry has recontacted surgery and awaiting a response.

87- Completed and the receiver of cards were very happy to be able to register at a GP.

Feedback from local groups and shared experiences

MR Husband received excellent care at PCH. He requires a very specific diet and this time they were able to accommodate this, and he said the food was excellent.

MR Lots of people are still having trouble getting through to the GPs. They are reporting that GPs are not routinely feeding back blood results then the patient has trouble actually getting through to GP.

DS Reported he has been waiting surgery since 2019 and still no news on this. The communication between Fitzwilliam and GP very poor.

SM Husband has been visited by district nurses for the last 2 months. The nurse wanted him to have some new meds which the GP needed to sort. This took a couple of calls from SM to get this sorted. It took far too long. Husband needed blood test that the district nurse could do however the GP again took a long time to sort the forms.

DP is still having problems being recognized as a carer for his son. When he went for his own vaccination, they said he was not a carer. He is still trying to resolve this.

LB suggested they email separate to the meeting, and she can help get this sorted by getting carers form filled.

MK reported that a family she has been in contact with has had some treatment in Leicester and needed community service input. The GPs have not been able to sort this they have said no availability and nurses are not qualified to do this. They feel they are in limbo with drains still in place and have had two infections and had to go to A/E. The surgeon at Leicester is going to put in a complaint.

LB Octagon know about this and are trying to get some help. Unfortunately, GPs can request the community services but can not insist.

ACTION 88 MK to email Debbie with whole issue for logging and for Anne to offer guidance for following through a complaint.

HM Had a routine blood test at the City Care Centre- This was an excellent service and no queues.

PT Following the de merge and restructure of Thorpe, Eye and Jenner practices there are discussions to restructure the PPGs into one- this is ongoing.

PT Raised the issue of people who have certain cancers not being able to have vaccines or that it has been shown that the vaccines are not working for certain categories. What is being done for these patients?

SMc Macmillan website has the following information www.macmillan.org.uk/coronavirus and people can call helpline.

The Covid vaccines that are currently available can be given to people who are having cancer treatment.

Some cancer treatments, especially chemotherapy, can lower normal immunity. This can be a problem with certain types of vaccines called 'live' vaccines. Covid vaccines are not 'live' vaccines.

It is possible that the vaccines may be slightly less effective for people having chemotherapy or other cancer treatments. But it is still expected that the vaccine will give useful protection against the virus.

ACTION 89 CTJ to speak with Comms to see if there is any information.

Good Life Project CPSL mind-Leonne Barlow

The Good Life Service takes a fresh approach to community- based wellbeing support and has been developed alongside individuals with lived experience of mental health issues.

We believe that most people - with or without a mental health problem - would actually choose to have a 'life' over having a 'service' - and we know that a 'good life' is best achieved via positive connections within our own communities. Hence the Good Life Service will be embedded in local communities and will have a focus on increasing community connectivity.

There are several elements to the Good Life Service. Firstly, our specialist mental health service available in Cambridgeshire but not Peterborough which offers support to those in receipt of a care package.

Good Mood Cafes - are designed to connect individuals to other like-minded people within their communities; offer wellbeing support and share interests and skills.

Open Door Calm Spaces - provides a space for tranquillity and offers guidance on self-help techniques which can help you to 'ground yourself' and feel better - both in that moment and in the future.

Peer Support Groups;

Wellbeing - 6 month fortnightly group which offers support around the 5 ways to wellbeing and sharing coping skills

Personality Disorder - 6 month fortnightly group to support individuals to share experiences and coping skills around the diagnosis of PD

Hearing Voices - as part of the hearing voices network, we offer several hearing voices groups that individuals can access as much or as little as they need and it is a space that supports individuals who hear voices.

Individuals can self-refer into our peer support groups by calling on 0300 303 4363 or emailing goodlife@cpslmind.org.uk

Waves - A 12-month programme for individuals living in Cambridgeshire who identify as experiencing symptoms of a personality disorder.

