

## Peterborough Health and Care Forum

Thursday 27 May 2021

Meeting via Zoom 10-12

### NOTES FROM MEETING

<b>Attending</b>	
Sue Allan- Chair	Michelle King
Debbie Drew	Louisa Bullivant
Caroline Tyrell- Jones	Roger Dangerfield
Andrew Vatavu	Sarah Kilby
Margaret Robinson	Nik Patten
Laura Stent	Lynette Brennan
Dennis Pinshon	Patricia Dawson
Susan Mahmoud	David Baxter
Corinne Armstrong	Ann
Heather Lord	Phillip Dawson
Mandie Rennie	Dawn Stilwell
Jason Merrill	Wendy Stroud and Charlotte Dungate
Sue Prior	Charles Ryan
Helen Penny	Marie
<b>Apologies</b>	
Belinda Child	Peter Thompson
Sue Harris	Susan Waller
Gillian Langley GLa	Claire Layton
Azra Ali	Leslie Hetherington
Charlotte Chittendon	

### Welcome and apologies.

Sue welcomed all and introductions were made. The meeting would be recorded purely for the purpose of minutes. There was a slight change to agenda as Louisa could not stay long.

### Minutes from previous meeting and actions raised.

Minutes were approved.

Action Log

86 Harry not at meeting

88,90,91,92 Completed

89 Information around vaccine for those with cancer is specific to the individual.

#### **Update CPFT- Louisa Bullivant**

As of the 26<sup>th</sup> May there are no positive Covid inpatients and during the pandemic we have had 230. All preventative measures are still in place.

Our website has been updated with regards to visiting. The trust have reviewed the visiting and measures are in place to allow visiting again.

Mental health support demand is high across the country.

Our telephone lines for staff support have been valued well and we have been working with the Samaritans around extra support.

90% of our staff have taken up the vaccine offer and staff are starting to return to work places although this will now be a blended approach.

We will be interviewing for the Participation and Partnership positions soon. Information will be shared once available.

#### **Terrance Higgins Trust- Grant Chambers**

The Terrance Higgins Trust (THT) is a sexual health and HIV support charity. THT have been working across Cambridgeshire for sometime, but now THT covers Peterborough too. We are still finding our feet in Peterborough.

The main aim is promote good sexual health. THT offer dual testing for Chlamydia and Gonorrhea in schools, pubs and clubs and to individuals. This used to be restricted to under 24s but we can now offer to any age group but particularly those who are vulnerable. The testing is free and a urine sample is sent off to a lab. Results are in within 10 days.

THT run the C Card scheme where those 14-24 or under can receive free condoms.

We encourage organisations to be part of this and training will be given. This is just starting in Peterborough so any organization that is interested in being part of the scheme just need to contact THT.

THT can also offer support to people who are HIV +ve. We would like to be delivering “point of Care” tests in the community and we are hoping this can be done within the next few months. These will be free tests too.

People who are diagnosed early with HIV will leave a normal life, their viral count with treatment can be lowered enough that it is no longer transmissible.

SM Why are the sexual health services aimed at younger people when the problem is more widespread?

GC The money for the service comes from Public Health and it is not well funded. There is definitely a need for more for the older age group. We try and offer good sexual health promotion across the board. Ideally people should see a sexual health check-up like any other and get check regularly.

SP With the cuts to budgets are you not worried that the promotion of the service will overwhelm THT?

GC If we can prove there is a big demand then we could try and get more funding.

There are other services around too:

ICASH runs the sexual health clinics- it is difficult getting appointments unless you have symptoms.

There are services that go into schools.

Diverse are a sexual health charity too and can offer counselling to people who are HIV +ve or have been victims of sexual abuse. The ABC team offer sexual health and relationship support to people who have autism or a learning difficulty from 11-65 yrs.

### **Social Prescriber Service-Wendy Stroud and Charlotte Dungate**

Wendy and Charlotte are social prescribers for the Boroughbury and Paston GP practices with just over 40k patients registered.

A presentation was shared on screen and WS and CD explained the role of the social prescriber.

As Social Prescribers they offer non-medical support to any patient that is registered at one of our surgeries

They connect with individuals as well as statutory agencies, charities, community and faith groups and any other organisations in the local community.

They aim to empower our patients to be able to do more for themselves by connecting them with other people and resources that could help. This could be through encouragement or practical help from ourselves, from friends and family or involvement from groups, or new people they come into contact with.

QU How do people get to speak to a social prescriber?

ANS This can be a referral from the GP and we call the person or they can call us themselves by calling the practice.

QU This is almost impossible with having to go through reception. Most people are having long waits on the phone to get through to anyone is there not a direct number or another way to get in touch ie an email or a request form on the GP website.

ANS This is something we may need to look into.

**ACTION 93** WS to share presentation with DD and DD to circulate.

MK With all this referring into community groups is there any funding for those groups. At Little Miracles we had had 25 new referrals recently from social prescribers this costs us money. Local small groups could be pushed to capacity.

WS The funding that is available in the PCN is for the social prescribers not the community groups. It is something the social prescribers need to be aware of if they refer too many people to one organisation.

### **Update NW Anglia FT- Laura Stent**

We now have very low numbers of Covid +ve patients.

Visitors have been allowed back since 10<sup>th</sup> May, but it is still restricted and needs to be booked.

We have had a belongings service that has delivered 16000 bags to patients (when families bring them in). This service is winding down as visitors are now allowed.

The letters to loved ones has delivered 3000 letters. The team have also enjoyed being part of this service to patients. Seeing the pleasure, it brings.

The paediatric assessment unit is now ready- it's a modular addition to Amazon ward. The Urgent emergency treatment centre will open in July.

We are keeping an eye on the parking situation at the hospital.

We have had a good response to our text us feedback for the emergency department and have received lots of feedback.

Our Patient and Public Voice Forum are recruiting patient partners. This is for all three hospitals in the trust.

SM Can people who have previously been a governor for the trust be part of this?

LS I will check.

**ACTION 94** to share the information on the Patient and Public Forum.

**ACTION 95** LS to check if previous governor can be part of the forum.

### **Feedback from local groups and shared experiences**

SP Went for routine hospital breast screening Peterborough. The whole process was very smooth and well organized. It was on time and I had no problems parking.

PD went to City Care Centre Peterborough for vaccinations, and this was a well organized, smooth process.

There were several pieces of feedback about Lakeside surgery in Stamford and the difficulty getting through to the GP surgery. This surgery comes under Lincs but some of the health provision comes from Peterborough. Healthwatch Lincs are aware of the problem.

**ACTION 96** To speak with Julie McNeill and see if she can link up with HW Lincs to see what is being done.

DP A friend had an infected finger which he had had antibiotics for. This had not cleared it up. He saw the nurse at the practice who said he needed to see the GP. When he asked reception to book an appointment for GP he was told he would need to phone the next day to book like everyone else. This seemed ridiculous especially as the nurse had asked him to book.

Just to update from previous meeting- Lynette had managed to sort the issue around ensuring DP was registered as his son's carer.

MK reported that since Covid children who had hand and foot splints had been having to go to the city care centre for new splints. The service has not been good. When families received the splints they were not right or did not fit. Previously children went to the Child Development Centre, and the people making splints knew the children well and what was needed. The technicians at the hospital seem more geared to adults.

**ACTION 97** to log with HW and for MK to share letter.

MK another family with a severely disabled child has had a PEG since 2019 and had specific surgery on stomach has been in constant pain and vomiting every day. They are now having to have ememas too as digestive system seems not to be working. The child who is 5 now weighs just 13KG and the family are desperate for the child to be seen and be sorted. They have complained to the hospital and are supposed to be being referred to Addenbrookes but they have heard nothing.

SP suggested that a complaint could be made directly to the CCG.

Also the family could get advocacy from Voiceability.

SM Husband needed to go to Greenwood ward Stamford. The staff and hospital are lovely. He needed to use a wheelchair and we were told it was a long walk, however, what we were not told was that it is all uphill and that the wheelchairs available do not push straight which made it very difficult. When I mentioned the state of the wheelchairs they said if we buy good ones, they get stolen.

SP There have been ongoing issues for quite a while around the wheelchairs.

**ACTION 98** LS will speak to the hospital.

### **Healthwatch Update- Caroline Tyrrell-Jones**

The arrangements for these meetings is under review and we are awaiting any announcements on 14<sup>th</sup> June to see if restrictions will be lifted. At that point we can start making plans for going forward and how we start face to face meetings or try blended ones.

The engagement team are starting to attend more events (even though online) as groups are starting to restart themselves. If there are any groups that members know of that we could interact with we would be happy to chat to them.

Our volunteers have been involved in different projects over lockdown and have been meeting regularly online.

Our Partnership boards have continued to meet (Online). We are also looking to start some face-to-face meetings too as soon as we can. We are recruiting people with lived experience to join the boards (Carers , Older People, Physical Disability, Sensory Impairment and Learning Disability).

We have released a couple of reports recently which are on both of our websites.

Autistic Voices and Transport report

### **Provider Update**

Octagon We have done 47000 vaccinations across our practices and had a 90% acceptance for appointments. We have vaccinated 1480 housebound patients.

Octagon has signed up for the second phase of vaccines.