Good Life Fund - offers small grants of up to £500 to people in our local community to help set up activities or groups that improve wellbeing and that helps to connect people through sharing interests, passions and peer support. These activities could be book clubs, crafty groups, wellbeing groups, football teams, toddler groups, community gardens, dog walking groups, fitness groups, or activities that encourage people to learn new skills.

JM Where are the good news cafes in Peterborough?

LB Paston Farm and West Raven Cafe

ACTION 90 DD to share the presentation after the meeting.

East of England Ambulance Service NHS Trust (EEast)- Jemma Varela and Luke Squibb

EEast covers 7.5 square miles population 6 million and has 5000 staff. They handle over 1 million 999 calls a year and have 1000 vehicles to cover 17 trusts with a budget of £281million.

For this area at peak time there are 45 ambulances available and 20 overnight. There are some rapid response vehicles and some with specialist crew too including mental health worker.

In the last 2 months the service has met all of the government set response times.

Peak staff sickness amounted to 25% of all staff positive or isolating due to contact. We

- Placed staff who live with vulnerable relatives into hotels.
- Agency drivers (ex police/military)/Fire service/University Students.
- Moved managers/trainers back in to patient facing roles.

Jemma and Luke also described what levels of PPE were worn for various calls.

ACTION 91 DD to share presentation after meeting.

Update NW Anglia FT - email from Laura Stent

Covid numbers are down in the hospitals and we are still on level 3 as well as still having a red receiving ward.

During the year many different national surveys are running. If you receive a letter after your appointment, please try and get this completed.

Some modular units have arrived at PCH. A patient assessment unit will open in June, followed by a pathology lab and an Emergency Treatment Centre to cope with increased flow.

We now have a Co -Production, Co-Ordinator in place to ensure we value and implement coproduction within our service especially when we are developing or creating new services.

Our Patient and Participation Partnership now has a good range of members and we have had 4 meetings and been able to implement some positive actions.

With the help of HW we have been able to share a story about someone transitioning and how it worked for them.

We have a road map of how we are getting visitors back into the hospital which will be launched on 18th May if local prevalence is low. We are fully compliant with government recommendations for maternity visiting.

We have 600 volunteers across both sites many who are over 70 and have been shielding. We are preparing people to come back to work and they will be expected to take lateral flow tests before coming in.

LT Thanked Laura for the volunteer team who have kept in regular touch with her mother-in-law who was volunteering. The support has been great.

Update from CPFT- Louisa Bullivant

Louisa was unavailable but will send DD and update.

ACTION 92. DD to share Louisa's update

Healthwatch Update- Caroline Tyrell-Jones

We are continuing to promote independence and selfcare -our information and signposting team log experiences and watch for patterns/trends.

We will invite Julie to a future meeting for fuller update.

Our Partnership boards (Carers, Older people, Physically disabled, LD, and Sensory Impairment) are still running all be it on line at present. Discussions at these boards directly feed into Healthwatch work and are useful for providers.

One Key change for all are the Integrated Care Systems- we have representation at all levels. We will be inviting someone to come and explain "what it means for us" to future forums. Probably July for Peterborough.

Provider Update

Sara Mcleay- Macmillan We have many ways to support people. Our website has online translation service and BSL. I am always happy to respond to questions via email. Our website has web chat too. <https://www.macmillan.org.uk/smacleay@macmillan.org.uk>

We also have some free counselling on offer from BUPA

<https://www.macmillan.org.uk/cancer-information-and-support/get-help/emotional-help/bupa-counselling-and-emotional-well-being-support>

Support Line free 0808 808 00 00 open every day of the year from 8am to 8pm. Call on cancer health, work and cancer, financial or welfare benefits advice, family support, and queries on covid and cancer.

Laura Tilley- Family Voice We have some training available details on our website.

01733685510 email training@familyvoice.org

There is an expert parent programme, and through the year run different training/ workshops including one on challenging behaviour.

Michelle King- Little Miracles - We have continued to support families through lockdown in various ways. We are aiming to be able to run sessions again in May especially for half term.

Next meeting- 27th May on zoom 10-12